Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

Subject:	
CONNECTED VEHICLE SYMPTOM TROUBLESHOOTING	Service Alert No.: SA-017/24
	Last Issued : 04/11/2024

BULLETIN NOTES

This service alert supersedes the previously issued service alert listed below. The changes are noted in Red text.

Previous SAs:	Date(s) Issued:
SA-017/24	03/14/24
SA-009/23	10/23/23, 08/28/23, 08/15/23, 07/05/23, 06/12/23, 05/24/23, 04/25/23, 03/28/23, 03/01/23 and 02/06/23
SA-017/22	12/13/22, 10/10/22, 08/25/22, 05/06/22, 04/04/22
SA-013/21	12/22/21, 10/13/21, 09/14/21, 05/11/21, 04/27/21, 03/15/21, 02/22/21, 02/08/21 and 02/02/2021
SA-031/20	12/09/20,11/30/20, 11/06/20, 10/28/20, 06/16/20, 06/05/20, 06/01/20, 05/18/20, 04/14/2020, 04/02/20, 03/11/20 and 02/27/20

APPLICABLE MODEL(S)/VINS:

2019-2024 Mazda3	2021-2023 CX-9	2024 CX-90
2020-2024 CX-30	2022-2023 MX-30	2024 MX-5
2021-2024 CX-5	2023-2024 CX-50	2025 CX-70

DESCRIPTION

Some customers may complain about any of the following:

1. Infotainment Center Display does not provide the Authorization Code (OTP) during the MyMazda App Connected Vehicle enrollment.
2. Remote function(s) inoperative.
   - Engine Start / Stop
   - Door Lock / Unlock
   - Lights ON / OFF
   - Climate Control
3. MAZDA CONNECT connected vehicle reception strength icon shows "X" or "\".

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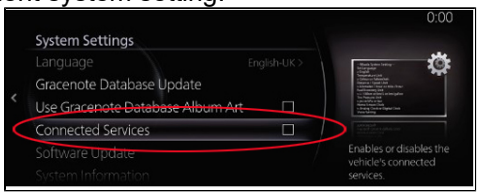
- MAZDA CONNECT Indication
- Remote Engine Start Will Not Function
- Remote Engine Start Function Will turn engine OFF
- Deactivation Mode

MAZDA CONNECT Indication

Indication	Explanation
Mazda3, CX-30, CX-50, MX-30	Radio waves are not being received. Move to a location with good reception.
	Weak reception.
	Good Receptioin
	Strong reception.
	Currently conducting an operation check of the communication unit. If this condition continues, consult an Authorized Mazda Dealer.
	Currently conducting an operation check of the onboard communication unit. **NOTE:** Communication is not possible during this display.
CX-5, CX-50, CX-9, MX-30 Mazda3, CX-30 built July 1, 2021 and later	The communication function is temporarily disabled due to infotainment system setting. 
	• No CV Contract • Deactivation Mode • Connected Service contract has ended

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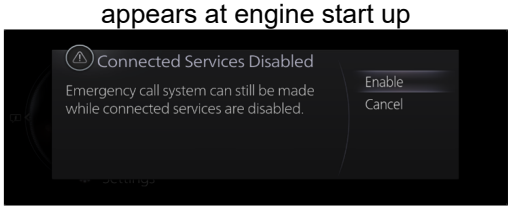
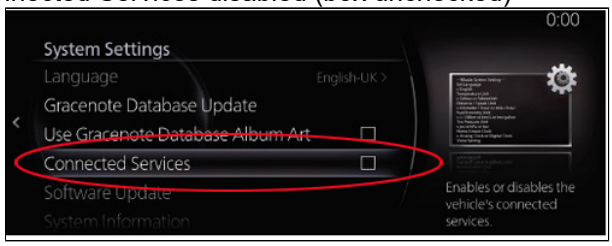
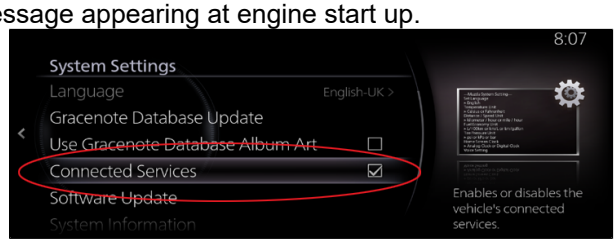
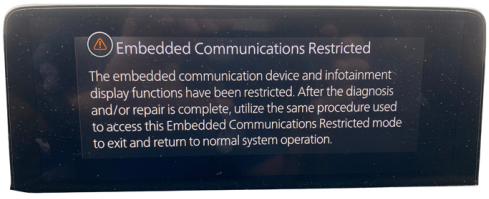
	(Subscription expired) • TCU has not been initialized, go to SA-004/21
Vehicles built before July 1, 2021 Vehicles built after July 1, 2021 	Customer deactivated Connected Services (Opt-Out) • eMDCS Warranty Vehicle Inquiry will show Campaign CSP04 Status Open
CX-5, CX-50, CX-9, MX-30 Mazda3, CX-30 built July 1, 2021 and later Connected Services Disabled message appears at engine start up 	Connected Services disabled (box unchecked)  Enable Connected Services (box checked) to prevent message appearing at engine start up.  **Note:** If customer Opted-Out (CSP04), advise customer to keep Connected Services box checked. The vehicle will not transmit data.
Connected Vehicle Maintenance Mode 	Connected Vehicle Maintenance Mode enabled. Go to MGSS SERVICE CAUTIONS FOR VEHICLES WITH TELEMATICS COMMUNICATION SYSTEM to disable Maintenance Mode. **NOTE:** Connected Vehicle Maintenance Mode is unnecessary if the customers vehicle is in Deactivation Mode .

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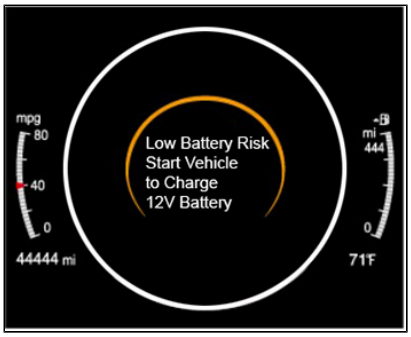
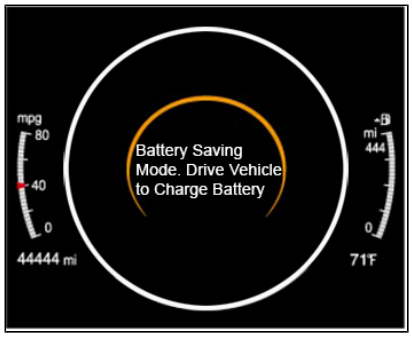
Remote Engine Start Will Not Function under the following conditions

Item	Condition
1	Remote Engine Start function is not available on EV and PHEV (inline 4) models. See SA-038/23
2	Vehicle battery voltage low
3	Automatic Transmission shift position except "P"
4	Vehicles equipped with manual transmission
5	Vehicle speed above 3 mi/h (5 km/h)
6	Brake pedal switch malfunction
7	Engine has been running by remote engine start function
8	Engine started by remote engine start more than 2 consecutive times while the vehicle is not driven. The vehicle must be driven 1-mile or 24-hours must pass from the last successful Remote Engine Start for the use count to reset.
9	2021 Mazda3, 2021 CX-30, CX-50, MX-30: Vehicle's electrical control area network (CAN) is in "Sleep Mode"  or 
10	A registered key is detected in the vehicle
11	Brake pedal switch detects brake application
12	Low fuel warning
13	Engine starts, then turns OFF due to abnormal high engine rpm detected. (Engine rotation over 3000 rpm continued for more than 0.2[s])
14	No engine rpm detected after sending engine start request. (Engine rotation 0 rpm continued for more than 0.2[s])
15	When the CAN data signal for engine shut off is present (e.g.: door ajar signal)
16	After 10 second maximum cranking time
17	Burglar alarm status is "Alarm" and "Alarm stand by" (CAUTION - DO NOT enable, see Theft-Deterrent System section in SA-012/20)
18	Room fuse blown/missing
19	Connected Vehicle Maintenance Mode enabled (Restricted Transmitting Mode in MDARS)

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	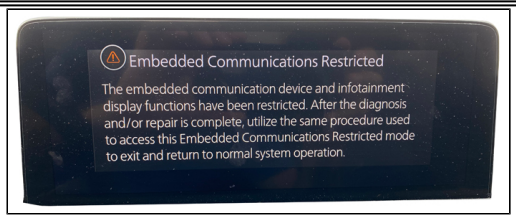
20	Vehicle is parked (stored) for approximately 1 week or longer or in deep sleep mode. Drive the vehicle for a few miles to recover.
21	DTC Stored
22	Aftermarket Remote Engine Start accessory installed.
23	Mazda Remote Engine Start (BCKA-V7-620) accessory installed (No MyMazda app remote engine start function). **Mazda Remote Engine Start (RES) Removal** a. Remove the Mazda Remote Engine Start (RES) accessory module. b. Deactivate and activate Advanced Key(s). Refer to MGSS IMMOBILIZER SYSTEM-RELATED PARTS PROGRAMMING [(US)]
24	First remote control attempt fails, second attempt works fine. Go to TSB 16-002/20.
25	CSP04 Status Open

Remote Engine Start Function Will turn engine OFF under the following conditions

Item	Condition
1	Vehicle door(s) opened
2	Vehicle trunk opened
3	Vehicle hood opened
4	Ignition switch push button "ON" detected
5	Remote engine STOP request
6	Brake pedal switch detects brake application
7	DTC Stored
8	Engine will stop running automatically after 15 minutes for safety, security and emissions.

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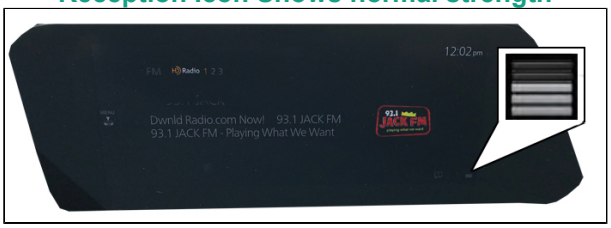
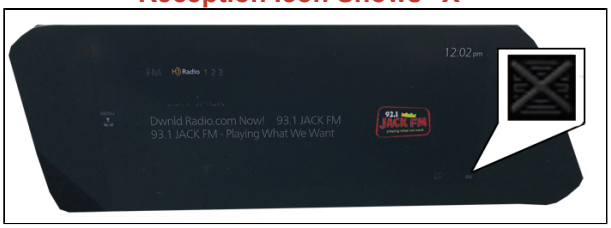
Deactivation Mode

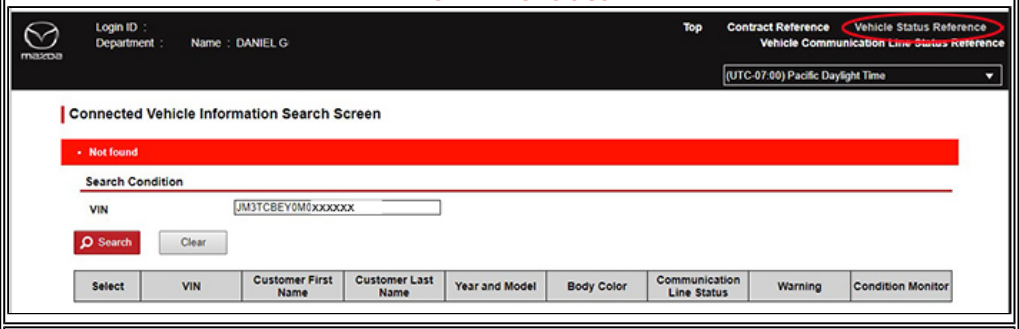
- **Deactivation Mode Temporary Suspension 6/16/2023 (6/11/2023 retail date and later)**
- **Vehicles retailed before 6/11/2023 and in Deactivation Mode will remain in Deactivation mode.**

NOTE:

- Customer/Dealer can activate CV services anytime via MyMazda app
  - Customer - There might be a slight delay in making the backend connection since it was temporarily deactivated.
  - Dealer - Go to Repair Procedure -> TCU Activation
- When TCU is in Deactivation Mode, infotainment Over-the-Air (OTA) Connectivity Master Unit (CMU) software update is not possible (disabled).
- Prior to Retail Date, the TCU is active.

