

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



| | |
|---|-------------------------------------|
| Subject: MAZDA CONNECTED SERVICES - FREQUENTLY ASKED QUESTIONS (FAQ) | Service Alert No.: SA-017/25 |
| | Last Issued : 12/16/2025 |

BULLETIN NOTES

This Service Alert supersedes the previously issued SAs listed below. The changes are noted in Red text.

| Previous SA: | Date(s) Issued: |
|--------------|---|
| SA-017/25 | 09/08/25, 07/14/25, 05/15/25 and 03/21/25 |
| SA-009/24 | 12/05/24, 09/23/24, 09/10/24, 06/28/24, 02/21/24 and 02/08/24 |
| SA-015/23 | 12/07/23, 06/28/23, 05/24/23, 04/28/23, 03/27/23 and 03/10/23 |
| SA-019/22 | 12/13/22, 10/10/22, 05/06/22 and 04/06/22 |
| SA-012/21 | 10/07/21, 06/15/21, 05/10/21, 04/14/21, 03/15/21, 02/22/21, 02/08/21 and 02/02/21 |
| SA-007/20 | 11/30/20, 10/19/20, 09/29/20, 08/03/20, 06/16/20, 05/22/20, 05/18/20, 04/14/20, 04/06/20, 03/11/20, 03/06/20, 02/27/20, 02/18/20 and 01/10/20 |
| SA-054/19 | 12/17/19 and 12/06/19 |

APPLICABLE MODEL(S)/VINS:

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

DESCRIPTION

Frequently Asked Questions (FAQ)

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| Setup and Getting Started | Dealer Processes |
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| WI-FI General Informatio | Opening the TCU Communication Line |
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| Service Issues | Educational Videos |
| Troubleshooting | Resources |
| MyMazda App Error Codes | Customer Opt-Out |

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General Questions

| FAQ | Answer | | |
|--|---|---|---|
| <p>What is included in Connected Services?</p> | <p>Like a personal assistant for your Mazda, access your vehicle's health report, remotely start your engine, lock and unlock the doors and more through the MyMazda app on your mobile device. All complimentary for a free trial period**. The vehicle can also be equipped with in-car Wi-Fi capabilities and provide access to emergency services like automatic 911 dialing and roadside assistance.</p> | |  |
| <p>What benefits come with Connected Services?</p> | <p>Feature Name</p> | <p>Complimentary Trial** Paid Plan (\$10/monthly+Tax)</p> | <p>Opt-Out</p> |
| | <ul style="list-style-type: none"> • Remote Engine Start • Remote Engine Stop (ICE) | <p>Yes</p> | <p>X</p> |
| | <p>Remote Control</p> <ul style="list-style-type: none"> • Door Lock/Unlock • Hazard Light • Climate Control for EV/PHEV) | <p>Yes</p> | <p>X</p> |
| | <p>Remote Charge Control (EV/PHEV)*</p> | <p>Yes</p> | <p>X</p> |
| | <p>Charging Notification (EV/PHEV)*</p> | <p>Yes</p> | <p>X</p> |
| | <p>Vehicle Status (ICE)</p> | <p>Yes</p> | <p>X</p> |
| | <p>Vehicle Status (EV/PHEV)*</p> | <p>Yes</p> | <p>X</p> |
| | <p>Vehicle Status Alert</p> | <p>Yes</p> | <p>X</p> |
| | <p>Vehicle Health Report</p> | <p>Yes</p> | <p>X</p> |
| | <p>Send to Car</p> | <p>Yes</p> | <p>X</p> |
| | <p>Vehicle Finder</p> | <p>Yes</p> | <p>X</p> |
| | <p>Guest Driver Alert*</p> | <p>Yes</p> | <p>X</p> |
| | <p>Online Update (CMU OTA)*</p> | <p>Yes</p> | <p>X</p> |
| | <p>Online Update (TCU OTA)*</p> | <p>Yes</p> | <p>X</p> |
| | <p>Recall Notification*</p> | <p>Yes</p> | <p>X</p> |
| | <p>Amazon Alexa*</p> | <p>Yes</p> | <p>X</p> |
| | <p>In-Car Wi-Fi</p> | <p>Yes</p> | <p>X</p> |

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|---|--|-----|---|
| | Online Navigation* | Yes | X |
| On which vehicles is Connected Services available? | Connected Vehicle Services are available on the applicable models shown at the beginning of this Service Alert. Other models to feature Connected Services have yet to be announced. | | |
| How do I know my Mazda supports Connected Services? | Applicable models (all trims) support Connected Services. Signal strength can be checked on the Mazda Connect center display. On the Mazda Connect home screen, go to "Navigation" or "Entertainment" and look for the telematics icon at the bottom right of the screen. | | |
| Is Connected Services available on manual transmission vehicles? | Yes, Connected Services features are available on manual transmission vehicles. However, the remote engine start/stop feature is not available for manual transmission vehicles. | | |
| When will the free Connected Services and Wi-Fi trial periods be activated? | At time of RDR. In the case of an RDR reversal, Mazda's systems will identify the final retail sales date for that VIN and restart the clock for the free trial period**. | | |
| When can I get Connected Service for my 2019 Mazda3? | Available 10/16/2020. After CSP06 completion, Connected Service can be activated via the MyMazda app after entering the VIN and reading the entire disclaimer before checking "I Agree". | | |


* If equipped

** 2024 and older, 2025 CX-70, 3-year free trial


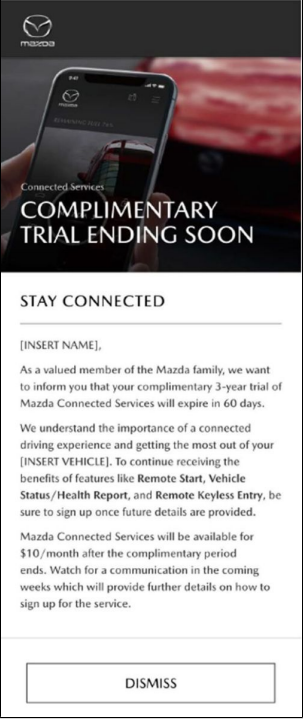
2025 (Except CX-70) 1-year free trial

2026 and newer (All) 1-year free trial

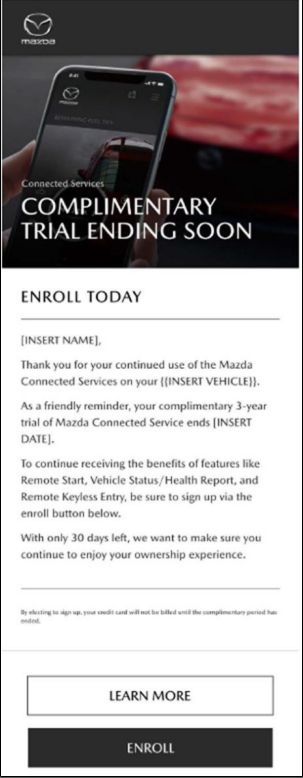
Setup and Getting Started

| FAQ | Answer |
|--|---|
| Is it mandatory to enroll in Connected Services? | <p>No, it is an optional service. However, if you do want to use Connected Services features, enrollment via the MyMazda app is required.</p>  |

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| <p>How can I opt out of Connected Services?</p> | <p>If you are enrolled in Connected Services, you may unsubscribe at any time via the MyMazda app, using the following directions:</p> <ol style="list-style-type: none"> 1. Go to “hamburger menu” (i.e., three vertical lines icon) on the top right of the app screen 2. Tap MyMazda 3. Tap My Vehicle 4. Tap on “more options menu” (i.e., three vertical dots icon) on the top right of the app screen 5. Tap on “Unsubscribe Connected Services” 6. Confirm pop-up warning message |  |
| <p>Is there a subscription fee for Connected Services?</p> | <p>Yes. While Connected Services is complimentary for an initial trial period** from the original vehicle purchase date (i.e., RDR date), there is a fee after the trial period ends.</p> | |
| <p>How long is the complimentary Mazda Connected Services trial?</p> | <p>The complimentary Mazda Connected Services trial begins on the date of purchase or lease of a new vehicle and is provided for:</p> <ul style="list-style-type: none"> • 2024 and older, 2025 CX-70, 3-year free trial • 2025 (Except CX-70) 1-year free trial • 2026 and newer (All) 1-year free trial <p>After the trial period ends, a paid subscription is required to continue using the services.</p> | |
| <p>When the complimentary trial is coming to an end, will I receive a reminder to set up a payment plan?</p> | <p>Yes</p> <p>60-Day Notification</p> <p>Message: Complimentary trial is coming to an end - Explore CV Features.</p> <p>No action required</p> <p>30-Day Notification</p> |  |


