

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: MYMAZDA APP CONNECTED VEHICLE ERROR CODE DESCRIPTION AND RECOVERY INFORMATION	Service Alert No.: SA-009/25
	Last Issued : 08/22/2025

BULLETIN NOTES

This Service Alert supersedes the previously issued SA(s) listed below. The changes are noted in Red.

Previous SAs:	Date(s) Issued:
SA-009/25	02/18/25
SA-064/24	09/23/24

APPLICABLE MODEL(S)/VINS

2019-2026 Mazda3	2021-2023 CX-9	2024-2026 CX-90 (All)
2020-2026 CX-30	2022-2023 MX-30	2024-2026 MX-5
2021-2025 CX-5	2023-2026 CX-50 (All)	2025-2026 CX-70 (All)

DESCRIPTION

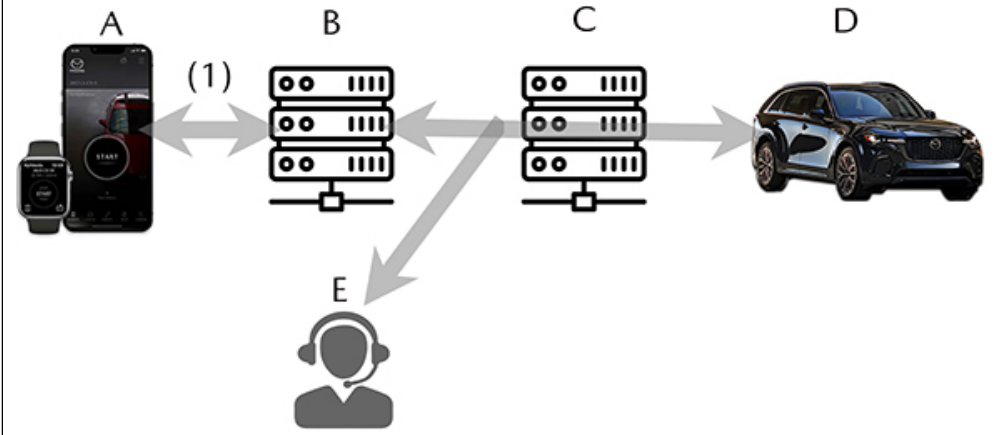
Some customers may experience a Connected Vehicle failure. The MyMazda App may display an Error Code. This document provides Error Code description and recovery information to assist with repairs.

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- [MYMAZDA App Connected Vehicle \(CV\) Error Codes](#)
- [Vehicle Confirmation Instructions](#)
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System Structure Outline

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Main Function

A - MyMazda App

- User interface about operation / information

(1) - Data

- Communication through customer network

B - System Center

- User / Contract information management system operation

C - Local Carrier

- Communication network provider
- Data, SMS and Voice

D - Vehicle

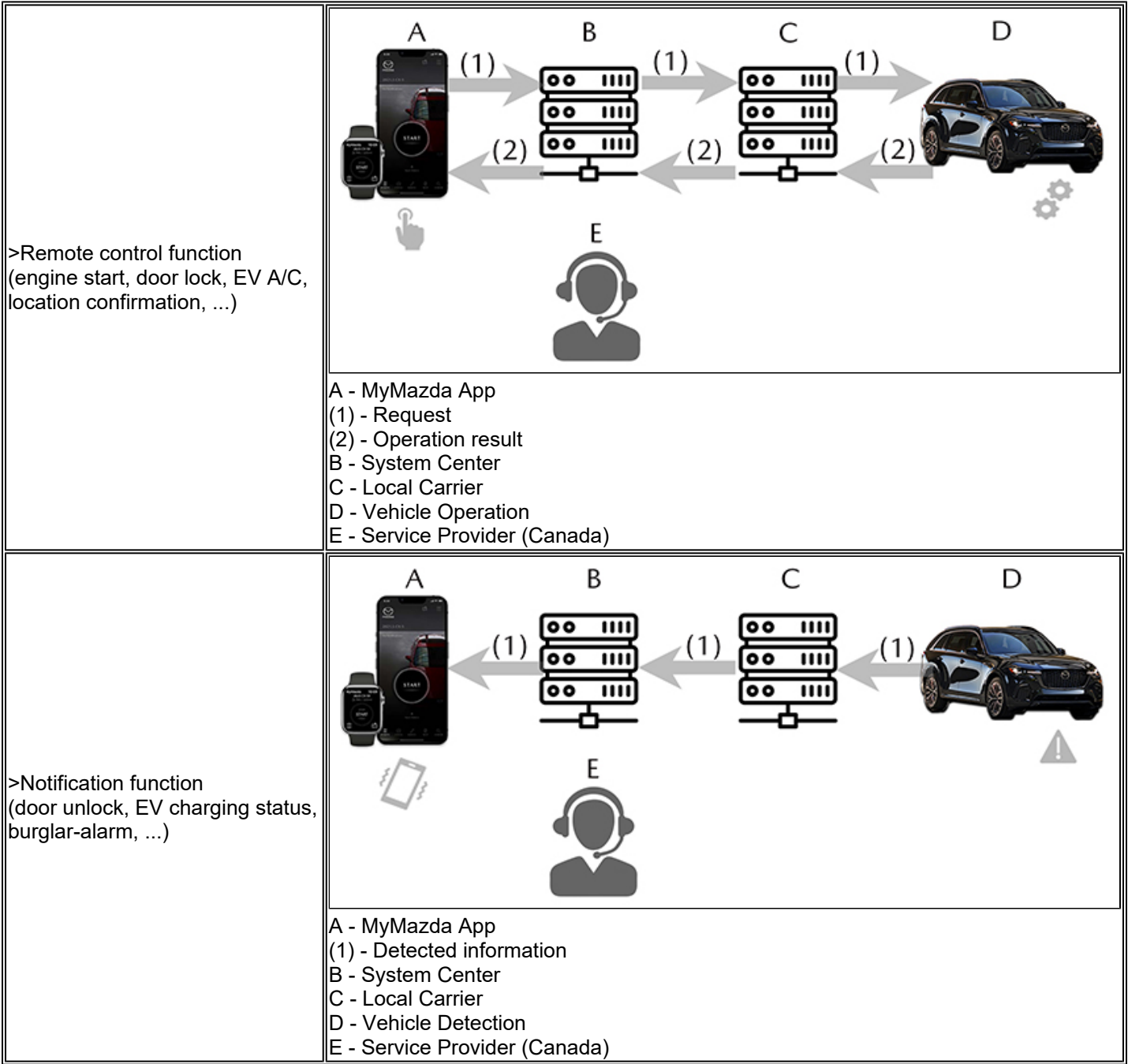
- System operation based on order by Telecommunication Module (TCU)
- TCU with SIM, works like smartphone

E - Service Provider (Canada)

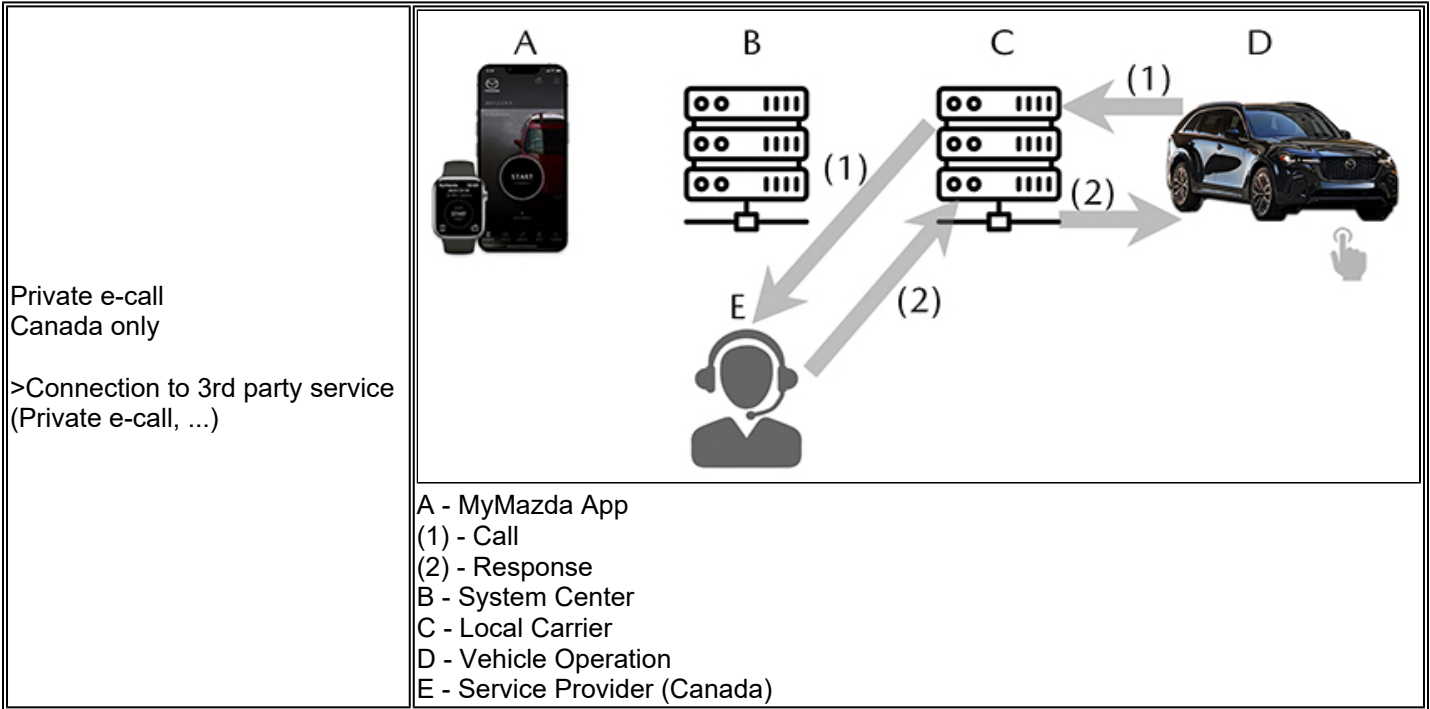
- Additional service provider

Workflow Outline

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MYMAZDA App Connected Vehicle (CV) Error Codes