Deactivation Mode Status Check:

<table>
<tr><td rowspan="3">Infotainment Center Display</td><td>TCU Active</td><td>Reception Icon Shows normal strength
  </td></tr>
<tr><td>TCU in Deactivation Mode
No CV Contract
One Time Passcode (OTP) is processing</td><td>Reception Icon Shows "X"
  </td></tr>
<tr><td>Mazda Connected Vehicle Viewer (MCVV)</td><td>TCU CV Contract Status

1. Go to Mazda Connected Vehicle Viewer (MCVV)
2. Enter VIN and then select "Search"</td><td>No CV Contract
 

CV Contract Active</td></tr>
</table>

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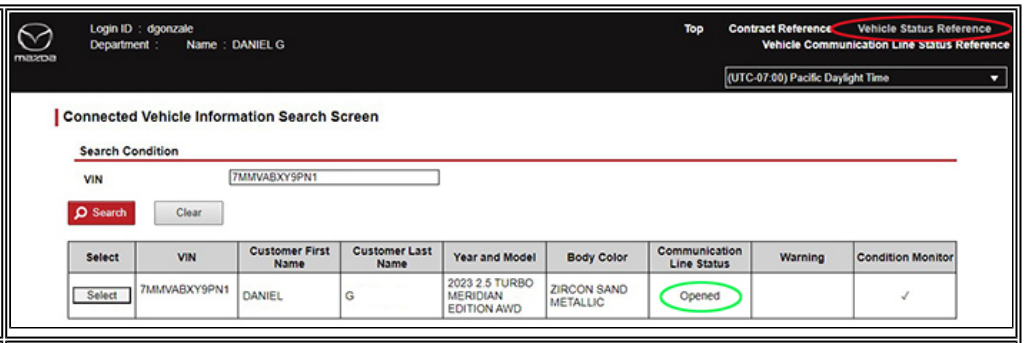
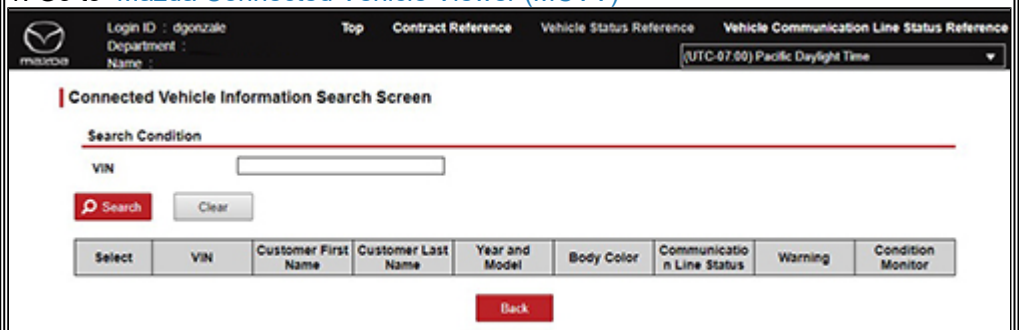
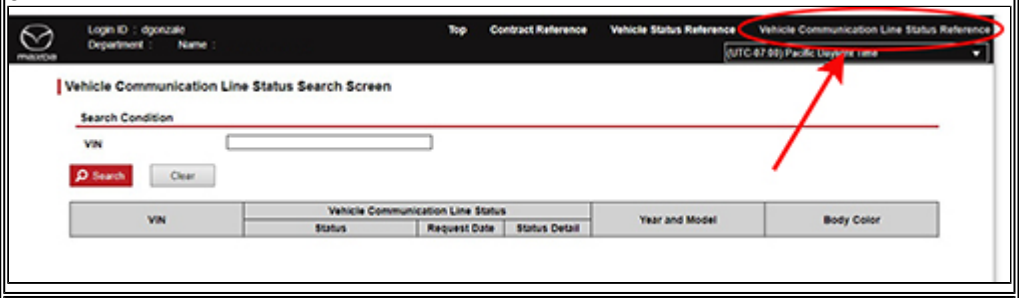


TCU Activation Status Check

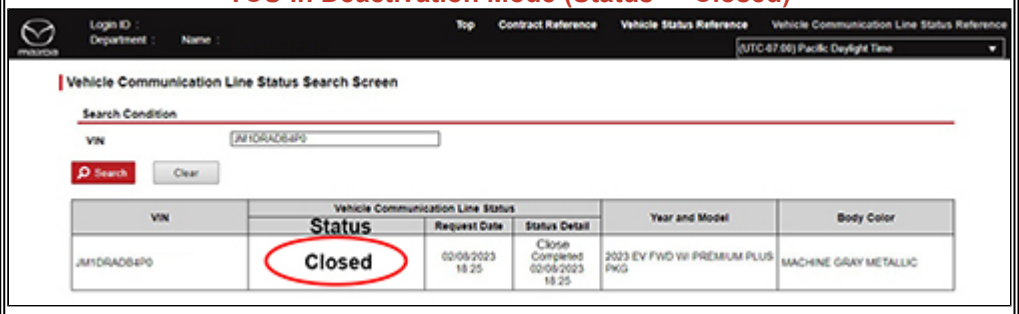
1. Go to Mazda Connected Vehicle Viewer (MCVV)



2. Select "Vehicle Communication Line Status Reference"
3. Enter VIN and then select "Search"



TCU in Deactivation Mode (Status -> Closed)



One Time Passcode (OTP) is processing (Status -> Open Requested)

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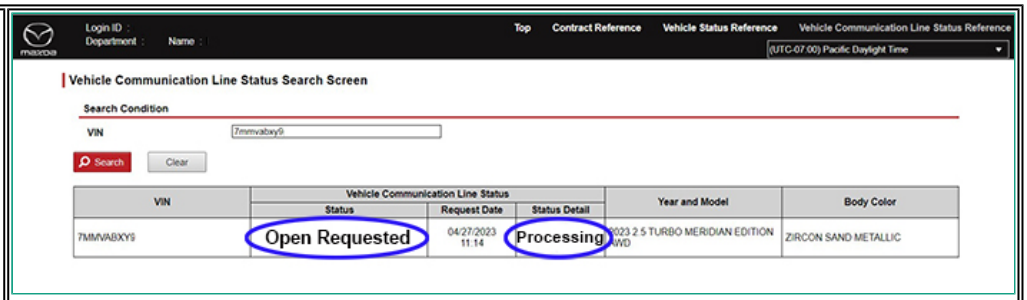
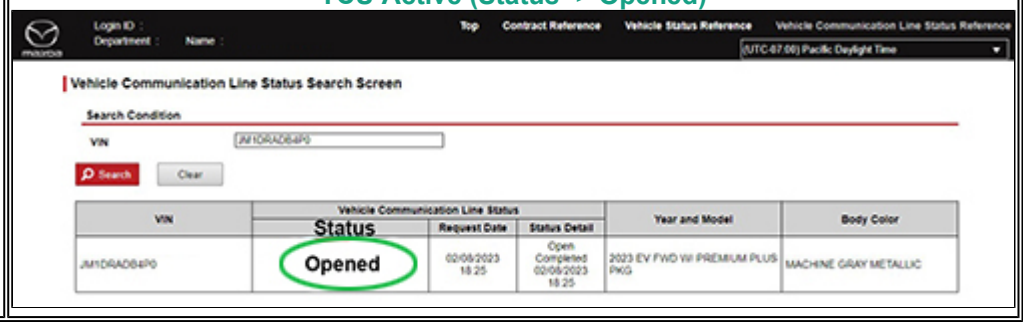


TCU Active (Status -> Opened)



REPAIR PROCEDURE

CAUTION: DO NOT swap TCU with another vehicle as the TCU is VIN locked after activation. A TCU swap with another vehicle will disable Connected Services on both vehicles.

Repair Flowchart

Start		
↓		
Preparation		
↓	↓	↓
Remote function(s) inoperative • Engine Start / Stop • Door Lock / Unlock • Lights ON / OFF • Climate Control	No One Time Pass Code (OTP)	Connected vehicle reception strength icon shows "X" or "\"
↓	↓	↓
Go to the MyMazda App to view the reason for remote function failure.	MyMazda App Enrollment Preparation	Deactivation Mode

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↓	↓	↓
Check Campaign Status	Enrollment / Take-Over	Check Campaign Status
↓	↓	↓
Remote Function Troubleshooting	OTP Troubleshooting	Customer deactivate Connected Services (Opt-Out) ↓ No reception

PREPARATION:
1. Confirm that the Telematics Communication Unit (TCU) is at the latest software level. Go to Telematics Communication Unit (TCU) Updates
2. Go to eMDCS Vehicle Inquiry and confirm the following campains are not shown or closed:

- CSP06
- CSP07
- SSPC7
- DRW41

3. Go to eMDCS Vehicle Inquiry and confirm CSP04 is not shown.
4. If Hotline assistance is needed, please fill out the Dealer Connected Vehicle Questionnaire before contacting Hotline. The questionnaire collects data needed by Hotline agent.
5. In most cases, the customer will not leave their device with you for troubleshooting, therefore a connected vehicle Take-Over is necessary. Use your personal device or dealer supplied device for troubleshooting. Go to Enrollment / Take-Over.

- At customer pick-up, inform customer to re-enroll into Connected Services as a new primary user.

6. Confirm the customer's phone and vehicle have good to strong reception during the concern as shown in the table below.

- If the reception icon shows "X", the TCU is deactivated. Enrollment is not possible. Go to **TCU Activation**.

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- Customer/Dealer can activate CV services anytime via MyMazda app
  - Customer - There might be a slight delay in making the backend connection since it was temporarily deactivated.
  - Dealer - Go to **TCU Activation**

- If the reception icon shows " \ ", move the vehicle to an area with a clear view of the sky.

- If the reception is weak, move the vehicle to a location where the reception is good to strong as shown in the table, then try to get the Authorization Code and/or operate the remote functions before proceeding to the Repair Procedure if there is still an issue.
- If the reception is good to strong, proceed to Connected Vehicle Troubleshooting below.

NOTE: Vehicles stored for long periods may loose GPS clock sychronization. If the vehicle is stored for a long period, test drive the vehicle to give the GPS clock time to sychronize before enrolling or testing connected vehicle functions.