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| | | |
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| | <p>Message: Complimentary trial is coming to an end - Set up payment to keep services</p> <p>!Action required: Set up payment via Stripe Go to Mazda Connected Services Owner Portal</p> |  |
| | <p>7-Day / 1-Day Notification</p> <p>Message: Complimentary trial is coming to an end - Set up payment to keep services</p> <p>!Action required: Set up payment via Stripe Go to Mazda Connected Services Owner Portal</p> | |
| <p>After the trial ends, how much does the Mazda Connected Services basic plan cost?</p> | <p>The basic plan after the complimentary trial period is \$10 per month (plus tax where applicable).</p> | |
| <p>Does the Mazda Connected Services subscription auto-renew?</p> | <p>Yes. After the complimentary trial, all subscription enrollments will automatically renew on a monthly basis.</p> | |
| <p>What payment options are available for the Mazda Connected Services subscription?</p> | <p>We currently offer monthly plan payments for Mazda Connected Services. Our trusted payment processor, Stripe, accepts major credit cards such as VISA, Mastercard, and Discover.</p> | |
| <p>How do I manage my payment preferences for the Mazda Connected Services subscription?</p> | <p>To manage your payment preferences such as credit card information, go to Mazda Connected Services Owner Portal and select "Manage Billing" to see full details. You may update your preferred payment method and billing information.</p> | |
| <p>How do I cancel my Mazda Connected Services subscription?</p> | <p>To cancel your subscription, go to Mazda Connected Services Owner Portal and select "Manage Billing" -> "Cancel Plan". The subscription will finish at the end of your current billing cycle, and you won't be charged again.</p> | |
| <p>What data does Connected Services collect?</p> | <p>Connected Services collects a variety of data, including: Information at registration:</p> <ul style="list-style-type: none"> • Personal information | |

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| | <ul style="list-style-type: none"> ◦ Name ◦ Address ◦ Phone Number ◦ Email • Vehicle Information <ul style="list-style-type: none"> ◦ Vehicle Identification Number (VIN) ◦ Year & Model ◦ Current Mileage ◦ Miles Driven per Day ◦ Driving Condition ◦ Preferred Dealer <p>Data transmitted from vehicle:</p> <ul style="list-style-type: none"> • Event of an Accident <ul style="list-style-type: none"> ◦ Location of accident ◦ Status of vehicle • Vehicle Warning Events <ul style="list-style-type: none"> ◦ Location where vehicle warning was issued ◦ Status of vehicle • Vehicle Status <ul style="list-style-type: none"> ◦ When the vehicle is turned off, the vehicle sends out status information including fuel level, oil condition and warning lights <p>Smartphone Device:</p> <ul style="list-style-type: none"> • IMEI (device ID) at login for security purposes <p>For more information: Connected Services Terms & Conditions Connected Services Privacy Policy CV Important Notice (Secondary Driver)</p> |
| <p>How does Connected Services collect customer data?</p> | <p>Personal information is collected at the time of MyMazda app registration, including name, address, telephone number, email address and VIN. For more information on the data collected by Connected Services, please refer to the Connected Services Terms & Conditions and Privacy Policy.</p> <p>Connected Services Terms & Conditions Connected Services Privacy Policy CV Important Notice (Secondary Driver)</p> |
| <p>What does Mazda do with data collected by Connected Services?</p> | <p>Anonymized information may be used for product quality, data analysis, research and product development. For more information on the data collected by Connected Services, refer to the Connected Services Terms & Conditions and Privacy Policy. For more information on the data collected by Connected Services, refer to the Connected Services Terms & Conditions and Privacy Policy.</p> <p>Connected Services Terms & Conditions Connected Services Privacy Policy CV Important Notice (Secondary Driver)</p> |
| <p>Will my data be deleted when I</p> | <p>All personal information and information that indirectly enables the</p> |

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| | | |
|--|--|---|
| <p>unsubscribe from Connected Services?</p> | <p>customer identification will be deleted. Anonymized information may be used for product quality, data analysis, research, and product development. For example, data transmitted from your vehicle, such as Customer ID and VIN, will be stored and utilized by Mazda after being disconnected from the customer information.</p> | |
| <p>If I sell my Mazda, will the next owner be able to see my data?</p> | <p>No, the new vehicle owner will not be able to view any of the previous owner's data.</p> |  |

** 2024 and older, 2025 CX-70, 3-year free trial
 2025 (Except CX-70) 1-year free trial
 2026 and later (All) 1-year free trial

Registration / Enrollment

| FAQ | Answer |
|--|---|
| <p>What if I'm already registered for a MyMazda account?</p> | <p>If you're already registered for a MyMazda account, you can simply enroll another eligible vehicle to take advantage of Connected Services.</p> |
| <p>How do I activate Connected Services?</p> | <p>You can activate a Connected Services-equipped Mazda vehicle via the MyMazda app. You will need to add your VIN and then read the entire disclaimer and check "I Agree" or "I Disagree."</p> <p>Connected Vehicle Online Enrollment Information</p> <ol style="list-style-type: none"> 1. Installing the MyMazda APP 2. Registering Your User Information 3. Registering Vehicle Information 4. Registering Connected Service |
| <p>How do I enroll my vehicle in Connected Services?</p> | <p>MyMazda App Enrollment Preparation</p> <ol style="list-style-type: none"> 1. Create a MyMazda account. See Resources 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 MGSS -> 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. <ol style="list-style-type: none"> a. Go to MAZDA CONNECT home screen. b. Select Entertainment c. Select Source List and then select any of the following: |

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- FM
- AM
- SiriusXM

d. Check the Connected Vehicle reception strength icon:

- Reception strength icon shows normal strength. The TCU communication line is Open and ready for enrollment. Go to [Enrollment](#).



- Reception strength icon shows "X". The TCU Communication Line is Closed. Enrollment is not possible. Go to [Opening the TCU Communication Line](#).



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



Enrollment

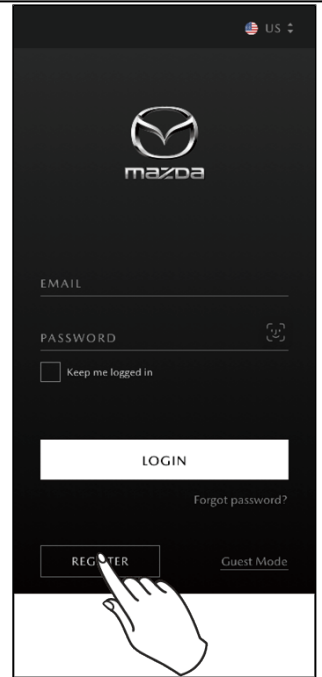
1. [Install the MyMazda APP](#)

Note: If 2nd owner, follow this same Enrollment procedure to perform a Take-Over. Previous owner will receive email notification of Take-Over.

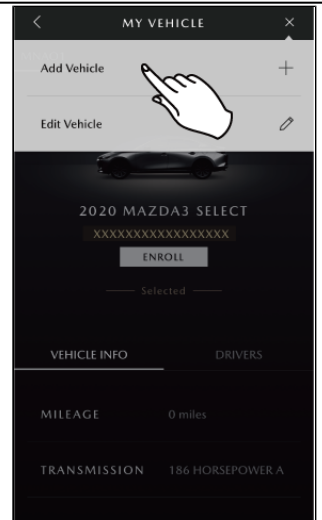


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2. Register your user information

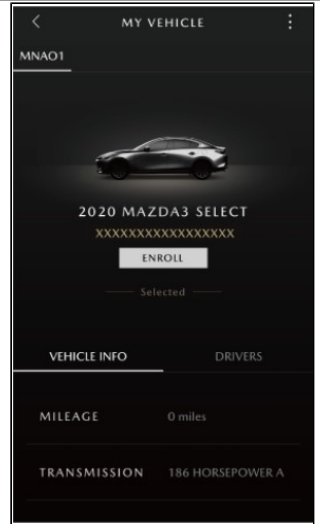


3. Register vehicle information



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4. Register Connected Service



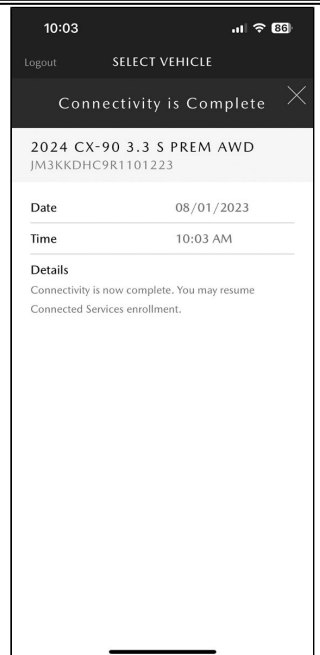
NOTE 1: If the communication line is closed, this message will appear advising the customer to wait for the communication line to re-open.

Error

Authorization Code request is processing. This may take up to 12 hours to complete. You will be notified when the process is completed. (400S25)

OK

When the communication line re-opens, this message will appear: "Connectivity is Complete"

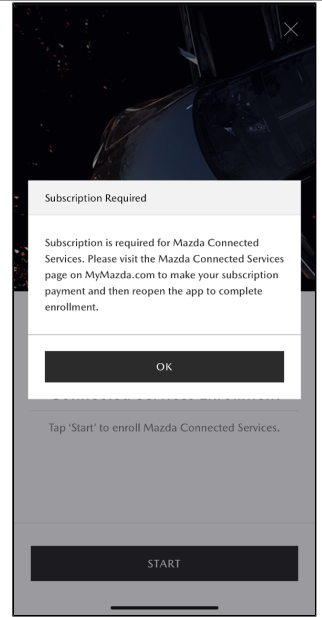


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NOTE 2: If the Connected Vehicle Services free trial period has ended, a pop-up notification, "Subscription Required", requests the customer to sign up for a paid subscription plan.

This pop-up notification will not disappear until customer has paid for subscription plan through the [Mazda Connected Services Owner Portal](#).

Once the customer has purchased a subscription plan, it is recommended to close the app & re-login back into MyMazda app to refresh the connected services status.