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Error Codes			
200***	400S04	400S15	401C00
400C00	400S05	400S16	403C00
400C01	400S06	400S17	409C00
400C02	400S07	400S18	500C00
400C03	400S08	400S19	500C01
400C04	400S09	400S20	500C02
400C05	400S10	400S21	500C03
400C06	400S11	400S22	500C06
400S00	400S12	400S23	500C07
400S01	400S13	400S24	E401005
400S03	400S14	400S25	E900500
Error Messages			
Internal Usher SDK error			
Multiple devices detected			

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Enrollment in Progress
Vehicle Confirmation Instructions

200***	Description	The request was completed successfully [200***]	
	Customer	No action needed	
	Dealer	No action needed	
400C00	Description	This occurs when the customer's input information contains an invalid value or a required value does not exist.	
	MyMazda App Message	Please check the input and try again. [400C00]	
	Process Flow	<p>The diagram illustrates the process flow for vehicle confirmation. It is divided into two scenarios: 'normal flow' and 'in case of error'. In the normal flow, the 'My Mazda App' sends an 'input' to the 'system center', which then sends a 'result' back to the app. In the 'in case of error' scenario, the 'My Mazda App' sends an 'input' to the 'system center', which returns an 'error message' to the app. A callout box labeled 'check wrong input' points to the error message. Both scenarios involve a 'carrier network' and a 'vehicle' connected to the 'system center'.</p>	
	Confirmation/Recovery	Customer	Confirm input data (ex. input alphabet into the area which is required number) Check that there are no blanks in required input fields.
	Dealer	If there are no abnormalities in the input values, there may be a problem with the system center -> Go to " Troubleshooting Instructions ".	
400C01	Description	It occurs when customer's input contains invalid value or there is blank at required items.	
	MyMazda App Message	Please check the input and try again. (400C01) <p>The screenshot shows an error dialog box with the text: "Error", "Please check the input and try again. (400C01)", and an "OK" button. Below the dialog box, the text "Connected Services Enrollment" and "Tap 'Start' to enroll Mazda Connected Services." is visible.</p>	




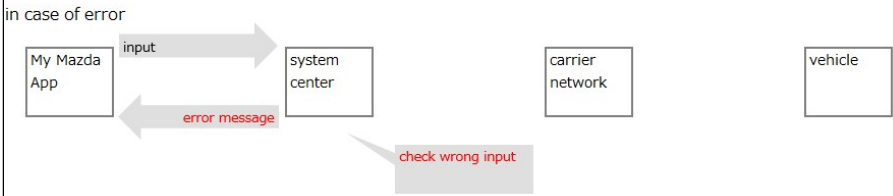
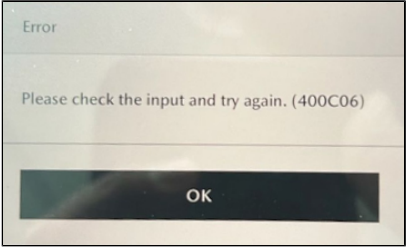
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	Process Flow		
	Confirmation/Recovery	Customer	Wait several minutes and try again. Review the input data and try again.
		Dealer	If the error continues to occur, there may be a problem with the system center -> Go to " Troubleshooting Instructions ".
400C02	Description	It occurs when the request (date information) is incorrect.	
	MyMazda App Message	Please check the date input and try again. [400C02]	
	Process Flow		
	Confirmation/Recovery	Customer	Review the input data and try again.
		Dealer	If the error continues to occur, there may be a problem with the system center -> Go to " Troubleshooting Instructions ".
400C03	Description	This occurs when the customer's input information contains invalid values.	
	MyMazda App Message	Please check the input and try again. [400C03]	

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	<p>Process Flow</p>					
	<p>Confirmation/Recovery</p>	<table border="1"> <tr> <td data-bbox="588 616 970 719">Customer</td> <td data-bbox="970 616 1514 719">Review the input data and try again. Wait about 5 minutes and try the operation again.</td> </tr> <tr> <td data-bbox="588 719 970 819">Dealer</td> <td data-bbox="970 719 1514 819">If the error continues to occur, there may be a problem with the system center -> Go to "Troubleshooting Instructions".</td> </tr> </table>	Customer	Review the input data and try again. Wait about 5 minutes and try the operation again.	Dealer	If the error continues to occur, there may be a problem with the system center -> Go to " Troubleshooting Instructions ".
Customer	Review the input data and try again. Wait about 5 minutes and try the operation again.					
Dealer	If the error continues to occur, there may be a problem with the system center -> Go to " Troubleshooting Instructions ".					
<p>400C04</p>	<p>Description</p>	<p>This occurs when there is no data matching the conditions in the process of checking the vehicle status using services such as Remote Control or Vehicle Status. Main factors;</p> <ul style="list-style-type: none"> • When adding VIN or searching from MCVV, a VIN that was not registered at the center was specified due to a VIN input error. • Files are not uploaded from the onboard device (time lag in ofn files, etc.). 				
	<p>MyMazda App Message</p>	<p>Please check the input and try again. [400C04]</p>				
	<p>Process Flow</p>					
	<p>Confirmation/Recovery</p>	<table border="1"> <tr> <td data-bbox="588 1556 970 1718">Customer</td> <td data-bbox="970 1556 1514 1718">Wait about 5 minutes and try the operation again. Turn on IG-on, check the reception strength icon at the bottom right of the center display.</td> </tr> </table>	Customer	Wait about 5 minutes and try the operation again. Turn on IG-on, check the reception strength icon at the bottom right of the center display.		
Customer	Wait about 5 minutes and try the operation again. Turn on IG-on, check the reception strength icon at the bottom right of the center display.					

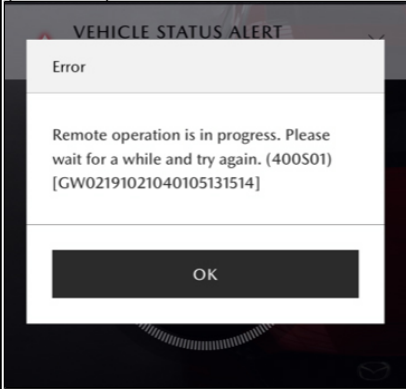

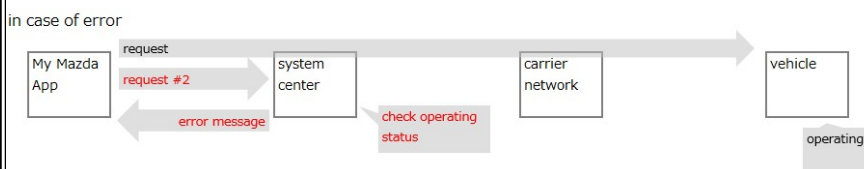


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			 If the reception is poor, the function cannot be executed. 
		Dealer	Go to Vehicle Confirmation Instructions .
400C05	Description	Occurs when there is no data matching the conditions during processing (ex. inbox update process)	
	MyMazda App Message	Please check the input and try again. [400C05]	
	Process Flow	<p>normal flow</p>  <p>in case of error</p> 	
	Confirmation/Recovery	Customer	Review the input data and try again.
		Dealer	If there are no abnormalities in the input values, there may be a problem with the system center -> Go to " Troubleshooting Instructions ".
400C06	Description	Occurs due to a processing error at the system center (call processing error).	
	MyMazda App Message	Please check the input and try again. (400C06) 	

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	<p>Process Flow</p>		
	<p>Confirmation/Recovery</p>	<p>Customer</p>	<p>Review the input data and try again. Wait about 5 minutes and try the operation again.</p>
		<p>Dealer</p>	<p>If there are no abnormalities in the input values, there may be a problem with the system center -> Go to "Troubleshooting Instructions".</p>
<p>400S00</p>	<p>Description</p>	<p>This occurs because "Cancel" was selected in response to a push notification for an approval request.</p>	
	<p>MyMazda App Message</p>	<p>Please wait for a while and try again. If the error error continues, please contact the call center. [400S00]</p>	
	<p>Process Flow</p>		
	<p>Confirmation/Recovery</p>	<p>Customer</p>	<p>Retry the operation again.</p>
		<p>Dealer</p>	<p>This is a system error and may or may not be resolved by repeated retries. If the error continues to occur, there may be a problem with the system center -> Go to "Troubleshooting Instructions".</p>
<p>400S01</p>	<p>Description</p>	<p>Occurs when the next remote operation is performed before the previous remote operation request has completed. In addition, it occurs in the following cases; All steps were not completed when replacing the TCU, and keys could not be exchanged.</p>	