Index

1. Unable to create a MyMazda account
2. Remote function(s) inoperative
3. No One Time Pass Code (OTP)
4. Connected vehicle reception strength icon shows "X" or "\"
5. MyMazda App displays incorrect tire pressures (Except CX-5 and CX-9)
6. Unable to activate Connected Services (2019 Mazda3)
7. Software Update Error (2020 Mazda3)
8. Functions inoperative (2021-> CX-30, CX-50, Mazda3 and MX-30)
9. First remote control attempt fails, second attempt works fine
10. Engine turns off when opening door
11. Low Tire pressure will not clear after correcting tire pressue
12. MyMazda App does not display tire air pressures (CX-5, CX-9)

- MCVV One Time Passcode (OTP) Troubleshooting
- TCU Activation
- 2nd Owner Take-Over
- Customer Opt-Out

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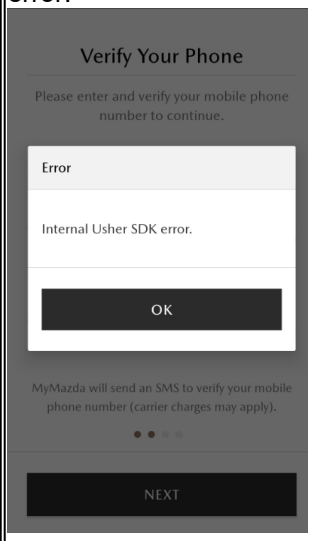
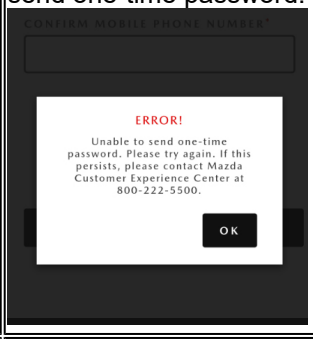
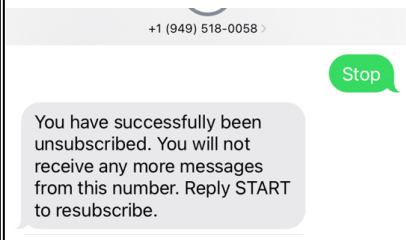
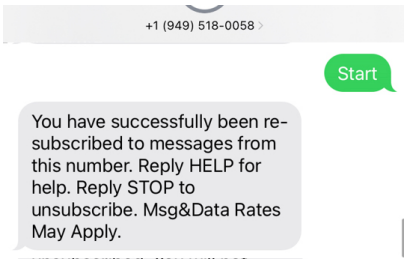
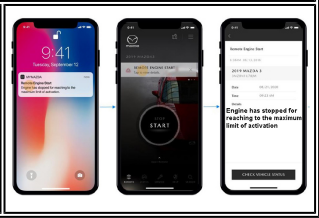
Connected Vehicle Troubleshooting			
	Symptom	**Cause**	**Action**
1	The customer is not able to create a MyMazda account. The customer receives the following error: **MyMazda App** - Internal Usher SDK error.  **MyMazda Website** - ERROR! Unable to send one-time password.  	Customer inadvertently texted **"Stop"** to 1-949 518-0058 (Twilio SMS for Mazda)  	1. Text **"Start"** to 1-949 518-0058 (Twilio SMS for Mazda) 2. Retry to create a MyMazda account. **NOTE:** USA and Canada only 
2	Remote function(s) inoperative. • Engine Start / Stop • Door Lock / Unlock • Lights ON / OFF	Go to the MyMazda App to view the reason for remote function failure.	**Push Notification** 

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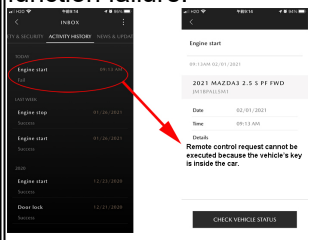
<table>
<tr><td></td><td rowspan="3">• Climate Control</td><td rowspan="3"></td><td></td><td>OS Lock Screen
Tap the push notification</td><td>Home
Tap the alert card</td><td>Inbox Detail
Tap "check vehicle status"</td></tr>
<tr><td>Activity History</td><td colspan="3">Go to the MyMazda App INBOX -> ACTIVITY HISTORY -> to view reason for remote function failure.
  </td></tr>
<tr><td>Check Campaign Status</td><td colspan="3">Go to eMDCS Vehicle Inquiry and confirm the following campains are not shown or closed:
• CSP06
• CSP07
• SSPC7
• DRW41</td></tr>
<tr><td></td><td>Remote Function Troubleshooting</td><td colspan="3">1. Confirm Connected Services is enabled (box checked). Go to Settings -> System Settings -> Connected Services.</td></tr>
</table>

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			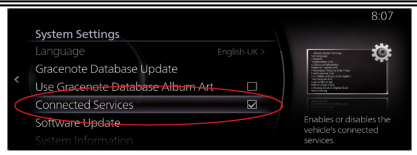 2. Use MDARS to ID the vehicle and check for DTC's stored. Are DTC(s) stored? • Yes - Go to MGSS and perform normal DTC diagnostics. • No - Go to next step. 3. Confirm TCU software version. Go to Telematics Communication Unit (TCU) Updates 4. Disconnect battery for 30 seconds and then reconnect (KAM reset). **NOTE:** Test drive vehicle after battery disconnect to allow the GPS clock to sychronize before retrying Authorization Code. 5. Perform one of the following: • **Customer:** Un-enroll Connected Services, then re-enroll into Connected Services as a new primary user. • **Dealer:** Perform customer take-over enrollment for test confirmation, then at customer pick-up, inform customer to re-enroll into Connected Services as a new primary user. 6. Fill out Dealer Connected Vehicle Questionnaire 7. Contact Hotline for additional technical support if needed.
		Remote Climate Control only available on EV and PHEV	No action needed. See SA-038/23
		Only a single remote request can be made per 60-second period	Customer needs to wait 60 seconds for the initial request cycle to be completed to make the second request.
		Remote Transmitter Key(s) in the vehicle	Do not leave keys in vehicle.
		1. Aftermarket Remote Engine Start accessory installed.	1. Remove the aftermarket accessory. 2. The customer can use either the

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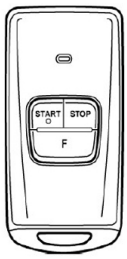
		2. Mazda Remote Engine Start (BCKA-V7-620) accessory installed.  	Mazda Remote Engine Start accessory or the MyMazda app function. Cannot use both. **Mazda Remote Engine Start (RES) Removal** a. Remove the Mazda Remote Engine Start (RES) accessory module. b. Deactivate and activate Advanced Key(s). Refer to MGSS IMMOBILIZER SYSTEM-RELATED PARTS PROGRAMMING [(US)].
		TCU in “deep sleep” mode due to vehicle being parked for a long period.	Advise customer to drive the vehicle as normal (at least several miles) and the Connected Services should start working again.
		Low fuel	Advise customer that Remote Engine Start may start vehicle temporarily, but vehicle will turn off automatically when the fuel level is low to conserve the remaining fuel.
		Vehicle is equipped with Manual Transmission	Advise customer that vehicles with a manual transmission do not have the Remote Engine Start/Stop function capability.
		Engine started with key transmitter instead of MyMazda App.	Advise customer they will see an error message when attempting to make a Remote Engine Off request if they initially turned on vehicle with a physical key (instead of through their MyMazda app).
3	No One Time Passcode (OTP) (Vehicle infotainment center display does not provide the Authorization Code during the MyMazda App enrollment)	**MyMazda App Enrollment Preparation** 1. Create a MyMazda account. 2. Complete any "OPEN" Recalls / Special Service Programs. Go to MGSS -> warranty Veh. Inq. 3. Update the Telematics Communication Unit (TCU) to the latest software version. Go to Telematics Communication Unit (TCU) Updates. 4. **2019 Mazda3 only** - Update the Connectivity Master Unit (CMU) to the latest software version. Go to MGSS -> MAZDA CONNECT Updates. 5. Check TCU activation status. a. Go to MAZDA CONNECT home screen. b. Select Entertainment c. Select Source List and then select any of the following: • FM • AM • SiriusXM	

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d. Check the Connected Vehicle reception strength icon:

- Reception strength icon shows normal strength. The TCU is active and ready for enrollment. Go to Enrollment / Take-Over.

- Reception strength icon shows "X". The TCU is deactivated. Enrollment is not possible. Go to TCU Activation.

  Note: Use MCVV to check OTP status. Go to Mazda Connected Vehicle Viewer (MCVV) One Time Passcode (OTP) Troubleshooting

  - Reception strength icon shows "\". Move the vehicle to an area with a clear view of the sky.

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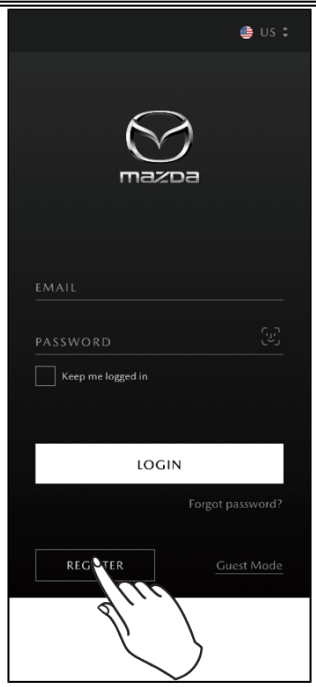
	Enrollment / Take-Over 1. Install the MyMazda APP **Note:** If 2nd owner, follow this same Enrollment procedure to perform a Take-Over. Previous owner will recieve email notification of Take-Over.	
	2. Register your user information	

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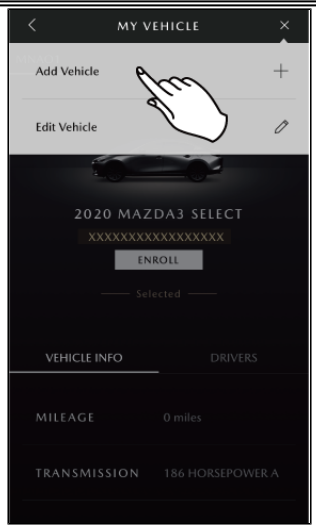
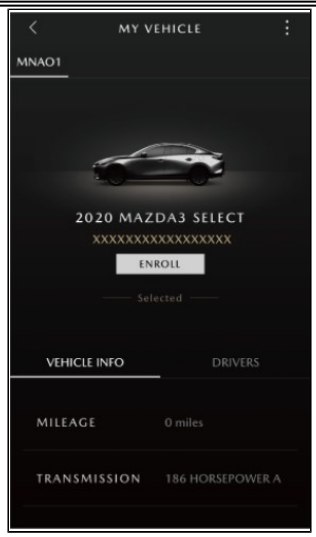
	3. Register vehicle information	
	4. Register Connected Service	

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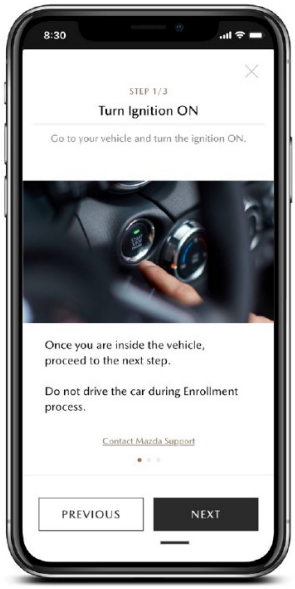
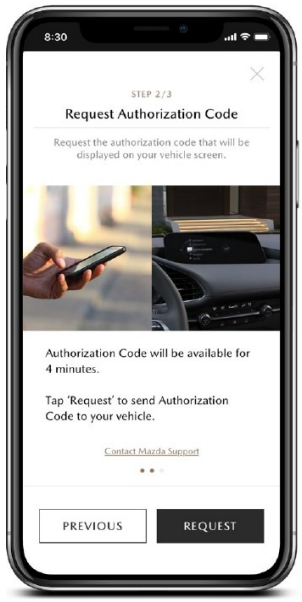
	5. Switch the ignition ON in your Mazda vehicle. 6. Wait 30 seconds. 7. Tap Next.	
	8. Tap Request to receive authorization code on your vehicle's Mazda Connect center display. Wait a few minutes for the infotainment center display to show the Authorization Code.	