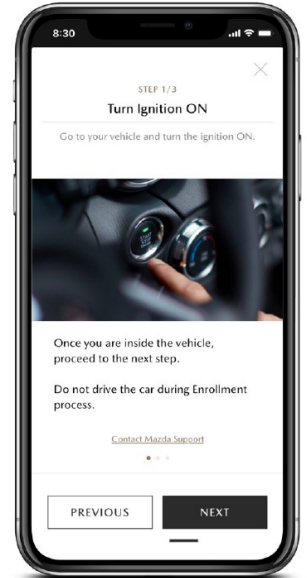
Once system recognizes customer's subscription status (this could take up to 12 hours), the "subscription required" pop-up will disappear and "Connected Services Enrollment" screen will appear.

NOTE: If the customer is having difficulty with the [Mazda Connected Services Owner Portal](#), refer the customer to CEC at (800) 222-5500

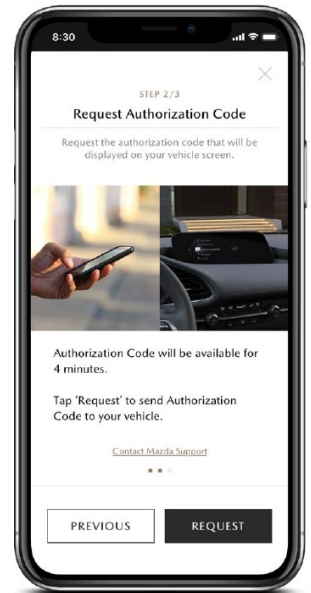


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5. Switch the ignition ON in your Mazda vehicle.
 6. Wait 30 seconds.
 7. Tap Next.

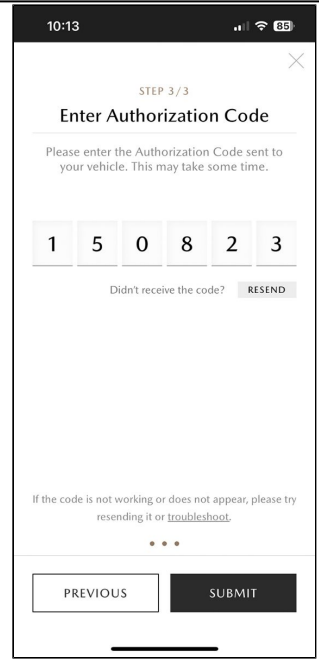
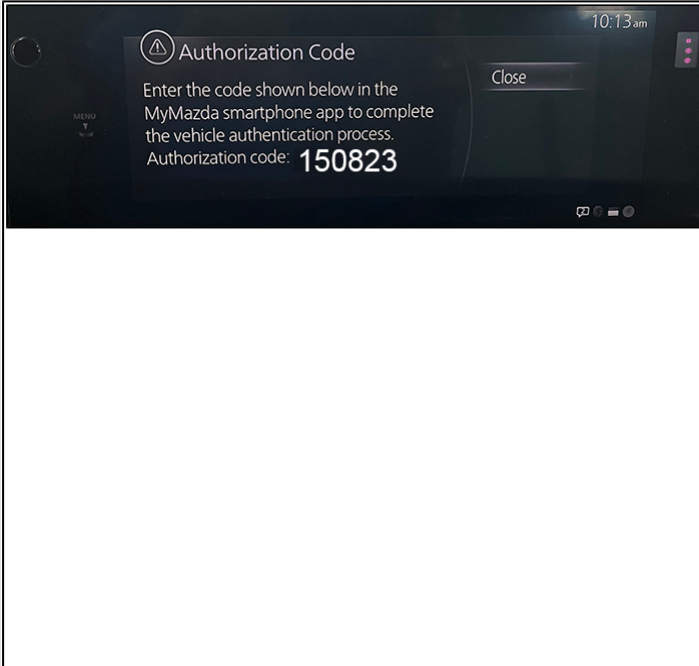


8. Tap Request to receive authorization code on your vehicle's Mazda Connect center display and wait a few minutes for the infotainment center display to show the Authorization Code.

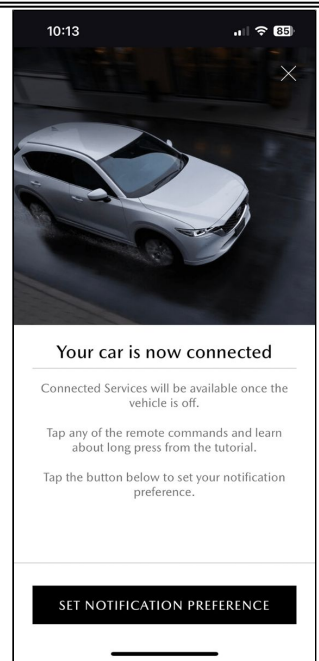


9. After a few minutes, the infotainment center display will show the Authorization Code. Enter the authorization code in the MyMazda app, then tap Submit.

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10. After enrollment is successfully processed and the vehicle is connected, you will receive a push notification.



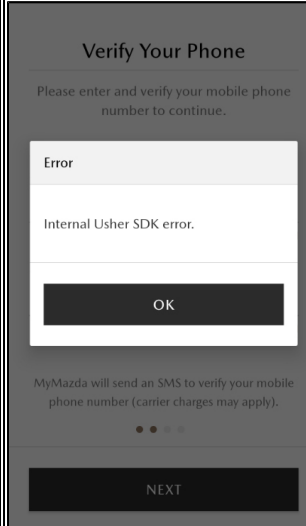
How do I determine if a customer has a free trial subscription or paid subscription?

Go to [Customer Subscription Status](#)

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I am not able to create a MyMazda account. I receive the following error:

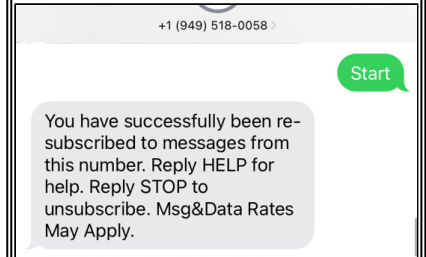
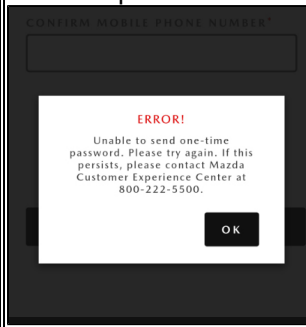
MyMazda App - Internal Usher SDK error.



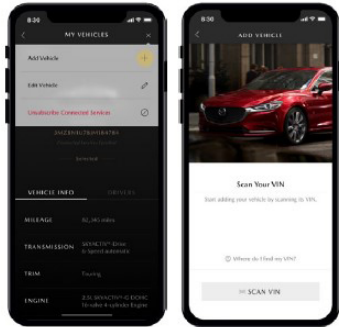


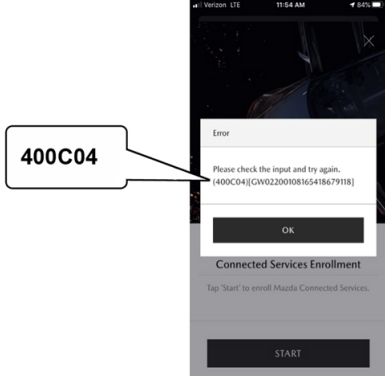
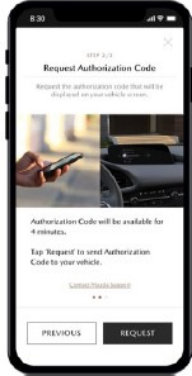
1. Text **“Start”** to 1-949 518-0058 (Twilio SMS for Mazda).
2. Retry to create a MyMazda account.

NOTE: USA and Canada only.


MyMazda Website - ERROR! Unable to send one-time password.



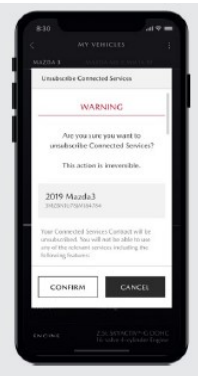
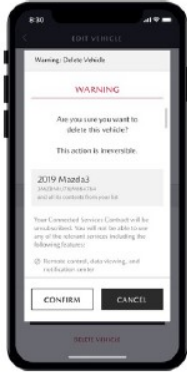
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| <p>How do I enroll a new vehicle in Connected Services?</p> | <p>Simply take the following steps to enroll another vehicle in Connected Services:</p> <ol style="list-style-type: none"> 1. From the MENU, tap MyMazda. 2. Tap My Vehicle. 3. On the Action tab, tap Add Vehicle. 4. Tap Scan VIN and scan barcode with your camera OR, if the barcode cannot be scanned, tap Manually Enter VIN and enter the VIN. 5. Tap VALIDATE. |  <p>For the barcode and VIN positions, refer to the illustrations</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>Barcode</p>  </div> <div style="text-align: center;"> <p>VIN</p>  </div> </div> |
| <p>What should I do when I see a "(400C04)" error message when I try to enroll in Connected Services?</p> | <p>Wait several minutes and try again.</p> |  |
| <p>Do I need an internet connection to access Connected Services?</p> | <p>Yes. The MyMazda app will not work without an internet connection.</p> | |
| <p>When pairing the MyMazda app to a vehicle, does the authorization code expire?</p> | <p>Yes, the code expires after 5 minutes. If it has expired, you can request a new authorization code via the MyMazda app. Simply return to Connected Services Enrollment, proceed to the step "Request Authorization Code," then tap "Request".</p> |  |
| <p>What is the</p> | <p>While both codes are for security purposes, they work differently:</p> | |