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	<p>MyMazda App Message</p>	<p>Remote operation is in progress. Please wait for a while and try again. (400S01)</p>  <p>Only one remote request can be completed per 60-second period.</p>
	<p>Cause</p>	<p>Multiple execution of remote control.</p>
	<p>Process Flow</p>	<p>normal flow</p>  <p>in case of error</p> 
	<p>Confirmation/Recovery</p> <p>Customer</p>	<p>Wait for a response to the previous request, or wait 5 minutes and try again. Make sure that the vehicle keys are not left inside the vehicle. → If it remains, it cannot be executed. Check to see if any operations, such as opening a door, are being performed between the time the operation is performed and the response is received from the vehicle. → Cannot be executed if there is an operation. Turn on IG-on, check the reception strength icon at the bottom right of the center display.</p>  <p>If the reception is poor, the function cannot be executed.</p> 


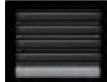
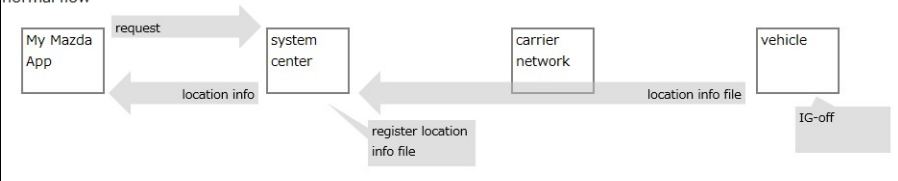
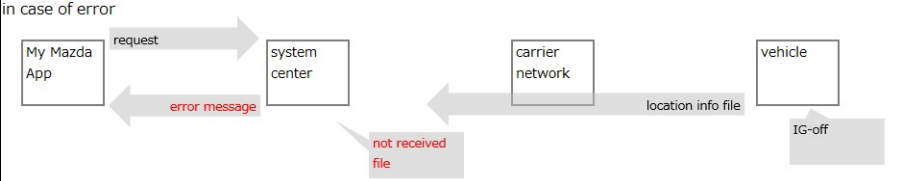

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		Dealer	Follow the Vehicle Confirmation Instructions .
400S03	Description	This occurs when the data in question does not exist, has already been deleted, or the input data is incorrect when deleting a user.	
	MyMazda App Message	Target data is not available. This data has already been deleted or is incorrect. [400S03]	
	Cause	Because there are cases where conditions are not met, and where even if conditions are met, it may be deleted depending on the timing of processing.	
	Process Flow		
	Confirmation/Recovery	Customer Dealer	Review the input data and try again. If the error continues to occur, there may be a problem with the system center -> Go to " Troubleshooting Instructions ".
400S04	Description	<p>Occurs when a remote engine stop request is made when the vehicle is in one of the following conditions;</p> <ul style="list-style-type: none"> • Remote engine start is not requested • Remote engine start is requested, but the engine is stopped <p>Main factors;</p> <ul style="list-style-type: none"> • The signal condition at the parking place is poor. • Necessary information is not properly transmitted from the vehicle to the center. 	
	MyMazda App Message	A remote engine stop request cannot be executed unless the vehicle was started with a remote engine start request. [400S04]	
	Cause	<p>User sent Remote Engine Stop request when in either of following status</p> <ul style="list-style-type: none"> • Having no request history of Remote Engine Start • Having a request of Remote Engine Start, but its engine was stopped then. 	



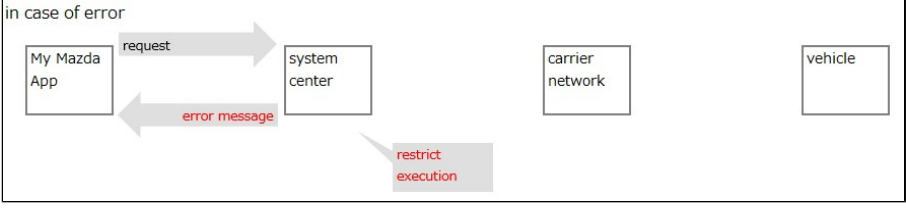

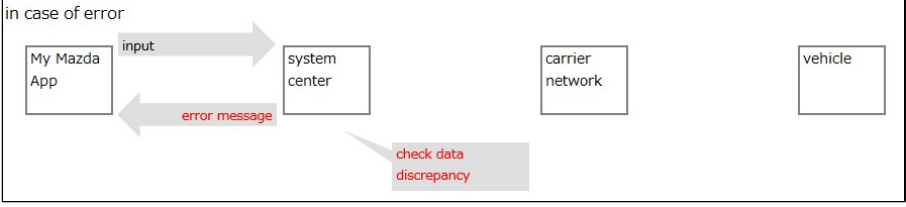
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	<p>Process Flow</p>		
	<p>Confirmation/Recovery</p>	<p>Customer</p>	<ul style="list-style-type: none"> • Check if remote engine start has been requested • Check the vehicle and make sure the engine is started • Turn on IG-on, check the reception strength icon at the bottom right of the center display. <p>If the reception is poor, the function cannot be executed.</p>
		<p>Dealer</p>	<p>Follow the Vehicle Confirmation Instructions.</p>
<p>400S05</p>	<p>Description</p>	<p>It occurs when the remote door unlock cannot be executed because the previous request is being processed.</p>	
	<p>MyMazda App Message</p>	<p>Remote operation is in progress. Please wait for a while and try again. [400S05]</p>	
	<p>Cause</p>	<p>Multiple execution of remote control.</p>	
	<p>Process Flow</p>		

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	Confirmation/Recovery	Customer	<ul style="list-style-type: none"> • Wait for a response to the previous request, or wait about 5 minutes before attempting the operation again. • Turn on IG-on, check the reception strength icon at the bottom right of the center display.  <p>If the reception is poor, the function cannot be executed.</p>  • If the information file cannot be sent to the system center when IG-off, the vehicle status may not be updated.
		Dealer	Follow the Vehicle Confirmation Instructions .
400S06	Description	This occurs when location information cannot be obtained when logging in, performing a service that obtains location information, such as displaying a map or Vehicle Finder. Main factorsThe signal condition at the parking place is poor.	
	MyMazda App Message	The location data is not available. [400S06]	
	Cause	The signal condition at the parking place is poor. Occurs in the case of specific conditions of in-vehicle data.	
	Process Flow	<p>normal flow</p>  <p>in case of error</p> 	
	Confirmation/Recovery	Customer	<p>Turn on IG-on, check the reception strength icon at the bottom right of the center display.</p>  <p>If the reception is poor, the function cannot be executed.</p>

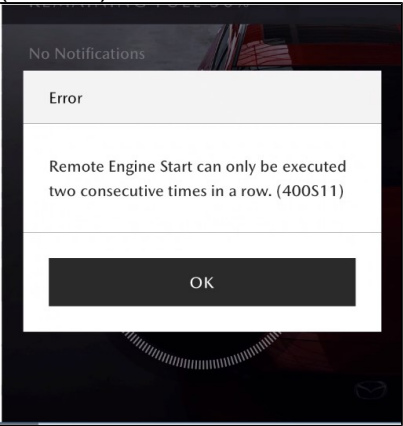
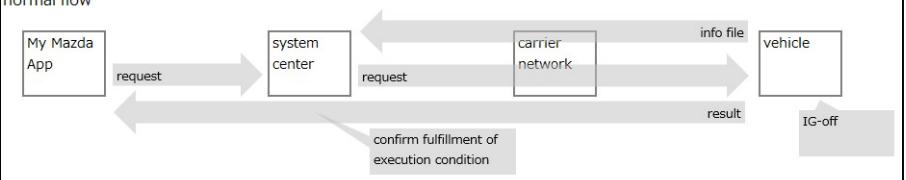
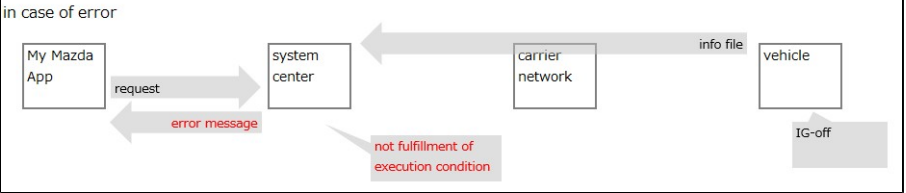
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	Dealer	Follow the Vehicle Confirmation Instructions .	
400S07	Description	It occurs if code generation for authentication is locked temporarily.	
	MyMazda App Message	N/A	
	Cause	Passcode generation is temporarily locked.	
	Process Flow	<p>normal flow</p>  <p>in case of error</p> 	
Confirmation/Recovery	Customer	Wait at least 60 minutes and try again.	
	Dealer	If the error continues to occur, there may be a problem with the system center -> Go to " Troubleshooting Instructions ".	
400S08	Description	This occurs when the OTP expiration time (10 minutes) has expired. *OTP = one time passcode	
	MyMazda App Message	N/A	
	Process Flow	<p>normal flow</p>  <p>in case of error</p> 	
	Confirmation/Recovery	Customer	Resend a new verification code.
Dealer		If the error continues to occur, there may be a problem with the system center -> Go to " Troubleshooting Instructions ".	
400S09	Description	This occurs when the one-time passwords entered does not match.	
	MyMazda App Message	Please check the verification code and try again. [400S09]	