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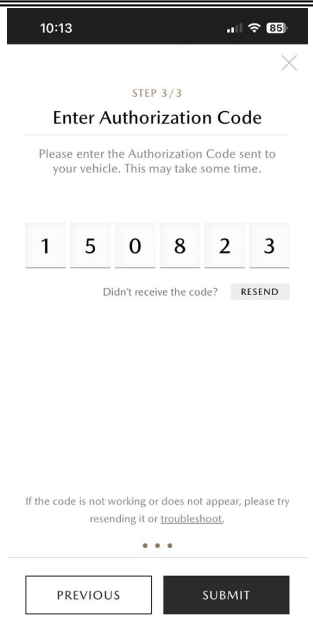
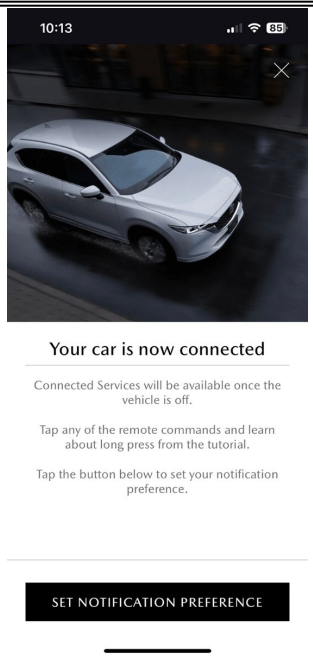
		9. After a few minutes, the infotainment center display will show the Authorization Code. Enter the authorization code in the MyMazda app, then tap Submit.	
		10. After enrollment is successfully processed and the vehicle is connected, you will receive a push notification.	
		OTP Troubleshooting	1. Check reception strength icon: • - Go to Step 2.

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			• - Go to MCVV OTP Troubleshooting 2. Use MDARS to ID the vehicle and check for DTC's stored. Are DTC(s) stored? • Yes - Go to MGSS and perform normal DTC diagnostics. • No - Perform ODR Data Collection Procedure, then go to step 3. 3. Confirm TCU software version. Go to Telematics Communication Unit (TCU) Updates 4. 2019 Mazda3 Only - Confirm CMU software version is at 11012 or later. 5. Retrieve MAZDA CONNECT CMU log data. Go to MGSS -> Infotainment -> MAZDA CONNECT CMU Data Retrieval 6. Perform "Activating Remote Control by Smart Phone" (links TCU to BCM) 7. Clear DTC(s). **NOTE:** If DTC 2050:55 is stored, go to SA-003/20 to clear DTC. 8. Check TCU Remote Service Flag Information • Remote Service Flag Information 1101... - go to step 9. • Remote Service Flag Information 0000... - go to step 10. 9. Disconnect 12V battery for 5-10 minutes, then retry connected vehicle enrollment. **NOTE:** Test drive vehicle after battery disconnect to allow the GPS clock to sychronize before retrying Authorization Code. 10. Fill out Dealer Connected Vehicle Questionnaire 11. Contact Hotline for additional technical support if needed.

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4	MAZDA CONNECT connected vehicle reception strength icon shows "X" This is a normal condition if the customer has not enrolled into connected vehicle services.	Deactivation Mode -	Customer/Dealer can activate CV services anytime via MyMazda app • Customer - There might be a slight delay in making the backend connection since it was temporarily deactivated. • Dealer - Go to **TCU Activation**
		Customer deactivate Connected Services (Opt-Out))	Go to eMDCS Vehicle Inquiry. Does eMDCS show CSP04 status closed? • Yes - Customer opt-out. No action needed. • No - CSP04 is not shown. Go to next Action below.
		No reception	1. Check for DTCs. Are there any DTC's stored? • Yes: Go to MGSS for normal DTC diagnosis. • No: Go to next step. 2. Confirm TCU software version. Go to Telematics Communication Unit (TCU) Updates 3. 2019 Mazda3 Only - Confirm CMU software version is at 11012 or later. 4. Disconnect battery terminal for 5-10 minutes, then test drive the vehicle. Is the reception strength signal normal? • Yes: Repair complete. • No: Go to next step. 5. Perform TCU activation. Go to SA-004/21. Is the reception strength signal normal? • Yes: Repair complete. • No: Go to next step. 6. Compare Tel antenna No. 1 signal strength with good known vehicle near by. Go to DIAGNOSTIC ASSIST FUNCTION [CONNECTIVITY MASTER UNIT (US)] Functional Inspection / Adjustment -> Navigation System Inspection

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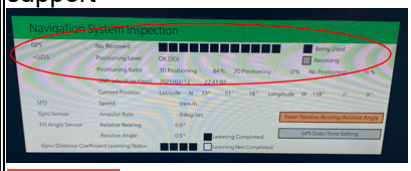
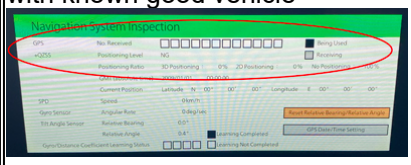
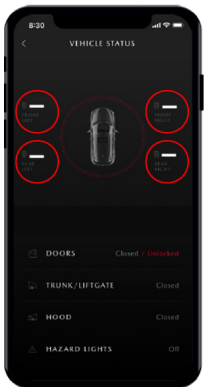
			Good - Contact Hotline for technical support  **No Good** - Swap Tel antenna No. 1 with known good vehicle 
5	Except CX-5 and CX-9 MAZDA CONNECT and/or MyMazda App displays incorrect tire pressures after battery disconnect and/or infotainment CMU software update. 	Incorrect calendar entry (month/ day/year) after a battery disconnect or infotainment system software update.	Go to SA-002/21
6	2019 Mazda3 only • The customer is not able to activate Connected Services via the MyMazda app after CSP06 completion. • MAZDA CONNECT connected vehicle reception strength icon is missing or shows unsubscribed after CSP06 completion.	Improper telematics communication unit (TCU) software.	Go to CSP07 Repair instructions.

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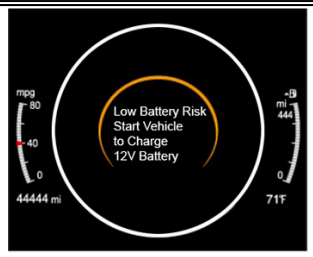
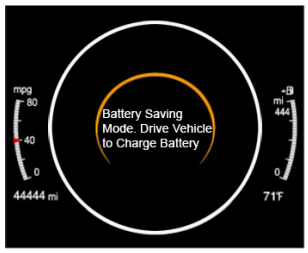
7	2020 Mazda3 only • Infotainment center display does not provide the Authorization Code • Infotainment center display “Software Update Error” message 	Enrollment error	Go to SSPC1
8	2021 Mazda3, CX-30, CX-50, and MX-30 functions inoperative • Vehicle Status Alert • Remote Engine Start / Stop • Remote Door Lock / Unlock • Remote Hazard Lights ON / OFF • Vehicle Finder (vehicle location mapping function is available)	Vehicle's electrical control area network (CAN) is in "Sleep Mode"	 or  No dealer visit is required. Sleep Mode can be reset by starting the engine and idling or driving for 5 minutes or longer. Go to 09-010/22.
9	First remote control attempt fails, second attempt works fine. • Engine Start / Stop • Door Lock / Unlock • Lights ON / OFF	Improper telematics communication unit (TCU) software.	Go to TSB 16-002/20.
10	Engine turns off when customer	Normal Operation	Advise that, for customer’s safety and

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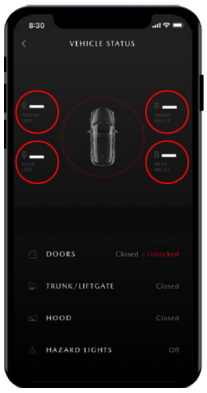
	opens vehicle door.		security, vehicle is designed to shut-off automatically when the vehicle door is opened.
11	• Low Tire pressure will not clear after correcting tire pressue. • Vehicle status is inaccurate.	MyMazda App is not real time.	• Customer must go to MyMazda app's Inbox and read/open all the messages related to the low tire pressure alert, then the "Low tire pressure" alert will clear from MyMazda app's Health Report • Message will clear after next drive cycle.
12	CX-5, CX-9 The MyMazda App does not display tire air pressures 	CX-5 and CX-9 Normal Operation	No action Needed

Mazda Connected Vehicle Viewer (MCVV) One Time Passcode (OTP) Troubleshooting (Vehicles built after July 1, 2021 (20 TCU, AT&T)

OTP Request		MCVV Vehicle Communication Line Status Reference **Status**		**Next Step**
	1	New Vehicle Inventory (TCU no enrollment ever) Status: Opened Status Detail: Open Completed (with no date) Vehicle Communication Line Atatus Status: Opened; Request Date: ; Status Detail: Open Completed 		OTP request successful. If not, go to No One Time Passcode (OTP) -> OTP Troubleshooting -> Step 2.
	2	Status: Open Requested		400S19

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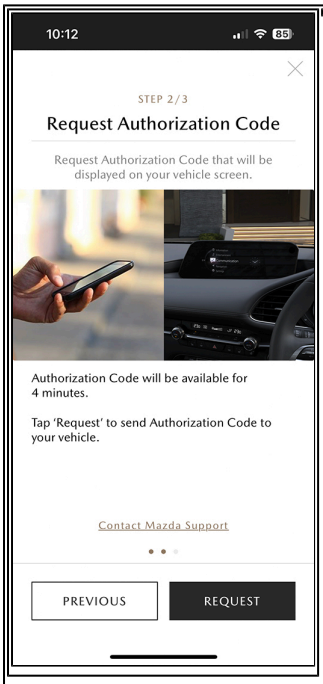

	Status Detail: Processing Vehicle Communication Line Atatus Status: Open Requested; Request Date: 10/12/2022 23:41; Status Detail: Processing 	Error The Authorization Code could not be sent because vehicle connectivity has not been established yet. Please try again after connectivity is established. (400S19) OK 400S25 With new App
3	Status: Open Requested Status Detail: Request Failed Vehicle Communication Line Atatus Status: Open Requested; Request Date: 10/12/2022 23:41; Status Detail: Request Failed 10/12/2022 23:11 	Error Authorization Code request is processing. This may take up to 12 hours to complete. Please try again later. (400S25) OK 400S25 With old App
4	Status: Open Requested Status Detail: Open Failed Vehicle Communication Line Atatus Status: Open Requested; Request Date: 10/12/2022 23:41; Status Detail: Open Failed 10/12/2022 23:11 	Error Server Error.Please try again later. OK Phone carrier connection is processing. The customer needs to wait for the completion of the activation. If no change after waiting 12 hours, go to No One Time Passcode (OTP) -> OTP Troubleshooting -> Step 2.
5	Status: Open Flag Setting Requested Status Detail: Processing Vehicle Communication Line Atatus Status: Open Flag Setting Requested; Request Date: 10/12/2022 23:01; Status Detail: Processing 10/12/2022 23:11 	Phone carrier connection is complete. System waiting for: a. Ignition ON. b. Flag Setting The customer needs to wait for the completion of the flag download and

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<table>
<tr>
<td></td>
<td></td>
<td>6</td>
<td>Status: Open Flag Setting Requested
Status Detail: Request Failed
<table>
<tr><th colspan="3">Vehicle Communication Line Atatus</th></tr>
<tr><th>Status</th><th>Request Date</th><th>Status Detail</th></tr>
<tr><td>Open Flag Setting Requested</td><td>10/12/2022
23:01</td><td>Request Failed
10/12/2022
23:51</td></tr>
</table>
</td>
<td></td>
<td rowspan="2">IG-ON.