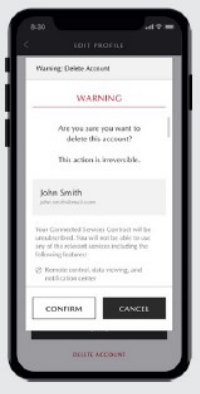
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| <p>difference between the two-way authorization validation code and the authorization code?</p> | <ul style="list-style-type: none"> • Validation Code: Used for two-way authentication when you initially sign into your MyMazda app account. This code is sent to the your smartphone device via SMS. You will enter your validation code in to the MyMazda app after receiving it via SMS during the app registration process. • Authorization Code: Used to pair your MyMazda account to the vehicle. This code is sent to the vehicle's head-unit display. You will then enter the authorization code in to the MyMazda app after confirming it on the vehicle's head-unit display during Connected Services enrollment. | |
| <p>What Connected Services functions can be accessed in Guest Mode?</p> | <p>You can SIMULATE Connected Services functions in Guest Mode (not connected to a vehicle) by simply selecting "Guest Mode" from the MyMazda app login screen. Then, select applicable vehicle to see how Connected Services features like Remote Start and Vehicle Status look on the MyMazda app.</p> <p>Guest Mode also provides helpful features, including dealer search, recommended maintenance schedule, manuals and guides, Roadside Assistance and a variety of other Menu options.</p> <p>Register for a MyMazda account and enroll in Connected Services to experience the full suite of features.</p> | |
| <p>Can multiple users be registered under the same email address?</p> | <p>No, additional users must use email addresses that are not currently used on the MyMazda app and MyMazda Web.</p> | |
| <p>What about loaner vehicles? Will the Connected Services functions be activated?</p> | <p>Connected Services functions can easily be activated on applicable models via the MyMazda app, even a loaner. If a customer utilizing the loaner activates their phone, after returning the loaner, the dealer (or next customer) can override at any time via MyMazda app.</p> <p>For security purposes, dealer processes will need to be in place to terminate Connected Services from former driver when loaner vehicle is returned.</p> | |
| <p>Can I register more than one vehicle under the same Mazda Connected Services account?</p> | <p>Yes, you can register up to five (5) vehicles under the same account.</p> |  |

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| <p>How do I unsubscribe from Connected Services?</p> | <p>If you are subscribed to Connected Services, you may unsubscribe at any time via the MyMazda app, using the following directions:</p> <ol style="list-style-type: none"> 1. Go to “hamburger menu” (i.e., three vertical lines icon) on the top right of the app screen. 2. Tap MyMazda. 3. Tap My Vehicle. 4. Tap on “more options menu” (i.e., three vertical dots icon) on the top right of the app screen. 5. Tap on “Unsubscribe Connected Services”. 6. Confirm pop-up warning message. <p>CAUTION:</p> <ul style="list-style-type: none"> • If the customer has a Paid Subscription plan, the customer must go to owners.mymazda.com and select Manage Billing > Cancel plan. The subscription will finish at the end of the current billing cycle, and you won't be charged again. • If customer has an active In-Car WiFi contract, the customer must contact the carrier and cancel In-Car WiFi service. |  |
| <p>How do I delete my vehicle from the MyMazda app?</p> | <p>When parting with a Mazda vehicle that used Connected Services, but you are planning to use another Mazda vehicle, delete the vehicle registration information used by Connected Services via the following steps:</p> <ol style="list-style-type: none"> 1. Tap "My Vehicles" from the MENU. 2. Tap "Edit Vehicle" from the Action Tab. 3. Tap [DELETE VEHICLE]. 4. Read the WARNING carefully, and tap [CONFIRM] if you are sure you wish to delete the vehicle. <p>You will automatically be withdrawn from Connected Services at the same time. As your customer information will remain in the system, if you are planning on using a Connected Services-capable Mazda vehicle afterwards, you can continue using the MyMazda app by registering the vehicle.</p> <p>CAUTION:</p> <ul style="list-style-type: none"> • If the customer has a Paid Subscription plan, the customer must go to owners.mymazda.com and select Manage Billing > Cancel plan. The subscription will finish at the end of the current billing cycle, and you won't be charged again. • If customer has an active In-Car WiFi contract, the customer must contact the carrier and cancel In-Car WiFi service. |  |

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| <p>How do I delete my account from the MyMazda app?</p> | <p>You can delete your account from the MyMazda app entirely using the following directions:</p> <ol style="list-style-type: none"> 1. Tap "PROFILE" from the MENU. 2. Tap "Edit Profile" from the Action Tab. 3. Tap [DELETE ACCOUNT]. 4. Read the WARNING carefully, and tap [CONFIRM] if you are sure you wish to delete your account. By deleting your account, you are withdrawn from Connected Services automatically, and the vehicle registration information connected to your account is deleted. <p>CAUTION:</p> <ul style="list-style-type: none"> • If the customer has a Paid Subscription plan, the customer must go to owners.mymazda.com and select Manage Billing > Cancel plan. The subscription will finish at the end of the current billing cycle, and you won't be charged again. • If customer has an active In-Car WiFi contract, the customer must contact the carrier and cancel In-Car WiFi service. |  |
| <p>Does deleting my MyMazda app account cancel my Connected Services subscription?</p> | <p>Yes, deleting your MyMazda account ends your subscription to Connected Services.</p> <p>CAUTION:</p> <ul style="list-style-type: none"> • If the customer has a Paid Subscription plan, the customer must go to owners.mymazda.com and select Manage Billing > Cancel plan. The subscription will finish at the end of the current billing cycle, and you won't be charged again. • If customer has an active In-Car WiFi contract, the customer must contact the carrier and cancel In-Car WiFi service. | |
| <p>How do I start Connected Services as the second owner of the vehicle (i.e., if vehicle was purchased used or Certified)?</p> | <p>Download the MyMazda app and follow the registration instructions. If Connected Services was previously enabled, a message will appear in the MyMazda app during the registration process, notifying new owner they'll be taking over Connected Services from previous owner.</p> <p>NOTE: The previous owner of the vehicle will receive an email with the following contents: Subject: Notification of unsubscribe. Body: Your connected service account has been unsubscribed. The primary user account has been taken over by another user. Do not reply to this message. If you have questions, please visit https://www.mazdausa.com/contact-us.</p> | |

WI-FI General Information

| FAQ | Answer |
|--|---|
| <p>What is in-vehicle Wi-Fi?</p> | <p>In-vehicle Wi-Fi lets you use your vehicle as a Wi-Fi hotspot so you can connect to the internet and stream media such as music, video and so on.</p> |
| <p>Do I need a wireless plan to access the internet with my vehicle's Wi-Fi hotspot?</p> | <p>Yes. You can take advantage of the free trial through:</p> <ul style="list-style-type: none"> • Applicable Mazda3 and CX-30 (built before July 1, 2021) - Verizon |

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| | <p>that's good for 2GB or 6 months</p> <ul style="list-style-type: none"> • Applicable Mazda3 and CX-30 (built July 1, 2021 and later) - AT&T that's good for 2GB or 3 months • Applicable CX-5, CX-50, CX-70, CX-9, CX-90, MX-30, MX-5 - AT&T that's good for 2GB or 3 months <p>whichever comes first.</p> <p>After the free trial period, you can sign up to Verizon's/AT&T wireless plan to continue services.</p> |
| How do I set up the in-car Wi-Fi hotspot? | <p>The in-car Wi-Fi hotspot is a separate service provided by Verizon/AT&T for Mazda vehicles.</p> <p>Verizon will be the service provider for applicable Mazda3 and CX-30 vehicles, with all service agreements being made between Verizon and the customer.</p> <p>AT&T will be the service provider for applicable CX-5, CX-50, CX-70, CX-9, CX-90, MX-5 and MX-30 vehicles, with all service agreements being made between AT&T and the customer.</p> <p>Using your device, discover the vehicle's designated SSID and use the appropriate password to set up. Or, you can check for instructions within MyMazda by accessing QUICK LINKS and tapping "In-Car Wi-Fi."</p> |
| Will devices automatically connect to the hotspot after setup? | Yes. Following setup, devices within range will automatically connect to the hotspot as long as their Wi-Fi is enabled. |
| What is the download speed? | As the Wi-Fi uses Verizon, your Mazda uses America's largest and most reliable 4G LTE network. Download speeds typically run between 5 and 12 Mbps, with peak download speeds reaching up to 50 Mbps. |
| What happens if I reach my Wi-Fi data limit during my subscription? | <p>If you reach the limits list below, simply continue services by signing up for Verizon's/AT&T's wireless plan. Verizon/AT&T offers an unlimited plan for \$20 per month.</p> <ul style="list-style-type: none"> • Verizon applicable Mazda3 and CX-30 (built before July 1, 2021) - 2GB / 6-month free trial • AT&T applicable Mazda3 and CX-30 (built July 1, 2021 and later) - 2GB / 3-month free trial • AT&T applicable CX-5, CX-50, CX-70, CX-9, CX-90, MX-5 and MX-30 - 2GB / 3-months free trial |
| How many devices can be connected to the Wi-Fi hotspot at any given time? | You can connect up to five (5) devices to the Wi-Fi hotspot at a time. |
| Am I able to check how much data I've used each month once I have a Wi-Fi subscription? | During the free trial, you can monitor how much of the 2GB / month limit was used. If you enroll in Verizon's/AT&T's \$20-per-month unlimited plan, there will be no data limit. |
| Where will I have Wi-Fi coverage? | Within the United States, Connected Services uses Verizon's network, America's largest and most reliable 4G LTE network. When driving in Canada, roaming is available, with up to 512 MB per day available at 2G speeds. |
| Can an owner use a different Wi-Fi provider than Verizon in the future? | No, only Verizon/AT&T. This platform is hard-coded to only function with Verizon/AT&T services. Consideration is being offered for greater flexibility |