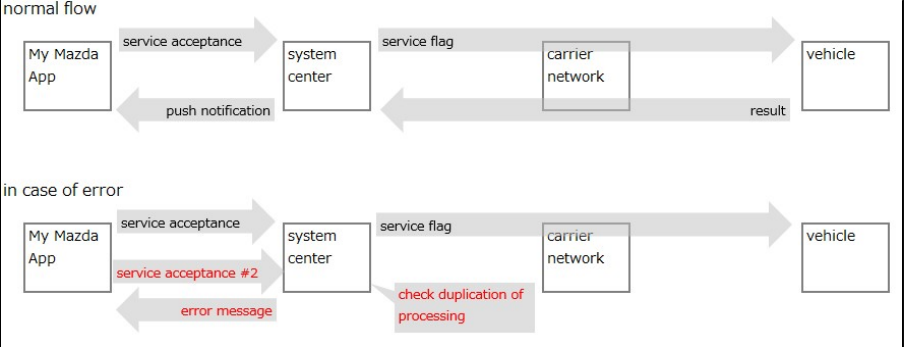


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	Process Flow		
	Confirmation/Recovery	Customer	Review the input data and try again. Wait about 5 minutes and try the operation again.
		Dealer	If the error continues to occur, there may be a problem with the system center -> Go to " Troubleshooting Instructions ".
400S10	Description	This occurs when the input OTP has already been accepted. ☐ OTP = one time passcode	
	MyMazda App Message	N/A	
	Process Flow		
	Confirmation/Recovery	Customer	Resend a new verification code
		Dealer	If the error continues to occur, there may be a problem with the system center -> Go to " Troubleshooting Instructions ".
400S11	Description	Occurs when a request is executed exceeding the limit for consecutive executions of remote control engine start (2 times). Main factors; <ul style="list-style-type: none"> • Vehicle location information and mileage information are not updating properly, and the number of executions is not updated. • Necessary information cannot be sent from the vehicle to the center 	
	MyMazda App Message	Remote Engine Start can only be executed two consecutive times in a row.	

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		<p>(400S11)</p>  <p>If Remote Engine Start is used, the engine will stop running automatically after 15 minutes for safety, security and emissions. Remote Engine Start can only be used 2 consecutive times while the vehicle is not driven. After the vehicle has been driven, the use count is reset.</p>
	Cause	Exceeded the number of times the remote engine start.
	Process Flow	<p>normal flow</p>  <p>in case of error</p> 
	Confirmation/Recovery	<p>Customer</p> <p>Check whether the request operation has been performed more than 3 times. Check whether the following conditions (required conditions for execution) are met.</p> <ul style="list-style-type: none"> • The vehicle has stopped after driving for more than 100 meters. • 24 hours have passed since the last execution <p>Turn on IG-on, check the reception strength icon at the bottom right of the center display.</p>

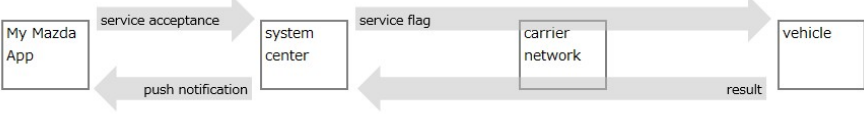
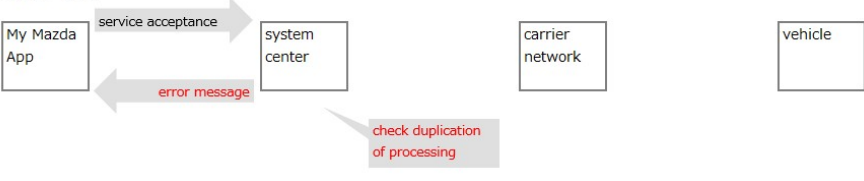

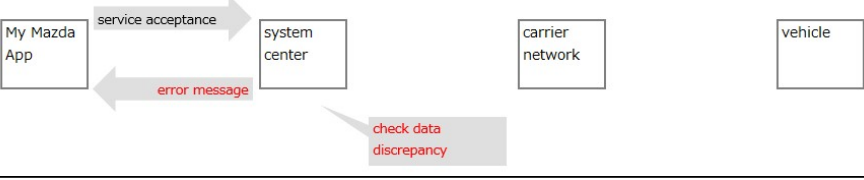
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			 <p>If the reception is poor, the function cannot be executed.</p>  <p>If the information file cannot be sent to the center when IG-off, the vehicle status may not be updated.</p>
<p>400S12</p>	<p>Description</p>	<p>This occurs when a request is accepted again during the contract/ cancellation process for a connected service.</p>	
	<p>MyMazda App Message</p>	<p>"The enrollment process may take a few minutes. Once it is completed, you will be notified in the MyMazda app. Thank you for your patience. [400S12]"</p>	
	<p>Cause</p>	<p>Enrollment request is being processed.</p>	
	<p>Process Flow</p>	 <pre> graph LR subgraph "normal flow" MA[My Mazda App] -- service acceptance --> SC[system center] SC -- service flag --> CN[carrier network] CN -- result --> V[vehicle] V -- push notification --> MA end subgraph "in case of error" MA -- service acceptance --> SC SC -- service acceptance #2 --> SC SC -- error message --> MA SC -- check duplication of processing --> SC SC -- service flag --> CN CN --> V end </pre>	
	<p>Confirmation/Recovery</p>	<p>Customer</p>	<p>Wait a few hours (up to 24 hours) and after receiving a push notification that OTP display is possible, execute the OTP request again. Processing is only performed between 6:00 a.m. and 10:00 p.m. Eastern time, so it may take more than 24 hours. Turn on IG-on, check the reception strength icon at the bottom right of the center display.</p>  <p>If the reception is poor, the function cannot be executed.</p> 
		<p>Dealer</p>	<p>Follow the Vehicle Confirmation Instructions.</p>

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			<p>What happens when you open the Communication Line Status screen on MCVV and search for the target VIN; → "Status" = "Open Requested" or "Open Flag Setting Requested" "Status Detail" = "Processing" The service contract process is proceeding normally. Wait for the push notification to proceed.</p> <p>"Status" = "Close Requested" "Status Detail" = "Processing" In this case, the cancellation process is in progress, so you will need to wait several hours (up to 12 hours). After that, check that "Status Detail" = "Close Completed" for the target VIN on MCVV and perform the cancellation process again.</p> <p>"Status" = "Open Requested" "Status Detail" = "Request failed" or "Open failed" In this case, the line opening request has failed → Go to "Troubleshooting Instructions".</p> <p>"Status" = "Open Requested" "Status Detail" = "Request failed" or "Flag setting failed" In this case, the request to start using the service has failed → Go to "Troubleshooting Instructions".</p> <p>"Status" = "Close Requested" "Status Detail" = "Request failed" or "Close failed" In this case, the line blockage request has failed → Go to "Troubleshooting Instructions".</p> <p>*Please note that if you perform TCU exchange when "Status" is in a state other than "Opened" or "Closed", contract execution processing will not be possible.</p>
400S13	Description	This occurs when a contract (agreement to terms) request is accepted when a connected service contract is already in place.	
	MyMazda App Message	Your connected services enrollment is complete. If you still see the "ENROLL" button, please logout of the app and login again. [400S13]	




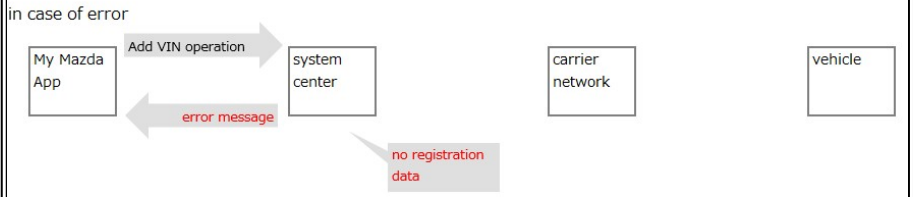
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	Cause	Enrollment processing has already been completed.	
	Process Flow	<p>normal flow</p>  <p>in case of error</p> 	
	Confirmation/Recovery	Customer	If the "ENROLL" button continues to be displayed, sign out and log in again.
		Dealer	If the error continues to occur, there may be a problem with the system center. -> Go to " Troubleshooting Instructions ".
400S14	Description	This occurs when either the date of initial registration or the vehicle registration number cannot be obtained.	
	Cause	Registration of vehicle information is incomplete.	
	Process Flow	<p>normal flow</p>  <p>in case of error</p> 	
	Confirmation/Recovery	Customer	---
		Dealer	It is suspected data registration problem at system center. -> Go to " Troubleshooting Instructions ".
400S15	Description	This occurs when the next contract cannot be processed because the cancellation process is in progress.	
	MyMazda App Message	We are processing your request and it may take up to 5 minutes. You will be notified within the app once it is complete. If you do not see a confirmation message, please contact the call center. [400S15]	
	Cause	Unsubscribe request is being processed.	