If not:
a. Disconnect 12V battery 5-10 minutes, then retry OTP request.

b. go to No One Time Passcode (OTP) -> OTP Troubleshooting -> Step 2.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>7</td>
<td>Status: Open Flag Setting Requested
Status Detail: Flag Setting Failed
<table>
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<tr><th>Status</th><th>Request Date</th><th>Status Detail</th></tr>
<tr><td>Open Flag Setting Requested</td><td>10/12/2022
23:01</td><td>Flag Setting Failed
10/12/2022
23:51</td></tr>
</table>
</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>8</td>
<td>TCU has history of enrollment
Status: Opened
Status Detail: Open Completed (with date)
<table>
<tr><th colspan="3">Vehicle Communication Line Atatus</th></tr>
<tr><th>Status</th><th>Request Date</th><th>Status Detail</th></tr>
<tr><td>Opened</td><td>10/12/2022
23:01</td><td>Open Completed
10/12/2022
23:51</td></tr>
</table>
</td>
<td></td>
<td>OTP request successful.

If not, go to No One Time Passcode (OTP) -> OTP Troubleshooting -> Step 2.</td>
</tr>
</table>

TCU Activation

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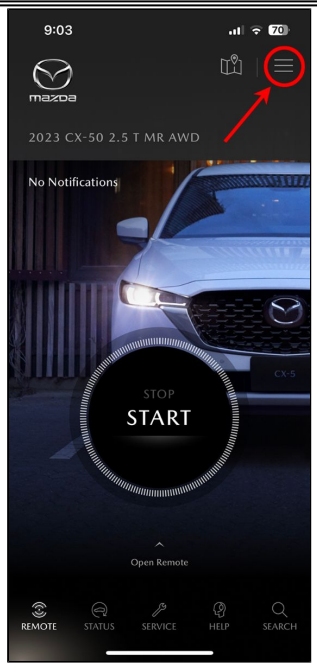
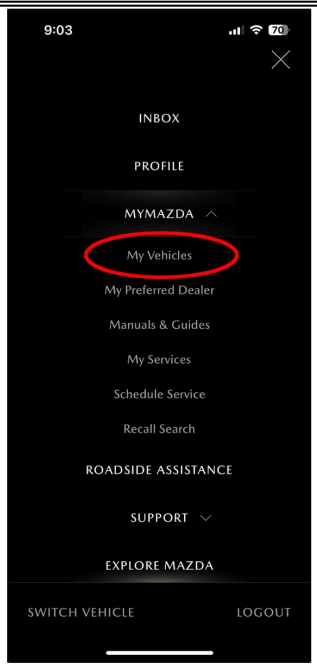
1. Select “hamburger menu” on top right of screen	
2. From the MYMAZDA dropdown, select My Vehicles	

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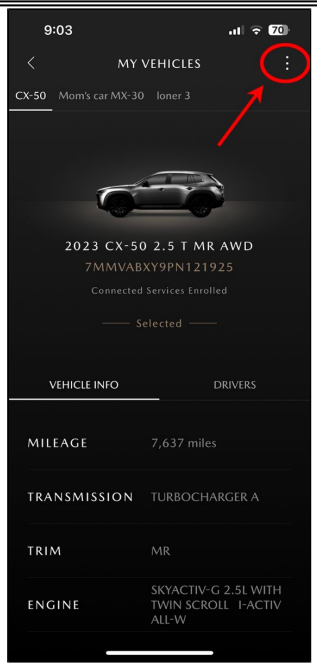
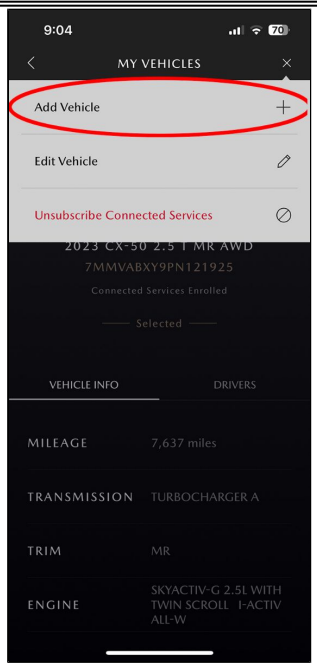
3. Select “menu” on top right of screen	
4. Select "Add Vehicle"	

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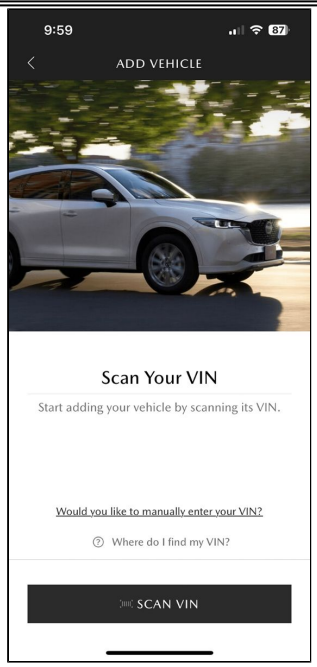
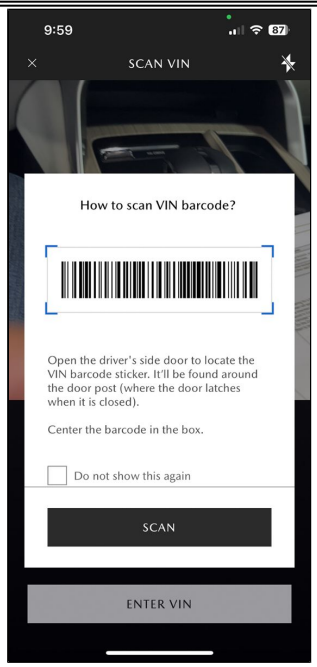
5. Select "SCAN VIN"	
6. Select "SCAN" **Note:** You can also manually enter the VIN if preffered. Select "ENTER VIN"	

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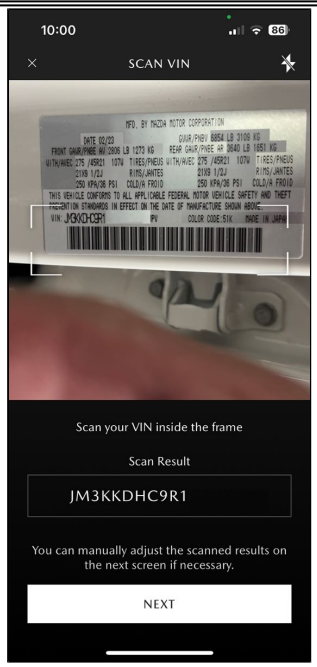
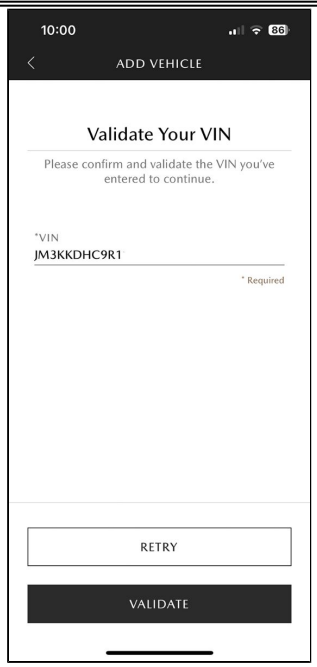
7. Select "NEXT"	
8. Select "VALIDATE"	

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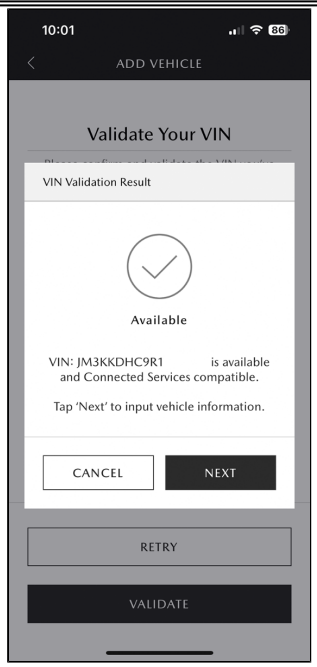
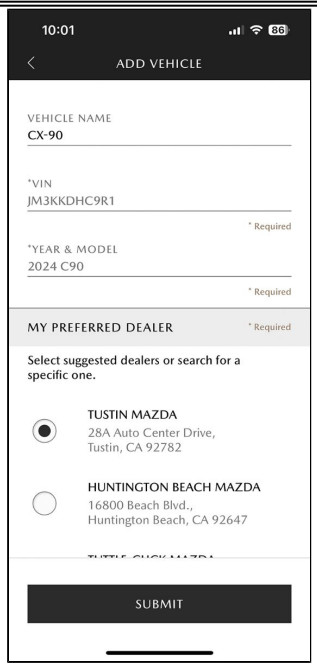
9. Select "NEXT"	
10. Enter Vehicle Name and select local dealer. Then select "SUBMIT"	

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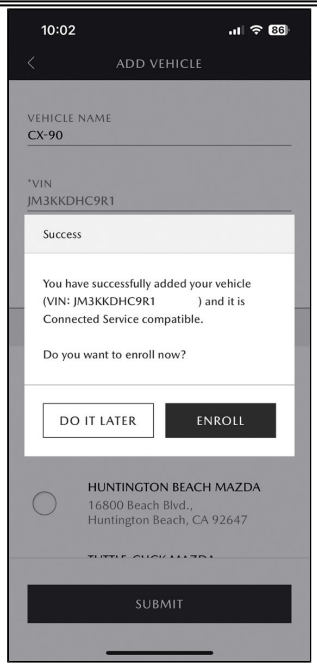
11. Select "ENROLL"	
12. Select "START"	

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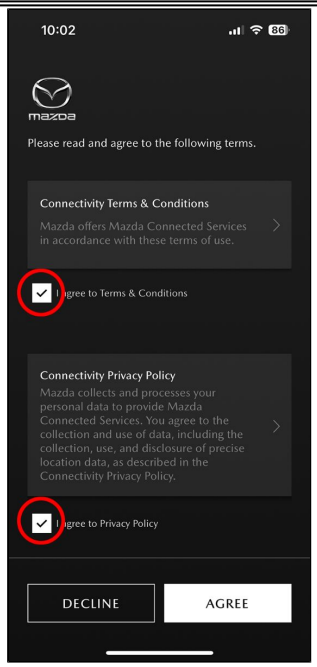
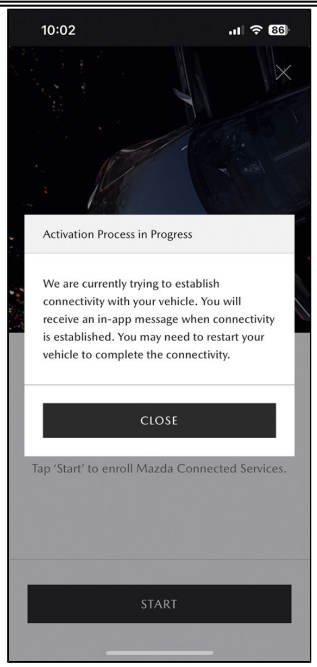
13. Agree to the Terms & Conditions, then select "AGREE"	
14. You will see a message stating "Activation Process in Progress", Select "CLOSE"	

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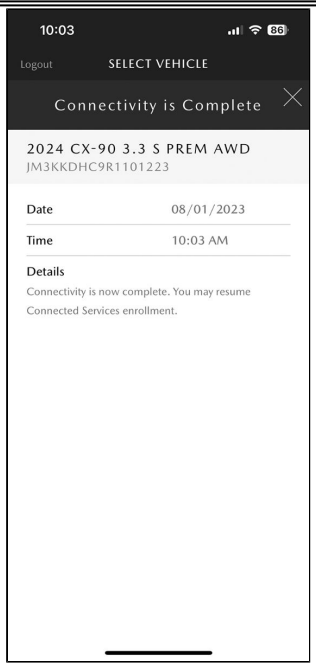
15. You will receive a message saying "Connectivity is Complete"; however, it is actually **not complete**. OK to close this window. Go to next step.	
16. Turn the ignition OFF for 10 minutes or longer.	
17. Turn the ignition ON.	
18. Check the Connected Vehicle reception strength icon:	
• Reception strength icon shows normal strength. TCU is now active. Proceed to Enrollment / Take-Over.	