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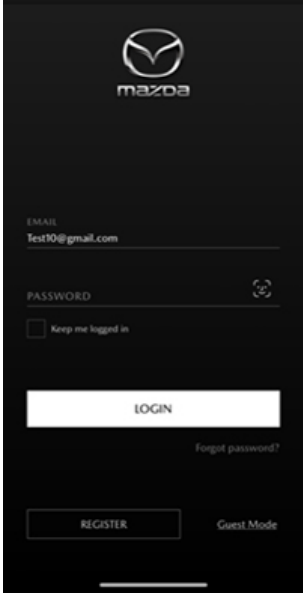
| | |
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| | with future generation platforms. |
| If my Connected Services free trial ends, do I need to cancel my In-Car WiFi service | Yes, the customer will need to contact the carrier and cancel the In-Car WiFi contract. Note: If the customer switches to a paid subscription plan, In-Car WiFi service will be available. |

WI-FI How-To

| FAQ | Answer |
|--|--|
| How do I connect a device to my vehicle's Wi-Fi hotspot? | Using your device, discover the vehicle's designated SSID and use the appropriate password. |
| How do I turn the Wi-Fi hotspot on/off? | First, access the Wi-Fi Settings menu: 1. Select Settings from the Mazda Connect MENU. 2. Select Connectivity. 3. Select Wi-Fi Settings. From here, you can turn the Wi-Fi off or on. You can also set a designated SSID and password, much like you would with a home router. |
| How do I manage my Wi-Fi hotspot password? | You can manage the Wi-Fi password by following these steps: 1. Select Settings from the Mazda Connect home screen. 2. Select Connectivity. 3. Select Wi-Fi Settings. 4. Select Wi-Fi Password to manage the password. |
| What if I forget my Wi-Fi password? | You can manage the Wi-Fi password by following these steps: 1. Select Settings from the Mazda Connect home screen. 2. Select Connectivity. 3. Select Wi-Fi Settings. 4. Select Wi-Fi Password to manage the password. |

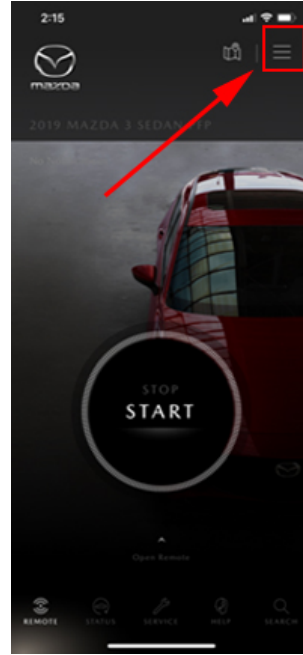
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Wi-Fi Trial Period

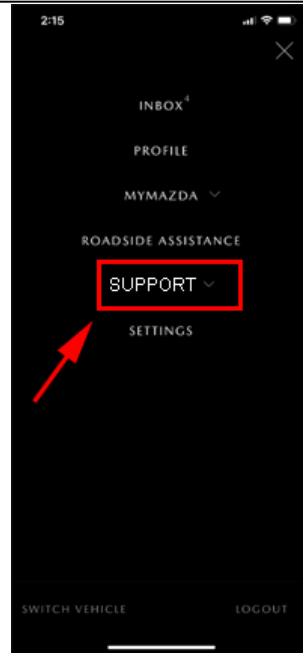
| FAQ | Answer |
|---|---|
| How do you begin the Wi-Fi trial? | Any applicable free Wi-Fi trials and monthly subscriptions are handled directly with Verizon/AT&T. |
| What happens if I reach my data limit during the Wi-Fi trial? | <p>If you reach the limits of the free trial, simply continue services by signing up for Verizon's/AT&T's wireless plan. Verizon/AT&T offers an unlimited plan for \$20 per month. The customer can contact:</p> <ul style="list-style-type: none"> • Verizon directly at (800) 331-4331 for applicable Mazda3 and CX-30 (built before July 1, 2021) • AT&T directly at (800) 331-0500 for applicable Mazda3 and CX-30 (built July 1, 2021 and later) • AT&T directly at (800) 331-0500 for applicable CX-5, CX-50, CX-70, CX-9, CX-90, MX-5 and MX-30 <p>Please advise the customer to have their IMEI number available, as Verizon/AT&T may request this information during the call.</p> <p>How To Obtain IMEI Number</p> <div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>Go to the MyMazda App</p> </div> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div data-bbox="395 864 783 1469" style="width: 45%; padding: 5px;"> <p>a. Log into MyMazda app.</p> </div> <div data-bbox="783 864 1398 1469" style="width: 45%; padding: 5px;">  </div> </div> |

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b. Select "hamburger menu" on top right of screen.

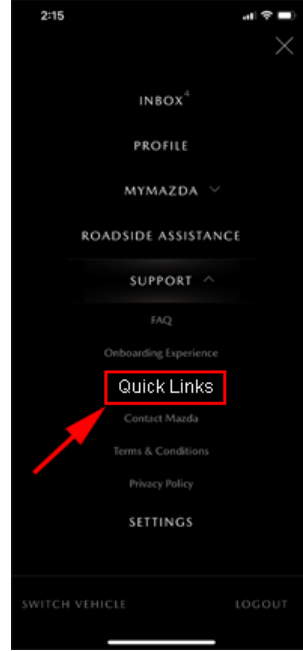


c. Select "Support".

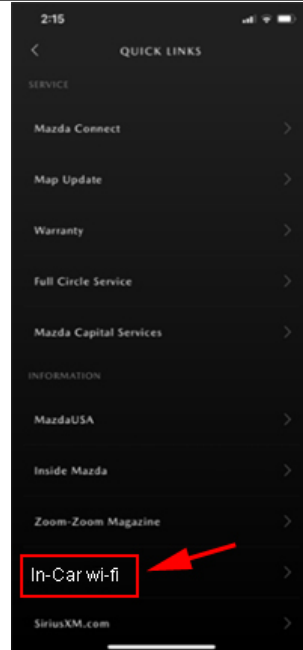


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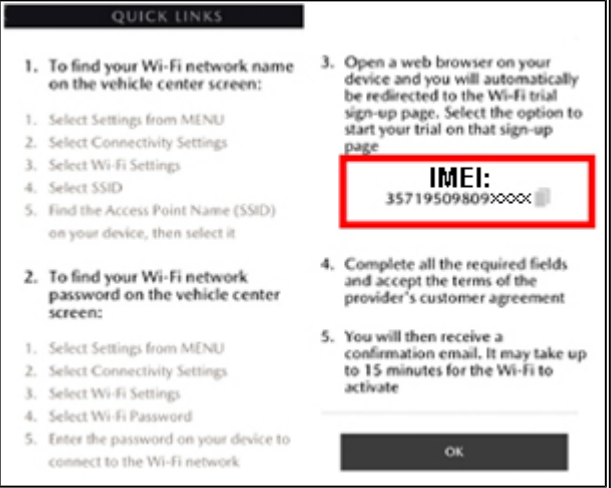
d. Select "Quick Links".



e. Select "In-Car Wi-Fi".



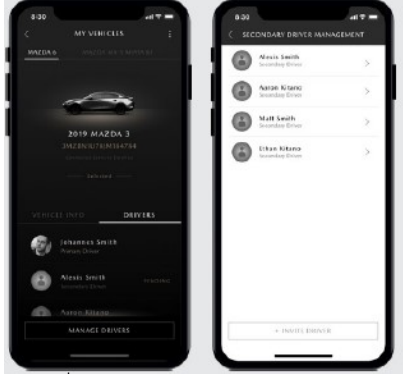
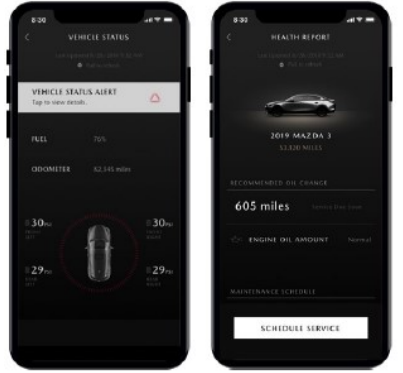
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| | <p>f. Instructions & IMEI Displayed.</p> |  |
| <p>What are the trial terms for Wi-Fi hotspot?</p> | <p>The free trial is good for:</p> <ul style="list-style-type: none"> • 2GB or 6 months, whichever comes first, for Verizon applicable Mazda3 and CX-30 (built before July 1, 2021) • 2GB or 3 months, whichever comes first, for AT&T applicable Mazda3 and CX-30 (built July 1, 2021 and later) • 2GB or 3 months, whichever comes first, for AT&T applicable CX-5, CX-50, CX-70, CX-9, CX-90, MX-5 and MX-30 | |
| <p>How can I check how much data I've used during my trial?</p> | <p>You can log into the following sites using your login information.</p> <ul style="list-style-type: none"> • Verizon's account management website for applicable Mazda3 and CX-30 (built before July 1, 2021) • AT&T's Sign In website for applicable Mazda3 and CX-30 (built July 1, 2021 and later) • AT&T's Sign In website for applicable CX-5, CX-50, CX-70, CX-9, CX-90, MX-5 and MX-30 | |