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	<p>Process Flow</p>	
	<p>Confirmation/Recovery</p>	<p>Customer ---</p> <p>Dealer Recovery work is required at the system center. -> Go to "Troubleshooting Instructions".</p>
<p>400S16</p>	<p>Description</p>	<p>Occurs when remote control operation is performed while battery power consumption is exceeding (power saving mode). Main factors</p> <ul style="list-style-type: none"> • 12V battery is weak or insufficiently charged • The necessary information file cannot be sent from the vehicle to the system center.
	<p>MyMazda App Message</p>	<p>Remote control request cannot be executed because the vehicle's battery is too low. Please start your vehicle to charge the battery and try it again. [400S16]</p>
	<p>Cause</p>	<p>Because of power saving mode. 12V battery discharged.</p>
	<p>Process Flow</p>	
	<p>Confirmation/Recovery</p>	<p>Customer Run the engine for more than 5 minutes or start the EV system to charge the 12V battery. Turn on IG-on, check the reception strength icon at the bottom right of the center display.</p>

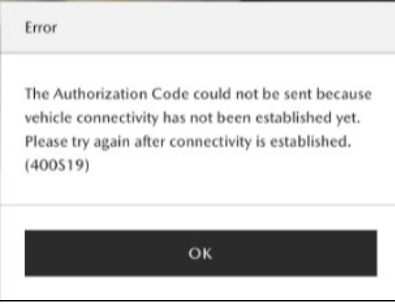
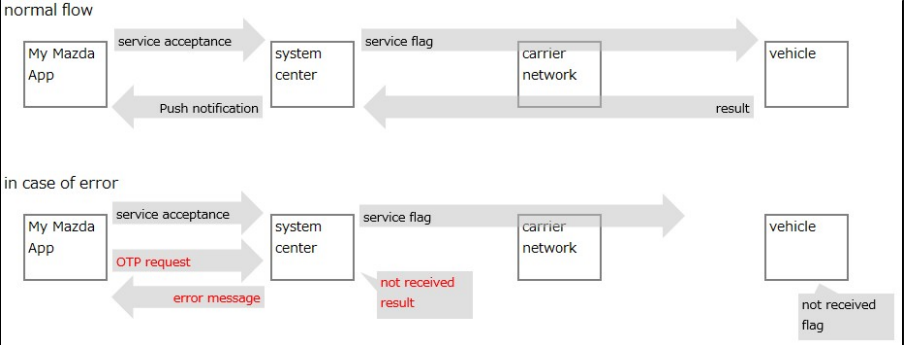


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			 If the reception is poor, the function cannot be executed. 
		Dealer	Follow the Vehicle Confirmation Instructions .
400S17	Description	This issue occurs when performing Add VIN on a vehicle that does not have a connected contract (occurs only for destinations that do not have a function that supports vehicle identification).	
	MyMazda App Message	N/A	
	Cause	Target vehicle is not eligible for CV service	
	Process Flow	<p>normal flow</p>  <p>in case of error</p> 	
Confirmation/Recovery	Customer	Confirm the status of connected service contract	
	Dealer	Confirm the status of connected service contract by MCVV If service activated is confirmed, it is suspected that registered information is incorrect. -> Go to " Troubleshooting Instructions ".	
400S18	Description	Occurs when updating the geofence settings and the previous settings request is still in progress.	
	MyMazda App Message	Ignition On Setting / Guest Driver Alert is in progress. Please try again shortly. [400S18]	
	Cause	IG-ON notification settings/geofence settings are in progress.	

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	<p>Process Flow</p>	<p>The diagram illustrates two scenarios for the process flow:</p> <ul style="list-style-type: none"> normal flow: My Mazda App sends a 'setting request' to the system center, which then sends a 'setting request' to the carrier network, and finally to the vehicle. The vehicle returns a 'result' to the carrier network, which then returns it to the system center, and finally to the My Mazda App. An 'IG-on' operation is performed on the vehicle. in case of error: My Mazda App sends a 'setting request' to the system center, which then sends a 'setting request' to the carrier network, and finally to the vehicle. The vehicle returns an 'error message' to the carrier network, which then returns it to the system center, and finally to the My Mazda App. A 'not complete previous request' message is sent from the system center to the carrier network, and a 'no IG-on operation' message is sent from the carrier network to the vehicle. 	
	<p>Confirmation/Recovery</p>	<p>Customer</p>	<p>Perform IG-on operation on the vehicle (complete the previous setting execution process). Turn on IG-on, check the reception strength icon at the bottom right of the center display.</p> <p>If the reception is poor, the function cannot be executed.</p>
<p>400S19</p>	<p>Description</p>	<p>Dealer</p>	<p>Follow the Vehicle Confirmation Instructions.</p> <p>This occurs when an OTP display request is made when the vehicle is not ready for OTP display (opening process/blocking process/blockage error). *OTP = one time passcode Main factors:</p> <ul style="list-style-type: none"> • TCU exchange is being performed while the usage start process is being executed. • The WiFi contract (In-Car WiFi) is interfering and line operation is failing.
	<p>MyMazda App Message</p>	<p>The Authorization Code could not be sent because vehicle connectivity has not been established yet. Please try again after connectivity is established. (400S19)</p>	

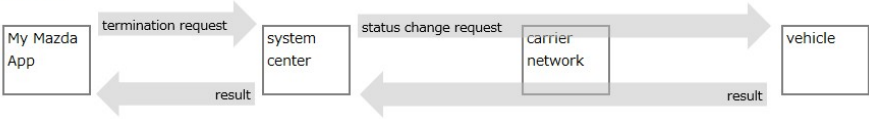
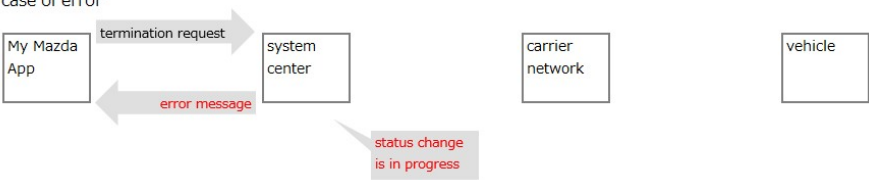


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			<p>18PF OPENING COMMUNICATION LINE HAS NOT BEEN COMPLETED (OTP request before line opening completed)</p>
	Cause	TCU replacement during OTP process In-Vehicle WiFi Contract interference	
	Process Flow		
	Confirmation/Recovery	Customer	<p>Wait a few hours (up to 12 hours) and after receiving a push notification that OTP display is possible, execute the OTP request again. Processing is only performed between 6:00 a.m. and 10:00 p.m. Eastern time, so it may take more than 12 hours. Turn on IG-on, check the reception strength icon at the bottom right of the center display.</p>  <p>If the reception is poor, the function cannot be executed.</p> 
		Dealer	<p>Follow the Vehicle Confirmation Instructions. What happens when you open the Communication Line Status screen on MCVV and search for the target VIN; → "Status" = "Open Flag setting"</p>

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			<p>Requested" "Status Detail" = "Processing" The process is progressing normally, so you can proceed as per the procedure or wait for the push notification to proceed.</p> <p>If the status is other than the above, the request to start using the service has not been processed correctly → Go to "Troubleshooting Instructions".</p> <p>*Please note that if you perform TCU exchange when "Status" is in a state other than "Opened" or "Closed", contract execution processing will not be possible</p>
400S20	Description	This occurs if not subscribed to the base plan.	
	MyMazda App Message	Connected Services cannot be executed at this time because {base plan} has not been purchased. Please purchase {base plan} from the subscription website and try again. [400S20]	
	Process Flow	<p>normal flow</p> <pre> graph LR A[My Mazda App] -- request --> B[system center] B --> C[carrier network] C --> D[vehicle] D -- result --> B B --> A </pre> <p>in case of error</p> <pre> graph LR A[My Mazda App] -- request --> B[system center] B -- error message --> A C[carrier network] D[vehicle] E[check contract status] </pre>	
	Confirmation/Recovery	Customer	Perform the operation again after subscribing to the base plan..
	Dealer	If the error continues even after subscribing to the base plan -> Go to " Troubleshooting Instructions ".	
400S21	Description	<p>This occurs when the connected contract cancellation process is executed while the line is being opened or blocked.</p> <p>Main factors</p> <ul style="list-style-type: none"> • The TCU was replaced during the start of use. • The WiFi contract (In-Car WiFi) is interfering and line operation is failing. 	
	MyMazda App Message	Please wait for a while and try again. If the error continues, please contact the call center. (400S21)	

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		<p>Error</p> <p>Please wait for a while and try again. If the error error continues, please contact the call center. (400S21)</p> <p>OK</p>	<p>CV cancelation has failed. Update TCU to the latest software.</p>
	<p>Cause</p>	<p>TCU replaced during TCU cancellation process Active In-Car WiFi contract</p>	
	<p>Process Flow</p>	<p>normal flow</p>  <p>in case of error</p> 	
	<p>Confirmation/Recovery</p>	<p>Customer</p>	<p>Wait several hours (up to 12 hours) and perform the CV cancellation process again. Processing is only performed between 6:00 a.m. and 10:00 p.m. Eastern time, so it may take more than 12 hours. Turn on IG-on, check the reception strength icon at the bottom right of the center display.</p>  <p>If the reception is poor, the function cannot be executed.</p> 
		<p>Dealer</p>	<p>Follow the Vehicle Confirmation Instructions. What happens when you open the Communication Line Status screen on MCVV and search for the target VIN; -> "Status" = "Close requested" "Status Detail" = "Processing" The process is progressing normally,</p>