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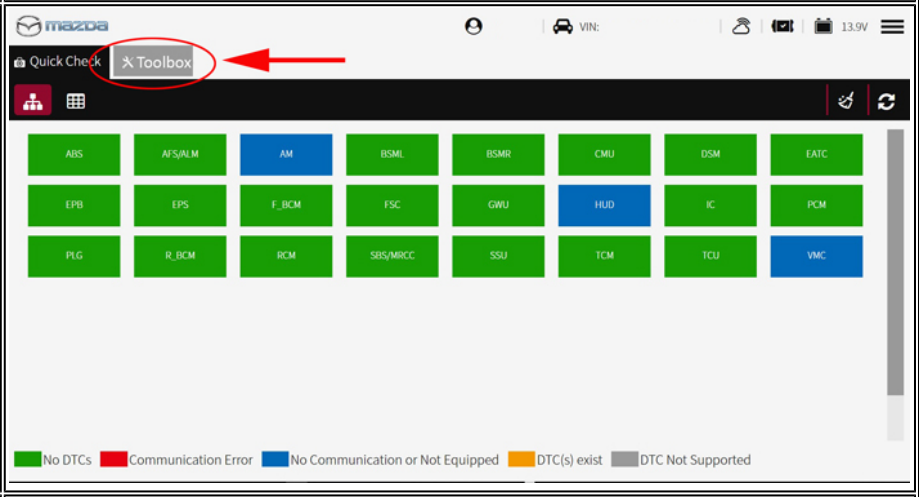
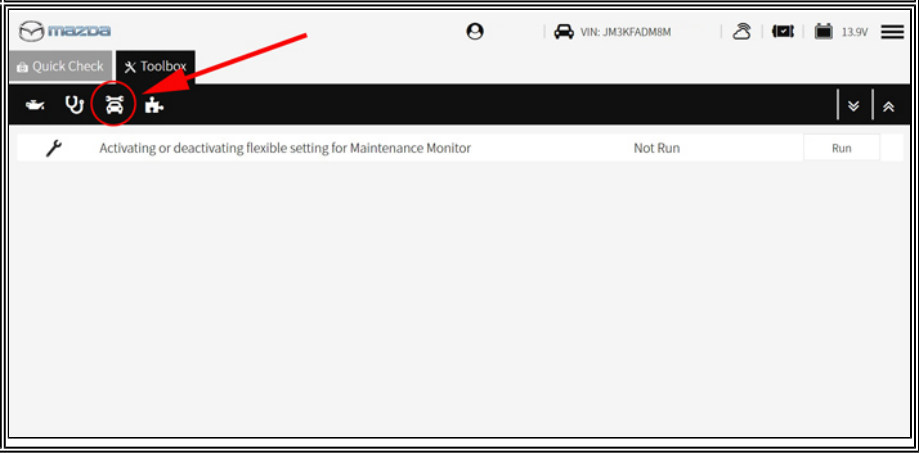
• Reception strength icon shows "X". TCU activation is still processing. Repeat steps 16 -18. **Note:** • This step may need to be repeated a few times until normal strength is shown. • If steps 16-18 was repeated several times with no change, disconnect 12V battery for 5-10 minutes, then recheck reception strength icon.	

ODR Data Collection Procedure

1. ID the vehicle using MDARS	---
2. Select "Toolbox"	
3. Select Vehicle Icon	

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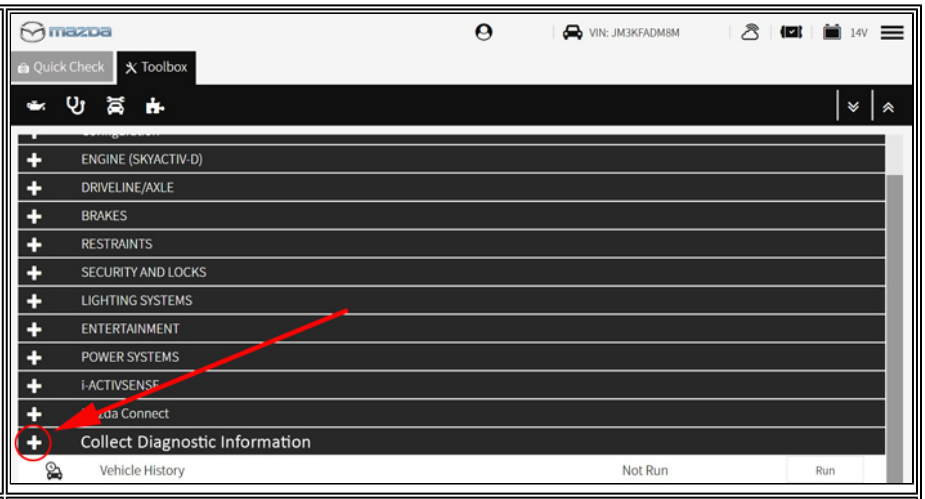
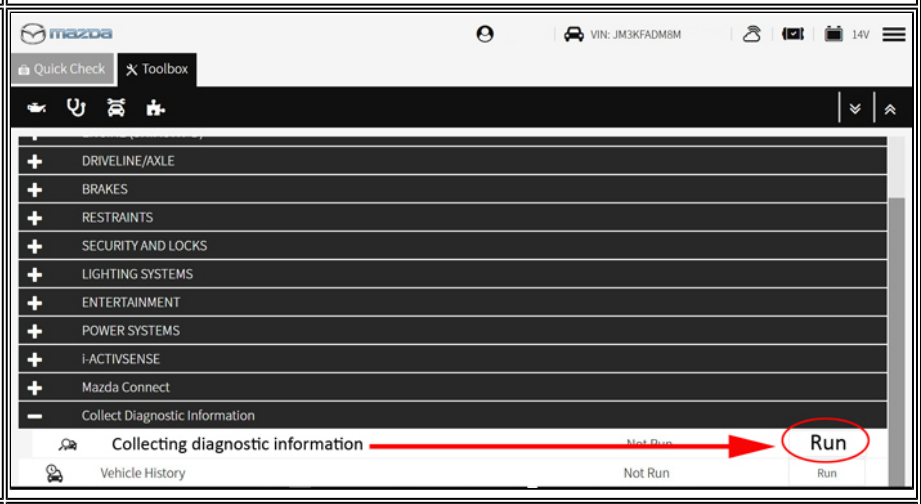
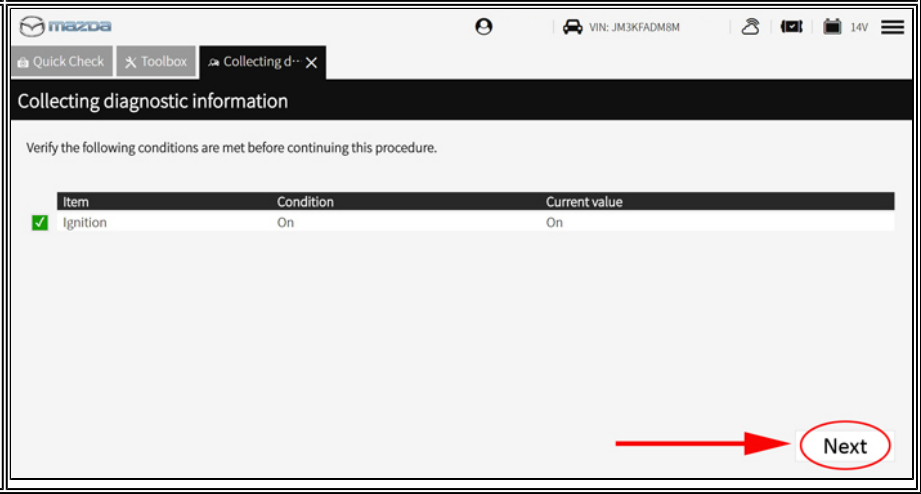
4. Expand "Collect Diagnostic Information"	
5. Select Collecting diagnostic information "Run".	
6. Turn the ignition ON, then select "Next"	

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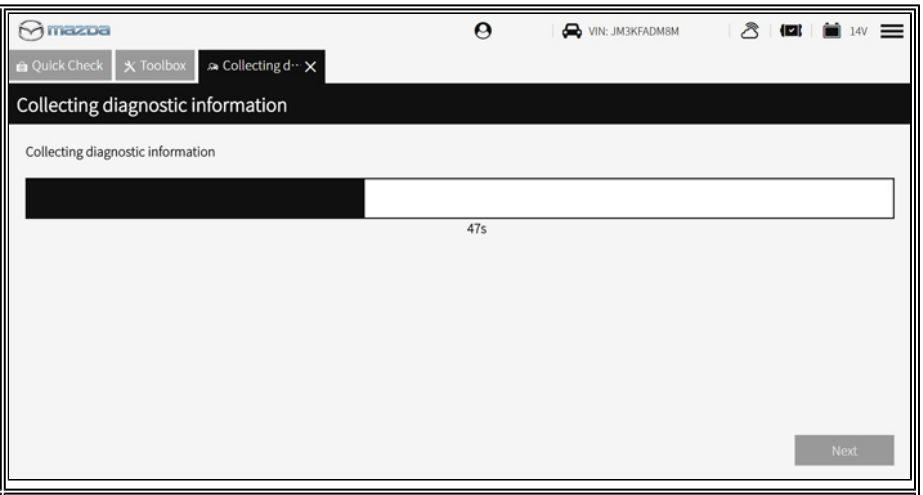
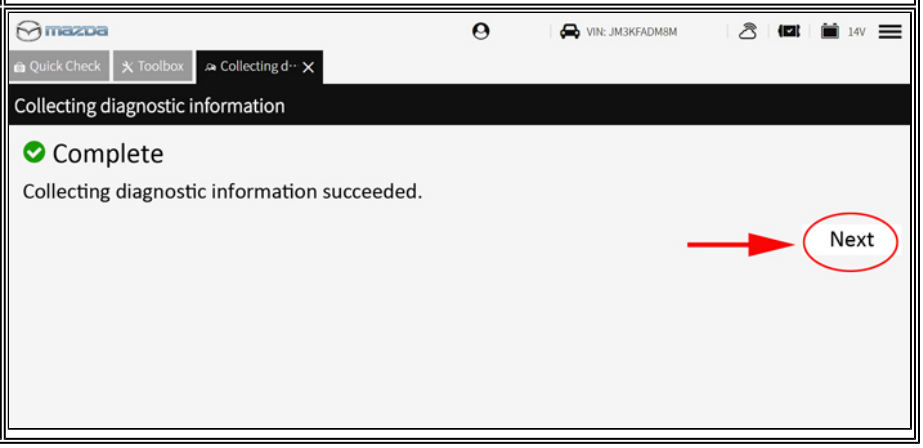
7. Wait for collection to complete.	
8. Confirm that the ODR collection has been successful. Select “Next” to exit.	