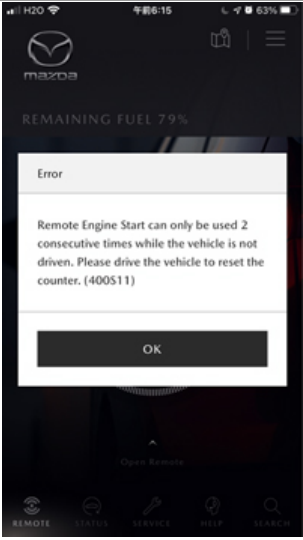
Interacting With The App

| FAQ | Answer |
|--|--|
| <p>Can I use multiple devices for the same account?</p> | <p>No, not simultaneously. For security purposes, the app will automatically log other devices out when a new one logs in.</p> |
| <p>Do I need to be within a certain distance of my Mazda for Connected Services to work?</p> | <p>As long as both the MyMazda app and the vehicle are within range of cellular service, Connected Services should work.</p> |

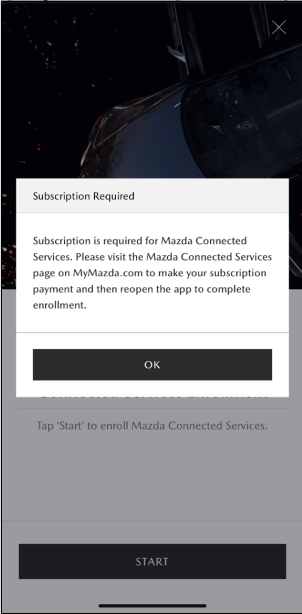
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| | | |
|--|--|---|
| <p>Can I add multiple Connected Services drivers to the same Connected Services account?</p> | <p>Yes, the primary driver can invite up to three (3) other Connected Services drivers through MyMazda. The primary driver can also cancel the invites at any time through MyMazda. To add drivers: 1. Go to "My Vehicles". 2. Tap "Manage Drivers". 3. If a spot is available, tap "+ Invite Driver". If you change your mind, you can tap "Cancel Invitation" to retract your invitation to a secondary driver.</p> |  |
| <p>Can I use the app on a tablet instead of a smartphone?</p> | <p>Yes, but some functions may not work properly, as tablets are not fully supported.</p> | |
| <p>Can I use the Remote Control feature while sitting in the connected vehicle with the key?</p> | <p>No, none of the Remote Control functions will operate if the key is located inside the car, or if all of the doors are not closed.</p> | |
| <p>Can I schedule a service appointment using Connected Services on the Mazda Connect display in my vehicle?</p> | <p>No, you can only schedule a service appointment through the MyMazda app (or web), not through the in-vehicle Mazda Connect display.</p> | |
| <p>When are Vehicle Status and Vehicle Health Report data updated?</p> | <p>Vehicle Status and Vehicle Health Report data is updated after ignition off. As long as the engine is running, information is not updated, even if it is refreshed. NOTE:</p> <ul style="list-style-type: none"> • It may take several minutes for Vehicle Status and Vehicle Health Report to be updated after ignition off. • Vehicle Maintenance due data is pulled from the vehicles MAZDA CONNECT system. The customer can change the settings at: MAZDA CONNECT -> Information -> Vehicle Status Monitor -> Vehicle Maintenance Settings. |  |
| <p>If I lose my phone, how can I restrict access to Connected Services?</p> | <p>You may login to Connected Services using any other smart device by downloading the MyMazda app and using your MyMazda login credentials. Even if you don't have another smart device, access to Connected Services will be restricted to other users by the Identification Management system of the MyMazda app (cannot login without password or biometric login).</p> | |

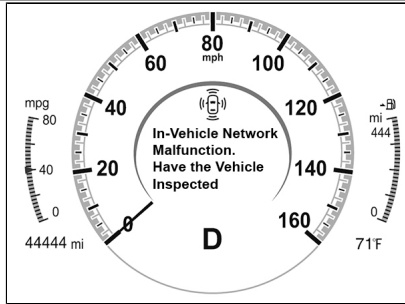
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| | | |
|---|---|---|
| <p>When I use Remote Engine Start to warm up my vehicle, how long will the engine continue running?</p> | <p>If Remote Engine Start is used, the engine will stop running automatically after 15 minutes for safety, security and emissions.</p> <p>NOTE: The Remote Engine Start can only be used 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. For more information, refer to the Connected Services Owner's Manual.</p> |  |
|---|---|---|

Service Issues

| FAQ | Answer |
|--|--|
| <p>MyMazda App displays "Subscription Required"</p>  | <p>Connected Vehicle Services free trial period has ended, pop-up notification, "Subscription Required", requests the customer to sign up for a paid subscription plan.</p> <p>This pop-up notification will not disappear until customer has paid for subscription plan through the Mazda Connected Services Owner Portal.</p> <p>Once customer has purchased a subscription plan, it is recommended to close the app & re-login back into MyMazda app to refresh the connected services status.</p> <p>Once the system recognizes customer's subscription status (this could take up to 12 hours), the "subscription required" pop-up will disappear.</p> <p>Action:</p> <ul style="list-style-type: none"> • Customer - Go to Mazda Connected Services Owner Portal. • Dealer - No Action needed; however, if the customer is having difficulty with the Mazda Connected Services Owner Portal, refer the customer to CEC at (800) 222-5500. |
| <p>Instrument Cluster Error Message "In Vehicle Network Malfunction"</p> | <p>Go to 09-001/24.</p> |

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or
"Telematics Malfunction"



and DTC U3000:04 TCU stored.

PHEV - Remote engine start function does not start the engine

MX-30 and PHEV vehicles do not have a Remote Engine Start function; instead, they are equipped with the following remote functions:

- Start / Stop Charge
- Climate On / Off

See [SA-066/24](#).

I cannot set the climate control when using the MyMazda App.

Remote Climate Control is only available on EV and PHEV models. See [SA-066/24](#).

Is my Connected Services reception affected by weather conditions or geographic features such as tunnels or steep valleys?

Yes, inclement weather, remote locations, enclosed areas, or underground parking garages can affect your service. Use the radio wave reception level indications of the communication unit to determine if your Connected Services reception is being affected. For details on the system's limitations, refer to the [Terms and Conditions](#).

Can I use Connected Services as normal during an app update?

It may not be possible to use certain Connected Services functions during a MyMazda online update.

- Low Tire pressure will not clear after correcting tire pressure.
- Vehicle status is inaccurate.

The 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.

2021-2025 CX-5 and CX-9

2021-2025 CX-5 and CX-9

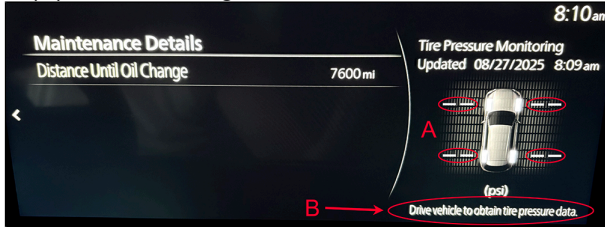
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Tire pressures are not displayed on either the infotainment center display or the MyMazda App.

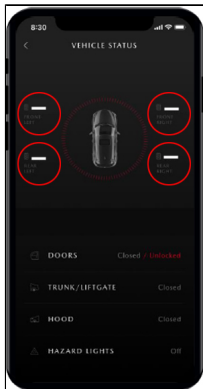
This is normal operation and no action is needed.

Infotainment Center Display

- (A) - Tire Pressure data is not displayed
- (B) - The message is incorrect.



MyMazda App



Troubleshooting

Go to [SA-023/25](#) - CONNECTED VEHICLE SYMPTOM TROUBLESHOOTING.

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.








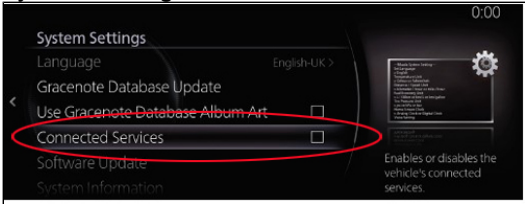

MyMazda App Error Codes

Go to [SA-009/25](#) - MYMAZDA APP CONNECTED VEHICLE ERROR CODE DESCRIPTION AND RECOVERY INFORMATION.