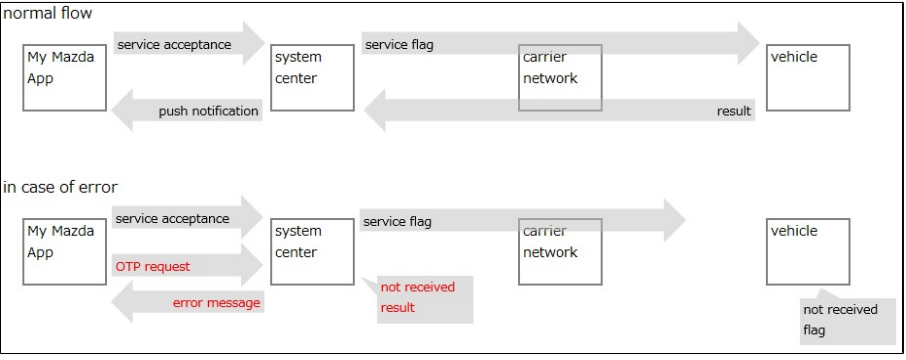

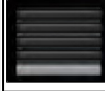
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			<p>so you can proceed as per the procedure or wait for the push notification to proceed.</p> <p>"Status" = "Open requested" or "Open Flag setting Requested" The line has not been opened or the request to start using it has not been completed. -> Go to "Troubleshooting Instructions".</p> <p>"Status Detail" = "Request failed" or "Close failed" Line state change request is failing -> Go to "Troubleshooting Instructions".</p>
400S22	Description	Occurs when remote control is performed on a car model that is not compatible with remote exterior light flash.	
	MyMazda App Message	An unexpected error has occurred, please try again later. [400S22]	
	Process Flow	<p>normal flow</p> <pre> graph LR subgraph normal_flow [normal flow] A[My Mazda App] -- request --> B[system center] B --> C[carrier network] C --> D[vehicle] D -- result --> A end subgraph error_flow [in case of error] E[My Mazda App] -- request --> F[system center] F -- error message --> E end G[check eligible vehicle models] -.-> F </pre>	
	Confirmation/Recovery	Customer	Check whether the target vehicle is compatible.
	Dealer	If the error continues despite the vehicle being affected -> Go to " Troubleshooting Instructions ".	
400S23	Description	This occurs when you try to use a paid service without a subscription service contract.	
	MyMazda App Message	This feature cannot be used under the contract status of your car.[400S23]	

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	Process Flow		
	Confirmation/Recovery	Customer	Make a contract of subscription service first and request again.
		Dealer	If the error continues even after subscribing to the subscription service -> Go to " Troubleshooting Instructions ".
400S24	Description	Occurs when a contract application form (registration completed) PDF display is requested from Menu when the PDF has not yet been generated, or when the PDF cannot be obtained.	
	MyMazda App Message	please try again later [400S24]	
	Process Flow		
	Confirmation/Recovery	Customer	Wait about 5 minutes and operate again.
		Dealer	If the error persists -> Go to " Troubleshooting Instructions ".
400S25	Description	<p>Occurs when an OTP display request is made when the vehicle is not ready for OTP display (before push notification is sent).</p> <p>*OTP = one time passcode</p> <p>Main factors;</p> <ul style="list-style-type: none"> • OTP display on vehicle side is not ready (takes up to 12 hours) • Service flag download failed 	
	MyMazda App Message	Authorization Code Request is processing. This may take up to 12 hours to complete. You will be notified when the process is completed.(400S25)	

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		<div style="border: 1px solid black; padding: 5px;"> <p>Error</p> <p>Authorization Code request is processing. This may take up to 12 hours to complete. You will be notified when the process is completed. (400S25)</p> <div style="text-align: center; margin-top: 10px;"> <div style="background-color: black; color: white; padding: 5px 15px; display: inline-block;">OK</div> </div> </div>	<p>User will receive push notification to continue with OTP request.</p>
	<p>Cause</p>	<p>TCU is not in "Open" status</p>	
	<p>Process Flow</p>	 <p>The diagram illustrates two scenarios: 'normal flow' and 'in case of error'. In the normal flow, the My Mazda App sends a 'service acceptance' message to the system center, which then sends a 'service flag' to the carrier network, which finally reaches the vehicle. The vehicle returns a 'result' to the carrier network, which sends a 'push notification' back to the system center, which then sends a 'push notification' to the My Mazda App. In the 'in case of error' scenario, the My Mazda App sends a 'service acceptance' message to the system center, which sends a 'service flag' to the carrier network, which reaches the vehicle. However, the vehicle does not return a 'result' (labeled 'not received result'), and the carrier network does not send a 'push notification' to the system center (labeled 'not received flag'). Instead, the system center sends an 'error message' back to the My Mazda App, which then sends an 'OTP request' to the system center.</p>	
	<p>Confirmation/Recovery</p>	<p>Customer</p> <p>Wait a few hours (up to 12 hours) and after receiving a push notification that OTP display is possible, execute the OTP request again. Turn on IG-on, check the reception strength icon at the bottom right of the center display.</p>  <p>If the reception is poor, the function cannot be executed.</p> 	<p>Wait a few hours (up to 12 hours) and after receiving a push notification that OTP display is possible, execute the OTP request again. Turn on IG-on, check the reception strength icon at the bottom right of the center display.</p>
		<p>Dealer</p>	<p>Follow the Vehicle Confirmation Instructions. What happens when you open the Communication Line Status screen on MCVV and search for the target VIN; -> "Status" = "Open Flag setting Requested" "Status Detail" = "Processing" The process is progressing normally, so you can proceed as per the procedure or wait for the push</p>

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			notification to proceed. "Status Detail" = "Request failed" or "Flag setting failed" In this case, the request to start using the service is not processed correctly -> Go to " Troubleshooting Instructions ".
401C00	Description	Occurs when an error occurs during processing within the system center.	
	MyMazda App Message	Please wait for a while and try again. If the error continues, please contact the call center. [401C00]	
	Process Flow	<p>normal flow</p> <pre> graph LR A[My Mazda App] -- input --> B[system center] B -- result --> A C[carrier network] D[vehicle] </pre> <p>in case of error</p> <pre> graph LR A[My Mazda App] -- input --> B[system center] B -- error message --> A C[carrier network] D[vehicle] E[processing error] </pre>	
	Confirmation/Recovery	Customer	Wait about 5 minutes and try the operation again.
	Dealer	System error and may or may not be resolved by repeated retries. If the error continues to occur, there may be a problem with the system center -> Go to " Troubleshooting Instructions ".	
403C00	Description	Occurs when the target service is unavailable.	
	MyMazda App Message	The primary driver has not set the permission of this service so it is not available. [403C00]	
	Cause	This is a permission error and cannot be resolved by retrying.	
	Process Flow	<p>normal flow</p> <pre> graph LR A[My Mazda App] -- request --> B[system center] B -- request --> C[carrier network] C -- request --> D[vehicle] D -- result --> C C -- result --> B B -- result --> A </pre> <p>in case of error</p> <pre> graph LR A[My Mazda App] -- request --> B[system center] B -- error message --> A C[carrier network] D[vehicle] E[check contract] </pre>	

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	Confirmation/Recovery	Customer	Check the permission settings for the target service from the "Manage Drivers" screen.
		Dealer	If the error continues to occur, there may be a problem with the system center -> Go to " Troubleshooting Instructions ".
409C00	Description	This occurs when attempting to register duplicate data.	
	MyMazda App Message	The registration data has already been saved. Please confirm the registration details. [409C00]	
	Cause	Data to be registered violated unique constraints. MC IT to check: details explanation of this error case -> User tries to register the favorite POI that has already been registered.	
	Process Flow	<p>normal flow</p> <p>in case of error</p>	
	Confirmation/Recovery	Customer	Review the input data and try again.
		Dealer	If the error continues to occur, there may be a problem with the system center -> Go to " Troubleshooting Instructions ".
500C00	Description	This is caused by a processing error at the system center.	
	MyMazda App Message	Please wait for a while and try again. If the error continues, please contact the call center. [500C00]	
	Process Flow	<p>normal flow</p> <p>in case of error</p>	
	Confirmation/Recovery	Customer	Wait about 30 minutes and try the operation again.
		Dealer	System error and may or may not be