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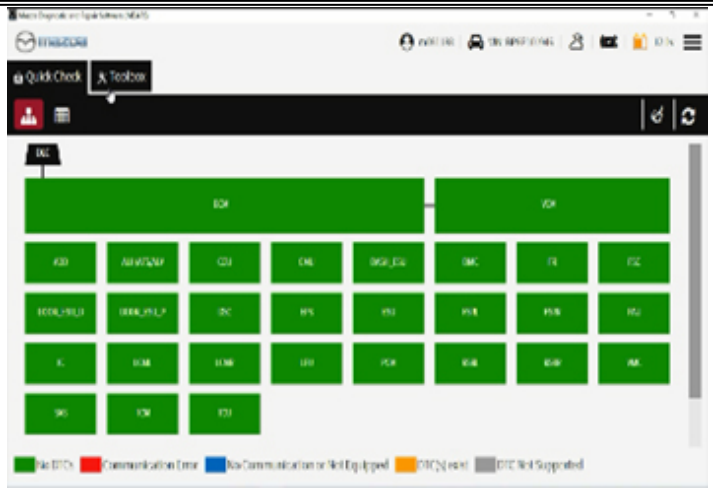
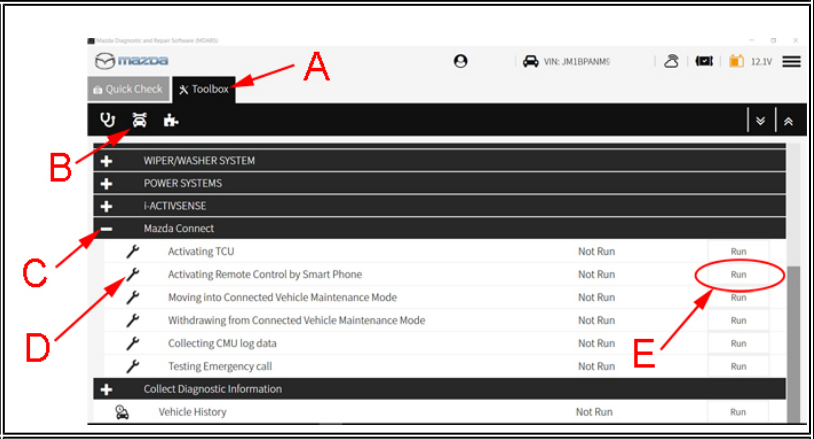
Activating Remote Control by Smart Phone (links TCU to BCM)

NOTE: This procedure cannot be performed if the key transmitter power saving function is enabled. See SA-040/20.

1. Connect MDARS.	
2. Use MDARS to verify if the Telematics Control Unit (TCU) is at the latest software level (Toolbox > Software Update > Run > TCU). **Is the TCU at the latest software level?** • **Yes:** Go to step 3. • **No:** Update TCU software, then go to step 3.	
3. Select the following: a. Toolbox b. Repair icon c. MAZDA CONNECT d. Activating Remote Control by Smart Phone e. RUN.	
4. Follow the on-screen instructions and wait for process to complete. **NOTE:** If the Activating Remote Control by Smart Phone shows "Incomplete", the possible causes are: a. The advanced key is not in the vehicle. b. The connected Vehicle Maintenance Mode is	

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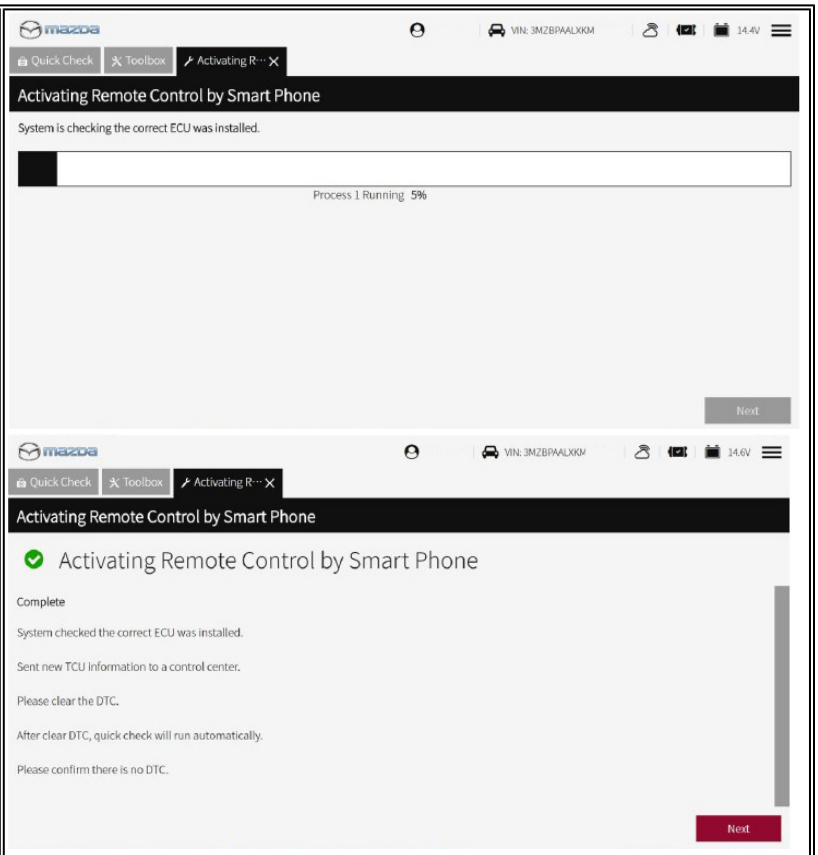
enabled. c. The Key transmitter power saving function is enabled. d. The pacemaker radio wave interference prevention function is enabled.	
5. Select Quick Check (A), then start the engine and select the DTC Clear icon (B). **CAUTION:** If the engine is not started, DTC P2610 is stored and cannot be erased.	

TCU Software Version Check

1. Press and hold the Volume knob, then press and hold the Entertainment and Favorite buttons at the same time for 3-5 seconds and the Factory/ Service Inspection screen will appear.	**CX-5 and CX-9**	**Except CX-5 and CX-9**

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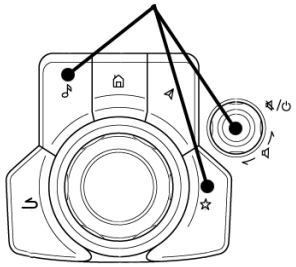
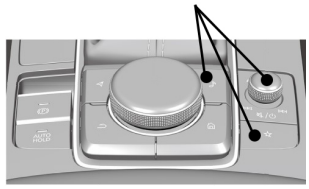
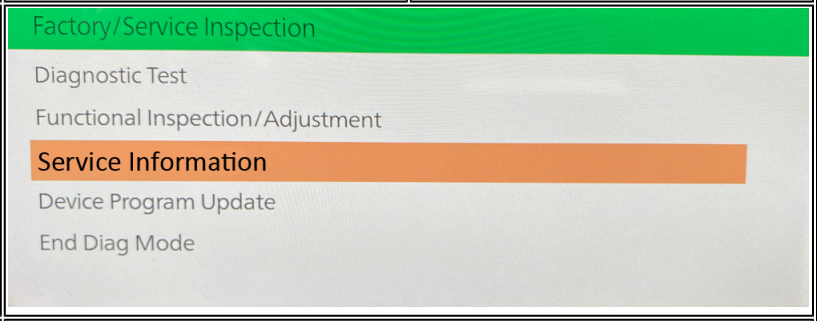
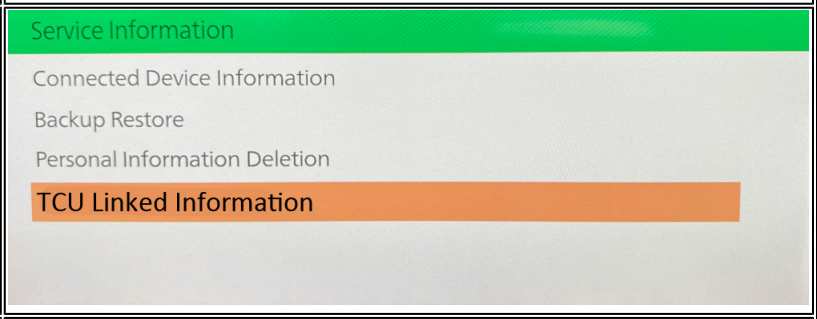
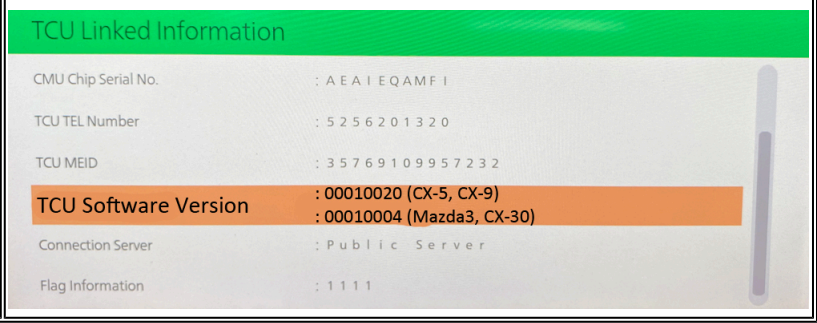
		
2. Select Service Information.		
3. Select TCU Linked information.		
4. Scroll down to TCU Software Version and confirm the software version is up to date. Go to Telematics Communication Unit (TCU) Updates **Is the TCU software version correct?** • **Yes:** TCU Software Version Check is complete. • **No:** Go to Telematics Communication Unit (TCU) Updates to update the TCU software version.		