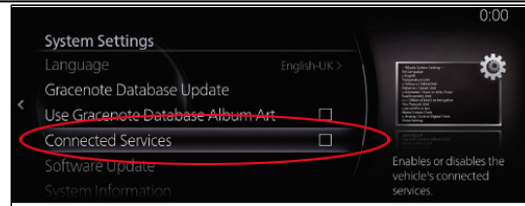
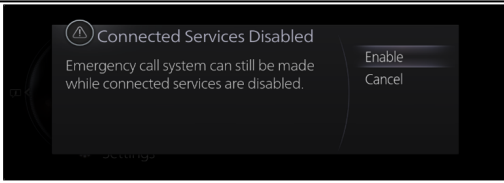
MAZDA CONNECT Indication



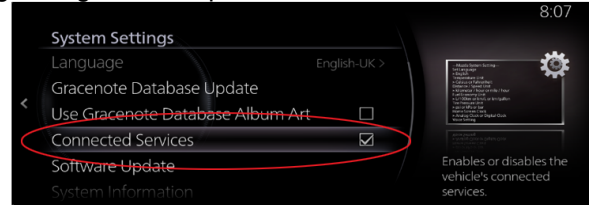
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| Indication | Explanation |
|---|--|
|  | <ul style="list-style-type: none"> • Radio waves are not being received. <ul style="list-style-type: none"> ◦ Move to a location with good reception. • Data line has been closed due to Opt-Out (Deactivation) request. <ul style="list-style-type: none"> ◦ To open data line, accept T&C in CV enrollment |
|  | Weak reception |
|  | Good reception |
|  | 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. |
|  | The communication function is temporarily disabled due to infotainment system setting.  |
|  | <ul style="list-style-type: none"> • TCU Communication Line Status is closed • No CV Contract • Connected Service contract has ended (Subscription expired) • TCU has not been initialized - go to SA-004/21 • Customer deactivated Connected Services (Opt-Out) <ul style="list-style-type: none"> ◦ eMDCS Warranty Vehicle Inquiry will show Campaign CSP04 Status Open |
| Connected Services Disabled message appears at engine start up. | Connected Services disabled (box unchecked). |

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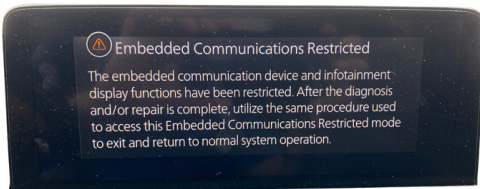


Enable Connected Services (box checked) to prevent message appearing at engine start up.



NOTE: If customer Opted-Out (CSP04), advise customer to keep Connected Services box checked. The vehicle will not transmit data.

Connected Vehicle Maintenance Mode.

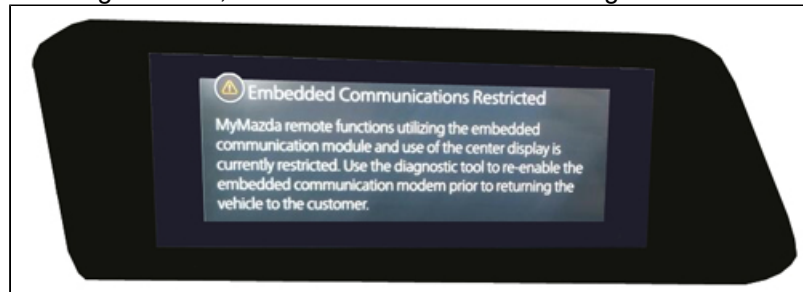


Connected Vehicle Maintenance Mode enabled. Go to MGSS SERVICE CAUTIONS FOR VEHICLES WITH TELEMATICS COMMUNICATION SYSTEM to disable Maintenance Mode.

NOTE: Connected Vehicle Maintenance Mode is unnecessary if the customers vehicle is in [Deactivation Mode](#) .

Dealer Processes

When vehicle is being serviced, switch to Restricted Transmitting Mode.




Connected Vehicle Maintenance Mode

- Restricts MyMazda App remote functions.
- Prevents error messages being sent to the customer during vehicle service.

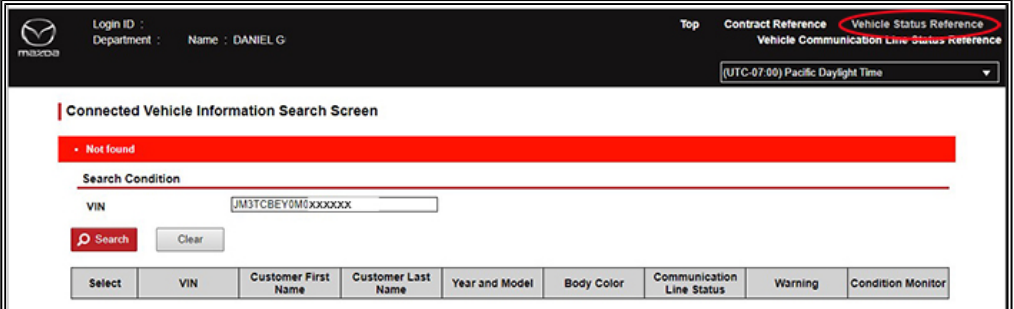
NOTE:

- Make sure to cancel Restricted Transmitting Mode after completing vehicle service.
- Connected Vehicle Maintenance Mode is unnecessary if the customers vehicle

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| | | | | | | | | | | |
|--|--|------------------------|----------------------|-----------------------|-----------------------|-----------------------|----------------------|----------------------|-----------------------|-----------------------|
| | <p>is in Deactivation Mode.</p> <p>See SERVICE CAUTIONS FOR VEHICLES WITH TELEMATICS COMMUNICATION SYSTEM [(US)]</p> <table border="1" data-bbox="384 369 1390 495"> <tr> <td>Mazda3</td> <td>CX-9</td> <td>CX-90</td> </tr> <tr> <td>CX-30</td> <td>MX-30</td> <td>MX-5</td> </tr> <tr> <td>CX-5</td> <td>CX-50</td> <td>CX-70</td> </tr> </table> | Mazda3 | CX-9 | CX-90 | CX-30 | MX-30 | MX-5 | CX-5 | CX-50 | CX-70 |
| Mazda3 | CX-9 | CX-90 | | | | | | | | |
| CX-30 | MX-30 | MX-5 | | | | | | | | |
| CX-5 | CX-50 | CX-70 | | | | | | | | |
| <p>Is there an opportunity at PDI to test the system?</p> | <p>No special action is required to activate at PDI other than the room fuse installation, which is already part of the current PDI. We recommend checking for signal after installing room fuse. See the image below for how the connectivity signal bar looks (it's the vertical stack bar on the right bottom corner). This connectivity signal bar is not displayed on the "Home" screen, so the PDI Inspector would have to go into the "Entertainment" or "Navigation" menu to check it. To confirm it is working properly, the bar should be white like the image below.</p>  | | | | | | | | | |
| <p>The handbook states that a "moderate collision" will dial 911. Please define "moderate."</p> | <p>If an airbag is deployed.</p> | | | | | | | | | |
| <p>Will the customer have to sign a disclaimer for a loaner vehicle that has Connected Services activated?</p> | <p>If the customer is downloading the MyMazda app to use the Connected Services functions, they will sign the disclaimer as part of the MyMazda process. If the customer is not downloading the app but the dealer has set it up for their own purposes (e.g., vehicle location), then it is the dealer's responsibility to disclose to the customer.</p> | | | | | | | | | |

Customer Subscription Status

| | | |
|--|------------------------|--|
| <p>Mazda Connected Vehicle Viewer (MCVV)</p> | <p>No Subscription</p> |  |
|--|------------------------|--|

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| | <p>Free Trial Subscription</p> | <p>Top Contract Reference Vehicle Status Reference Vehicle Communication Line Status Reference</p> <p>Subscription</p> <table border="1"> <thead> <tr> <th>Service/Plan Name</th> <th>Status</th> <th>Subscription Start Date</th> <th>Subscription End Date</th> </tr> </thead> <tbody> <tr> <td>FREETRIAL</td> <td>Subscribed</td> <td>10/16/2023</td> <td>10/15/2026</td> </tr> <tr> <td>BASIC</td> <td>Not Subscribed</td> <td></td> <td></td> </tr> </tbody> </table> | Service/Plan Name | Status | Subscription Start Date | Subscription End Date | FREETRIAL | Subscribed | 10/16/2023 | 10/15/2026 | BASIC | Not Subscribed | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-------------------|--|---|-----------------------|-----------|-------------------------|-----------------------|-----------|----------------|------------|------------|-------|----------------|------------|------------|-------|--|--|--|------------|----|-------|------------|-------|---------------|----|------|--------|----|-------|------------|-------|---------------|-----|-------|-------------|----|-----------|------------|-----------|--|--|--|-------------|----|-------|------------|-------|--|--|--|-------------------|----|-------|--|--|--|--|--|
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| BASIC | Subscribed | 08/25/2024 | 09/25/2024 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>eMDCS</p> | <p>No Subscription</p> <ul style="list-style-type: none"> • Communication Line Closed • No CV Contract | <p>Mazda Connected Vehicle Viewer (MCVV) link will be in red text</p> <p>WARRANTY TERM INFORMATION</p> <table border="1"> <thead> <tr> <th></th> <th>MONTHS</th> <th>ODO</th> <th>END DATE</th> <th>END ODO</th> <th></th> <th>MONTHS</th> <th>ODO</th> </tr> </thead> <tbody> <tr> <td>Basic</td> <td>36</td> <td>36000</td> <td>07-16-2026</td> <td>36000</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Powertrain</td> <td>60</td> <td>60000</td> <td>07-16-2028</td> <td>60000</td> <td>FED Emissions</td> <td>96</td> <td>8000</td> </tr> <tr> <td>Safety</td> <td>60</td> <td>60000</td> <td>07-16-2028</td> <td>60000</td> <td>GHG Emissions</td> <td>120</td> <td>12000</td> </tr> <tr> <td>Perforation</td> <td>60</td> <td>Unlimited</td> <td>07-16-2028</td> <td>Unlimited</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Adjustments</td> <td>12</td> <td>12000</td> <td>07-16-2024</td> <td>12000</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Replacement Parts</td> <td>12</td> <td>12000</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>Refer to eMDCS Warranty Term Inquiry for specific repair coverage.</p> <p>→ Mazda Connected Vehicle Viewer (MCVV) Warranty Term Inquiry Warranty Wizard</p> | | MONTHS | ODO | END DATE | END ODO | | MONTHS | ODO | Basic | 36 | 36000 | 07-16-2026 | 36000 | | | | Powertrain | 60 | 60000 | 07-16-2028 | 60000 | FED Emissions | 96 | 8000 | Safety | 60 | 60000 | 07-16-2028 | 60000 | GHG Emissions | 120 | 12000 | Perforation | 60 | Unlimited | 07-16-2028 | Unlimited | | | | Adjustments | 12 | 12000 | 07-16-2024 | 12000 | | | | Replacement Parts | 12 | 12000 | | | | | |
| | MONTHS | ODO | END DATE | END ODO | | MONTHS | ODO | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Basic | 36 | 36000 | 07-16-2026 | 36000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Powertrain | 60 | 60000 | 07-16-2028 | 60000 | FED Emissions | 96 | 8000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Safety | 60 | 60000 | 07-16-2028 | 60000 | GHG Emissions | 120 | 12000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Perforation | 60 | Unlimited | 07-16-2028 | Unlimited | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Adjustments | 12 | 12000 | 07-16-2024 | 12000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Replacement Parts | 12 | 12000 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | <p>Subscription</p> <ul style="list-style-type: none"> • Communication Line Open | <p>Mazda Connected Vehicle Viewer (MCVV) link will be in green text</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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• CV Contract