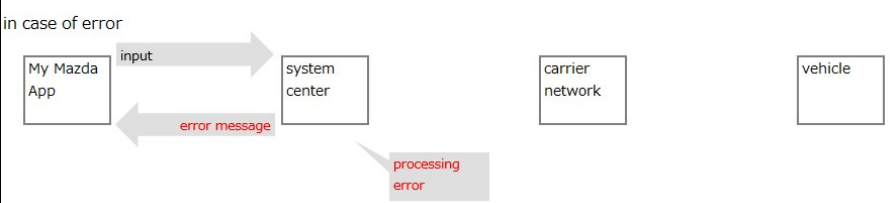
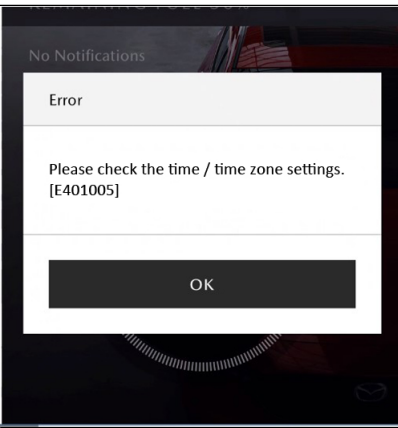
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			resolved by repeated retries. If the error continues to occur, there may be a problem with the system center -> Go to " Troubleshooting Instructions ".
500C01	Description	This is caused by a processing error at the system center (reprocessing status unknown)	
	MyMazda App Message	Please wait for a while and try again. If the error continues, please contact the call center. [500C01]	
	Process Flow	<p>normal flow</p> <pre> graph LR A[My Mazda App] -- input --> B[system center] B -- result --> A C[carrier network] D[vehicle] </pre> <p>in case of error</p> <pre> graph LR A[My Mazda App] -- input --> B[system center] B -- error message --> A C[carrier network] D[vehicle] E[processing error] </pre>	
	Confirmation/Recovery	Customer	Wait about 30 minutes and try the operation again.
	Dealer	System error and may or may not be resolved by repeated retries. If the error continues to occur, there may be a problem with the system center -> Go to " Troubleshooting Instructions ".	
500C02	Description	Occurs when the system center fails to access the database.	
	MyMazda App Message	Please wait for a while and try again. If the error continues, please contact the call center. [500C02]	
	Process Flow	<p>normal flow</p> <pre> graph LR A[My Mazda App] -- input --> B[system center] B -- result --> A C[carrier network] D[vehicle] </pre> <p>in case of error</p> <pre> graph LR A[My Mazda App] -- input --> B[system center] B -- error message --> A C[carrier network] D[vehicle] E[processing error] </pre>	
	Confirmation/Recovery	Customer	Wait about 30 minutes and try the operation again.
	Dealer	System error and may or may not be	

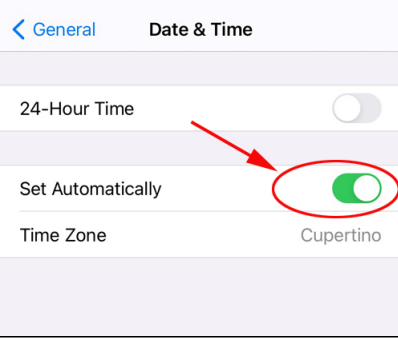
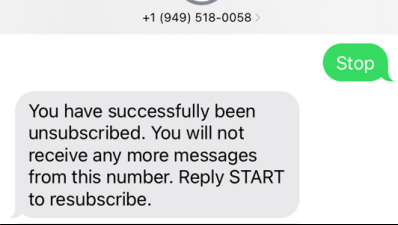
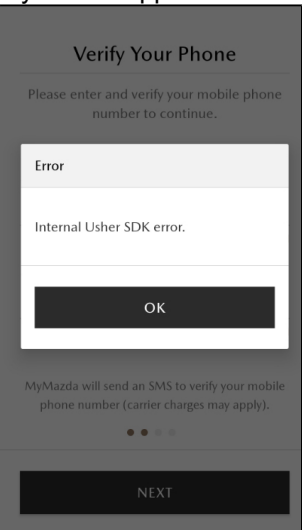
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			resolved by repeated retries. If the error continues to occur, there may be a problem with the system center -> Go to " Troubleshooting Instructions ".
500C03	Description	Occurs when the system center fails to access the database.	
	MyMazda App Message	An unexpected error has occurred. Please contact the call center. [500C03]	
	Cause	This is a system error and cannot be resolved by retrying.	
	Process Flow	<p>normal flow</p> <pre> graph LR A[My Mazda App] -- input --> B[system center] B -- result --> A C[carrier network] D[vehicle] </pre> <p>in case of error</p> <pre> graph LR A[My Mazda App] -- input --> B[system center] B -- error message --> A C[processing error] D[carrier network] E[vehicle] </pre>	
Confirmation/Recovery	Customer	Wait about 30 minutes and try the operation again.	
	Dealer	If the error continues to occur, there may be a problem with the system center -> Go to " Troubleshooting Instructions ".	
500C06	Description	This occurs due to a processing error at the system center (exceeding the number of reprocessing times).	
	MyMazda App Message	Please wait for a while and try again. If the error continues, please contact the call center. [500C06]	
	Process Flow	<p>normal flow</p> <pre> graph LR A[My Mazda App] -- input --> B[system center] B -- result --> A C[carrier network] D[vehicle] </pre> <p>in case of error</p> <pre> graph LR A[My Mazda App] -- input --> B[system center] B -- error message --> A C[processing error] D[carrier network] E[vehicle] </pre>	
	Confirmation/Recovery	Customer	Wait about 30 minutes and try the operation again.
Dealer		System error and may or may not be resolved by repeated retries. If the error continues to occur, there may be	

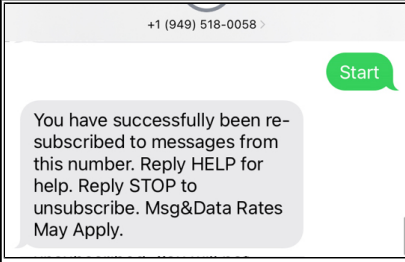
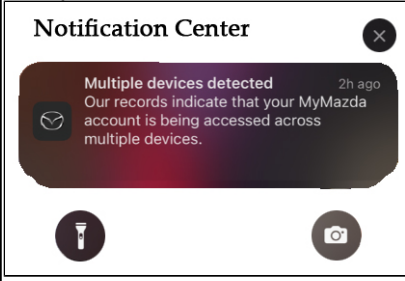
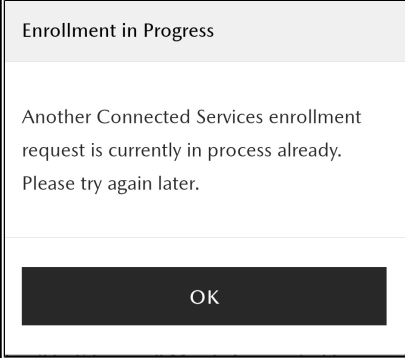
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			a problem with the system center -> Go to " Troubleshooting Instructions ".
500C07	Description	This occurs due to a file access error during system center processing.	
	MyMazda App Message	Please wait for a while and try again. If the error continues, please contact the call center. [500C07]	
	Process Flow	<p>normal flow</p>  <p>in case of error</p> 	
	Confirmation/Recovery	Customer	Wait about 30 minutes and try the operation again.
		Dealer	System error and may or may not be resolved by repeated retries. If the error continues to occur, there may be a problem with the system center -> Go to " Troubleshooting Instructions ".
E401005	Description	Due to the app's specifications, if there is a 2+ hour difference or lag with the actual/correct time, an error could occur.	
	MyMazda App Message	Please check the time / time zone settings. (E401005)	
			
	Customer	Customer to check and verify their Date & Time settings on their phone (note: most phones will have the correct time automated based on their time zone). iPhone Example	

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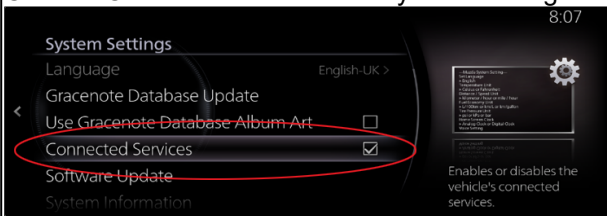



		
<p>E900500</p>	<p>Description</p>	<p>In case KINTARO cannot get a response from a system outside KINTARO. KINTARO is working well, and the network fault may be fixed after some minutes</p>
	<p>MyMazda App Message</p>	<p>It is taking longer than normal to respond. Please try again later. [E900500]</p>
	<p>Description</p>	<p>Customer inadvertently texted "Stop" to 1-949 518-0058 (Twilio SMS)</p> 
<p>Internal Usher SDK error.</p>	<p>MyMazda App Message</p>	<p>MyMazda App - Internal Usher SDK error.</p> 
	<p>Customer</p>	<p>1. Text "Start" to 1-949 518-0058 (Twilio SMS) 2. Retry to create a MyMazda account. Note: USA and Canada only</p>

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Multiple devices detected	Description	Usually occurs if the same login credentials were used on different devices. Example, iPhone and Android.
	MyMazda App Message	<p>Notification Center Multiple devices detected Our records indicate that your MyMazda account is being accessed across multiple devices.</p> 
	Customer	No action needed
Enrollment in Progress	Description	Enrollment in Progress
	MyMazda App Message	<p>Another Connected Services enrollment request is currently in process already. Please try again later.</p> 
	Dealer	CV cancelation has failed. Update TCU to the latest software.