TCU Remote Service Flag Information Check

1. Press and hold the Volume knob, then press and hold the Entertainment and Favorite buttons at the same time for 3-5 seconds and the Factory/Service Inspection screen will appear.	**CX-5 and CX-9**	**Except CX-5 and CX-9**

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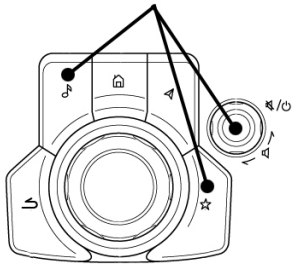
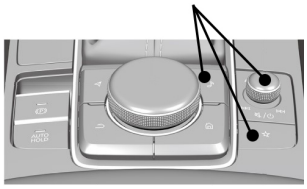
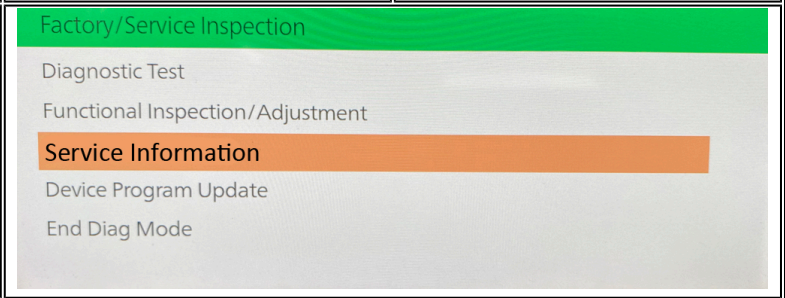
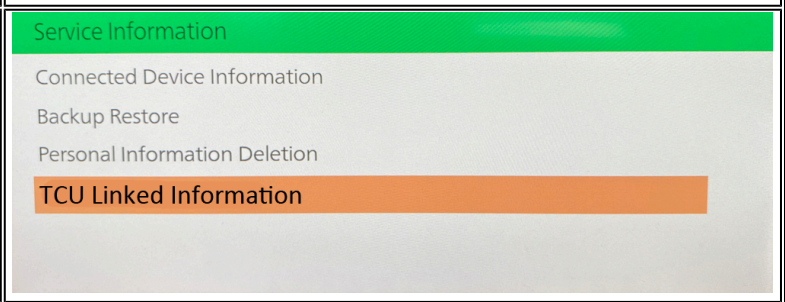
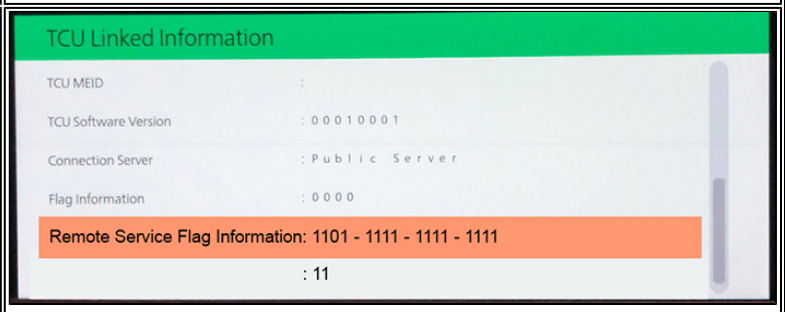
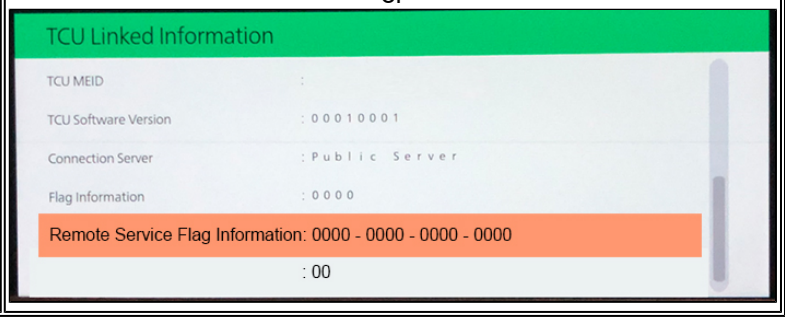
		
2. Select Service Information.		
3. Select TCU Linked information.		
4. Scroll down to Remote Service Flag Information. **Is the Remote Service Flag Information 1101... or 0000...?** • **1101... -** Disconnect 12V battery for 1 hour, then retry connected vehicle enrollment. • **0000... -** Contact Hotline for technical support.	 or 	

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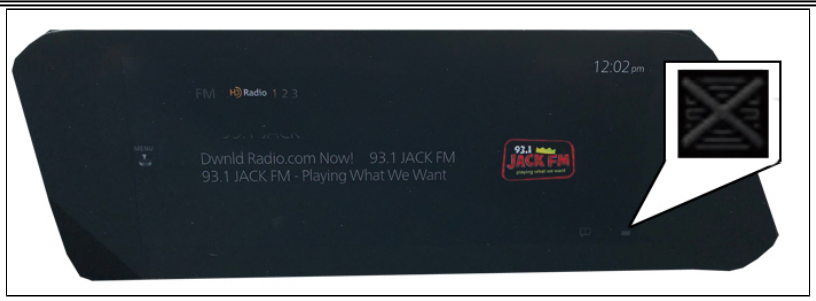
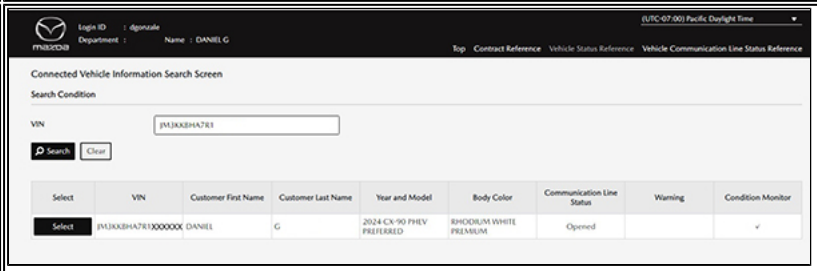
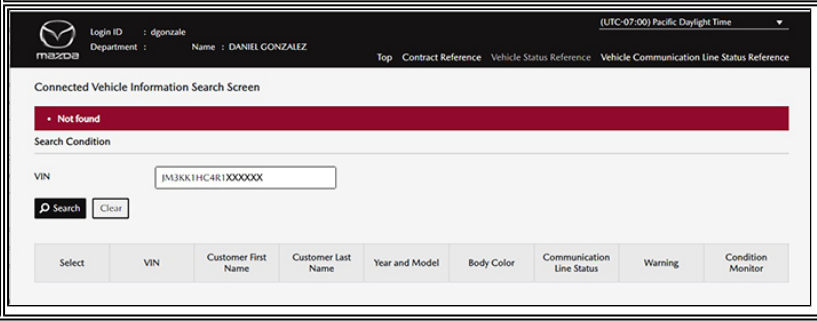
Customer Opt-Out

Some customers may request to stop data communication from their vehicle. Use this procedure to manually deactivate the TCU.

1.	Check Connected vehicle reception strength icon	 Infotainment Center displays “X” No action needed. Inform the customer that TCU is already deactivated. Data communication is not being transmitted from the vehicle
		 Infotainment Center displays normal reception. Go to next step
2.	Is the customer currently enrolled into Connected Vehicle services?	 **Yes** - MCVV shows customer enrollment Go to step 4.
		

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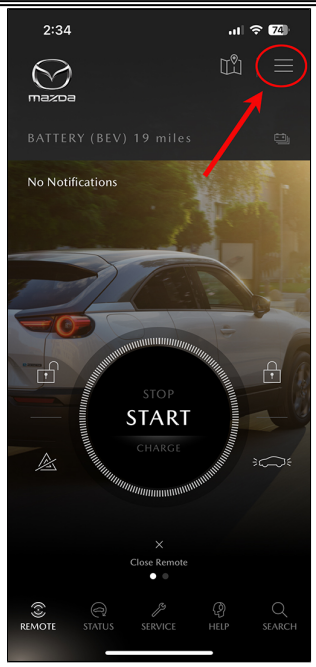
		No - MCVV shows no customer enrollment Go to next step 3.
3.	Enroll into Connected Vehicle services. **Note:** This step can be performed by dealer or customer.	Connected Vehicle Online Enrollment Information 1. Installing the MyMazda APP 2. Registering Your User Information 3. Registering Vehicle Information 4. Registering Connected Service
4.	After enrollment, using the MyMazda App, delete VIN.	 a. From the main screen, select menu.

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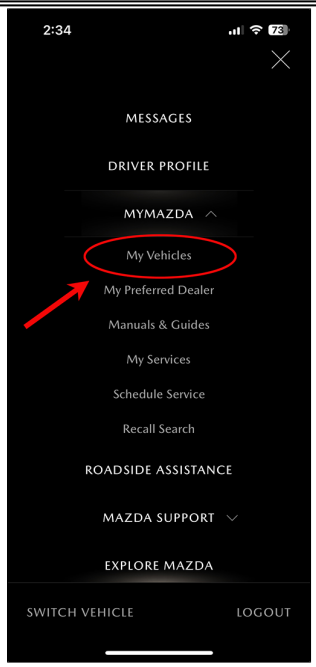
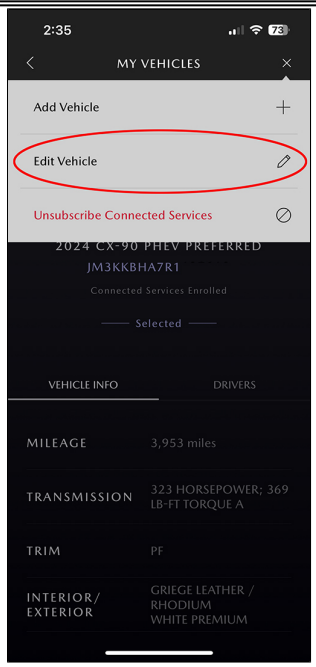


b. From the MYMAZDA drop down, select My Vehicles



c. Select Edit Vehicle

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		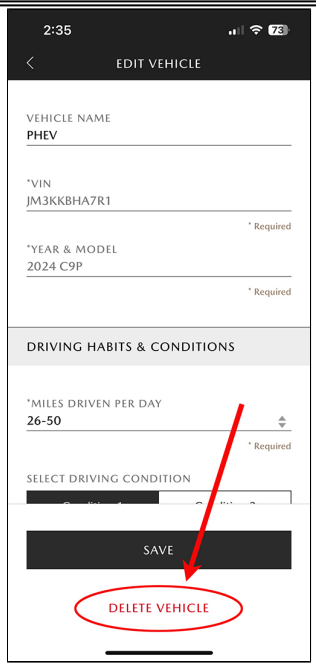 d. Select Delete Vehicle
5.	Turn the ignition OFF and wait 5-10 minutes	
6.	Turn the ignition on and confirm that the connected vehicle reception strength icon shows “X”	 Inform the customer that TCU is deactivated. Data communication is not being transmitted from the vehicle **Note**: The following functions have been disabled • Connected Vehicle Services (Remote Functions, Find My Car....etc) • In-car WiFi • Recall Notifications • Over the Air (OTA) software updates* • Alexa* • Hybrid Navigation* *Some Models

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Educational Videos
Overview
Using MyMazda App
In-car Wi-Fi hotspot
MyMazda remote
Notifications
Saftey features

Resources
Connected Vehicle Online Enrollment Information

1. Installing the MyMazda APP
2. Registering Your User Information
3. Registering Vehicle Information
4. Registering Connected Service

SA-015/23 - MAZDA CONNECTED SERVICES - FREQUENTLY ASKED QUESTIONS (FAQ)
Dealer Connected Vehicle Questionnaire
Connected Services Owner's Manual
MAZDA CONNECT and MAZDA CONNECTED SERVICES USER GUIDE
MAZDA CONNECTED VEHICLE VIEWER (MCVV) USER GUIDE
MAZDA CONNECT ESSENTIALS (30076WBT)
MAZDA CONNECT & CONNECTED SERVICES FOCAL POINT (30093FOC)
MAZDA CONNECTED SERVICES SMART CARDS
MAZDA CONNECTED SERVICES: CUSTOMER OUTREACH

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