Vehicle Confirmation Instructions			
Step	Inspection Items	Result	Action
1	Is the concern related to a remote control function?	Yes	proceed to step2
		No	proceed to step3

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2	Check whether the vehicle requirements for remote operation are met (example : key left in vehicle during remote start function). Does the customer's smartphone MyMazda App have a failure message at the time of occurrence?	Yes	proceed to the next step
		No	Check the remote operation condition again and confirm if it works properly (example : key left in vehicle during remote start function).
3	Check MAZDA CONNECT settings. Confirm Connected Services in System Settings is Enabled. 	Yes	proceed to the next step
		No	Select Enable and retry.
4	Using M-MDS, are there any DTC's stored? DTC INSPECTION	Yes	Go to normal MGSS DTC troubleshooting
		No	proceed to the next step
5	Is the TCU and CMU at the latest software version? <ul style="list-style-type: none">• CMU Software Update• TCU Software Update	Yes	proceed to the next step
		No	Update software to the latest version, then recheck concern.
6	Does the CV reception strength icon show good or weak reception? Does the CV reception strength icon show no contract?	Good Reception 	proceed to the next step
		Weak Reception 	Move vehicle outside with a clear view of the sky and then retry.
		No Contract 	Disconnect/Reconnect the 12V battery, retry registering the vehicle from the MyMazda app, and repeat from Step 1. If the retry result is NG, proceed to the next step.
7	Check Remote Service Flag Information DIAGNOSTIC ASSIST FUNCTION [CMU] -> Telematics communication system linked information verification -> Flag Information Is the remote service flag 1101 or 0000?	1101	proceed to the next step
		0000	Disconnect/Reconnect the 12V battery, retry registering the vehicle from the MyMazda app, and repeat from Step 1.




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			If the retry result is NG, proceed to the next step.																		
8	<p>Go to Mazda Connected Vehicle Viewer (MCVV) and check communication line status.</p> <p>Example of Open Completed</p> <table border="1"> <thead> <tr> <th colspan="3">Vehicle Communication Line Atatus</th> </tr> <tr> <th>Status</th> <th>Request Date</th> <th>Status Detail</th> </tr> </thead> <tbody> <tr> <td>Opened</td> <td>10/12/2022 23:01</td> <td>Open Completed 10/12/2022 23:51</td> </tr> </tbody> </table> <p>Example of Closed Completed</p> <table border="1"> <thead> <tr> <th colspan="3">Vehicle Communication Line Atatus</th> </tr> <tr> <th>Status</th> <th>Request Date</th> <th>Status Detail</th> </tr> </thead> <tbody> <tr> <td>Closed</td> <td>10/12/2022 23:01</td> <td>Closed Completed 10/12/2022 23:51</td> </tr> </tbody> </table> <p>If a MyMazda App error code is displayed, go to the "MYMAZDA App Connected Vehicle (CV) Error Codes" table and perform Confirmation/Recovery.</p>	Vehicle Communication Line Atatus			Status	Request Date	Status Detail	Opened	10/12/2022 23:01	Open Completed 10/12/2022 23:51	Vehicle Communication Line Atatus			Status	Request Date	Status Detail	Closed	10/12/2022 23:01	Closed Completed 10/12/2022 23:51	Open Completed	proceed to the next step
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Closed Completed	Disconnect/Reconnect the 12V battery, retry registering the vehicle from the MyMazda app, and repeat from Step 1. If the retry result is NG, proceed to the next step.																				
9	<p>Check the harness (including connectors / terminals) between TEL antenna No. 1 and TCU.</p> <ul style="list-style-type: none"> • Check the relevant circuit. (Reference: Circuit inspection) (Reference: Connector inspection) • Is the circuit normal? 	Yes	proceed to the next step																		
		No	Repair or replace the defective part and verify repair.																		
10	<p>Check the harness (including connectors / terminals) between TEL antenna No. 2 and TCU.</p> <ul style="list-style-type: none"> • Check the relevant circuit. (Reference: Circuit inspection) (Reference: Connector inspection) • Is the circuit normal? 	Yes	proceed to the next step																		
		No	Repair or replace the defective part and verify repair.																		
11	<p>Check for SIM abnormality Move the vehicle outside with a clear view of the sky. Check M-MDS PID values</p> <ul style="list-style-type: none"> • TEL1_ANT_6LVL • TEL2_ANT_6LVL <p>Are both values 0 (0 means out of service)?</p> <p>*Note: Depending on the vehicle, ***6 LVL or ***3 LVL may be displayed."</p>	Yes	Replace the TCU.																		
		No	proceed to the next step																		
12	<p>Check anntena no.1. Move the vehicle outside with a clear view of the sky. Check M-MDS PID value</p> <ul style="list-style-type: none"> • TEL1_ANT_6LVL <p>Does TEL1_ANT_6LVL indicate 0?"</p>	Yes	Replace anntena no.1.																		
		No	proceed to the next step																		
13	<p>Check anntena no.2. Move the vehicle outside with a clear view of the sky.</p>	Yes	Replace anntena no.2.																		
		No	"proceed to the next step																		



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	Check M-MDS PID value <ul style="list-style-type: none"> TEL2_ANT_6LVL Does TEL2_ANT_6LVL indicate 0?"		(in case of both antenna value is not equal to 0)"
Verify Repair	<ul style="list-style-type: none"> Install/connect parts that were removed / disconnected during fault diagnosis. Has the problem been resolved? 	Yes	Repair Complete.
		No	Go to MGSS MALFUNCTION DIAGNOSIS FLOW [CONTROLLER AREA NETWORK (CAN)] If CAN communication has no problem, repeat from step1 again. If the problem is not resolved, contact Hotline for technical support.

Troubleshooting Instructions

Step	Inspection	Result	Action
1.	Check CV reception strength icon	 Good reception	Go to next step
		 Weak reception	Move vehicle outside with a clear view of the sky and then retry
		 No Contract	CV enrollment needed. Go to Online Enrollment
2.	Perform CMU/TCU Communication Connectivity Test. Go to MGSS -> Diagnostic Assist Function -> Service Information -> TCU Linked Information. Perform: <ul style="list-style-type: none"> CMU Communication Connectivity Test (CMU, TCU Connection) TCU Communication Connectivity Test (TCU, Carrier Connection) 	OK	Go to next step
		NG	Go to Step 5.

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<p>3.</p>	<p>Is the TCU software at the latest software version? (2019 Mazda3, Confirm CMU software is at the latest version) Go to MGSS Diagnostic Assist Function -> Service Information -> TCU Linked Information -> TCU Software Version</p>  <p>Go to MGSS -> Infotainment/TCU -> Telematics Communication Unit (TCU) Updates and confirm at latest software version.</p>	<p>Yes</p> <p>Go to next step.</p> <p>No</p> <p>Update TCU software</p>																			
<p>4.</p>	<p>Check TCU CV Contract Status</p> <p>a. Go to MCVV -> Select "Vehicle Communication Line Status Reference"</p> <p>b. Enter VIN and then select "Search"</p> <p>c. Is the Status Detail "Open Completed" or "Closed Completed"?"</p> <p>Example of Open Completed</p> <table border="1" data-bbox="161 1133 963 1238"> <thead> <tr> <th colspan="3">Vehicle Communication Line Atatus</th> </tr> <tr> <th>Status</th> <th>Request Date</th> <th>Status Detail</th> </tr> </thead> <tbody> <tr> <td>Opened</td> <td>10/12/2022 23:01</td> <td>Open Completed 10/12/2022 23:51</td> </tr> </tbody> </table> <p>Example of Closed Completed</p> <table border="1" data-bbox="161 1274 963 1379"> <thead> <tr> <th colspan="3">Vehicle Communication Line Atatus</th> </tr> <tr> <th>Status</th> <th>Request Date</th> <th>Status Detail</th> </tr> </thead> <tbody> <tr> <td>Closed</td> <td>10/12/2022 23:01</td> <td>Closed Completed 10/12/2022 23:51</td> </tr> </tbody> </table>	Vehicle Communication Line Atatus			Status	Request Date	Status Detail	Opened	10/12/2022 23:01	Open Completed 10/12/2022 23:51	Vehicle Communication Line Atatus			Status	Request Date	Status Detail	Closed	10/12/2022 23:01	Closed Completed 10/12/2022 23:51	<p>Open Completed</p> <p>Go to next step</p> <p>Closed Completed</p> <p>CV enrollment needed Go to Online Enrollment</p>	
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<p>5.</p>	<p>If possible, complete the Dealer Connected Vehicle Questionnaire Go to MGSS -> Mazda Connect Questionnaires -> Dealer Connected Vehicle Questionnaire</p>																				
<p>6.</p>	<p>If the problem is not resolved, contact Hotline for technical support.</p>																				

Resources

Connected Vehicle Online Enrollment Information

1. [Installing the MyMazda APP](#)
2. [Registering Your User Information](#)
3. [Registering Vehicle Information](#)
4. [Registering Connected Service](#)

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical--including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

WARRANTY INFORMATION**NOTE:**

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.
- Actual time beyond 0.9 hours will require DSA or Preauthorization for non DSA dealers. Actual time over 3 hours for DSA dealers will require Preauthorization.

	Dealer Confirmation/Recovery
Warranty Type	A
Symptom Code	64
Damage Code	99
Part Number Main Cause	5555-24-003A
Quantity	0
Operation Number / Labor Hours:	YY844XRT

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