WARRANTY TERM INFORMATION

| | MONTHS | ODO | END DATE | END ODO | | MONTHS | ODO |
|-------------------|--------|-----------|------------|-----------|---------------|--------|------|
| Basic | 36 | 36000 | 07-16-2026 | 36000 | | | |
| Powertrain | 60 | 60000 | 07-16-2028 | 60000 | FED Emissions | 96 | 800 |
| Safety | 60 | 60000 | 07-16-2028 | 60000 | GHG Emissions | 120 | 1200 |
| Perforation | 60 | Unlimited | 07-16-2028 | Unlimited | | | |
| Adjustments | 12 | 12000 | 07-16-2024 | 12000 | | | |
| Replacement Parts | 12 | 12000 | | | | | |

Refer to eMDCG Warranty Term Inquiry for specific repair coverage.

[Mazda Connected Vehicle Viewer \(MCVV\)](#)

[Warranty Term Inquiry](#)

[Warranty Wizard](#)

Free Trial Subscription Period

3-year, unlimited mileage, complementary free trial

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

1-year, unlimited mileage, complementary free trial

- 2025 - Current Mazda3
- 2025 - Current CX-30
- 2025 - Current CX-5
- 2025 - Current CX-50
- 2026 - Current CX-70
- 2025 - Current CX-90
- 2025 - Current MX-5

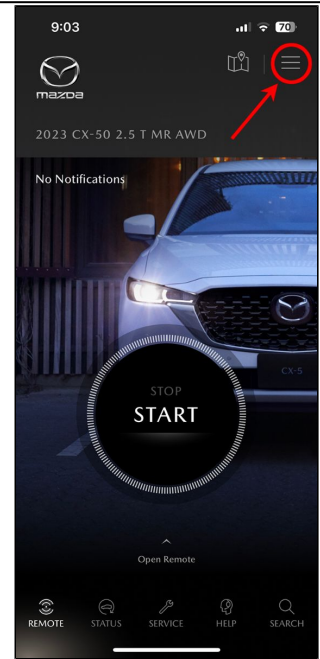
NOTE:

- MCVV FREETRIAL Subscription End Date is currently showing incorrect information, 3 years instead of 1 year, for the vehicles listed above. MCVV will be corrected soon to show the correct 1 year Subscription End Date. This Service Alert will be revised after MCVV correction has been completed.
- Customer communications do provide 1-year free trial period information.

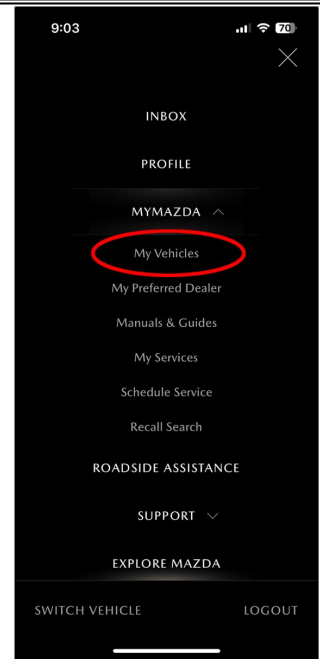
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Opening the TCU Communication Line

1. Select "hamburger menu" on top right of screen.

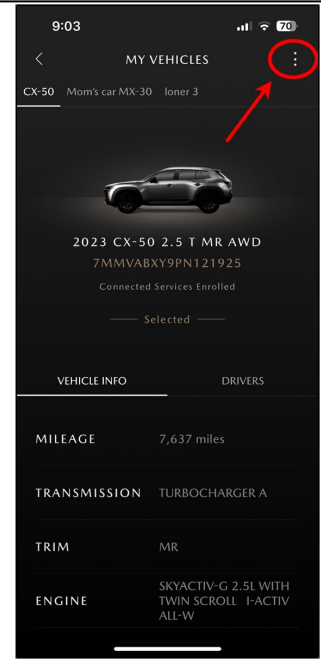


2. From the MYMAZDA dropdown, select My Vehicles.

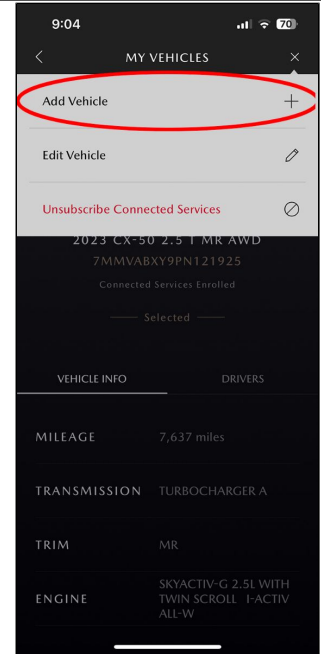


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3. Select "menu" on top right of screen.

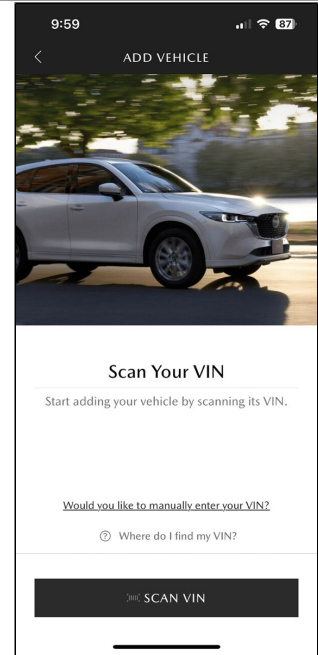


4. Select "Add Vehicle".



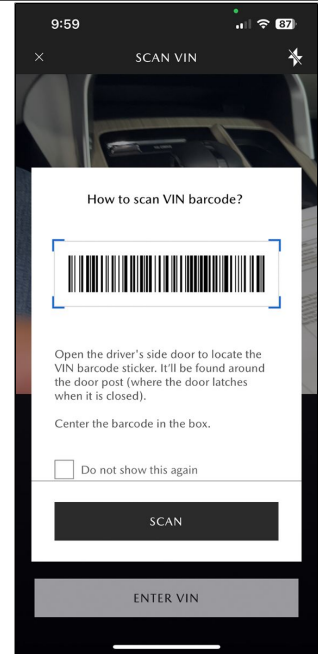
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5. Select "SCAN VIN".



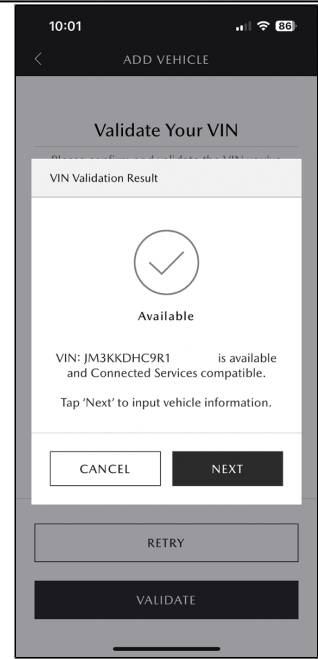
6. Select "SCAN".

NOTE: You can also manually enter the VIN if preferred. Select "ENTER VIN".

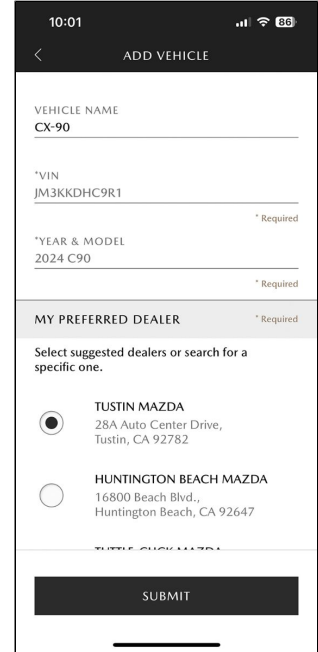


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9. Select "NEXT".

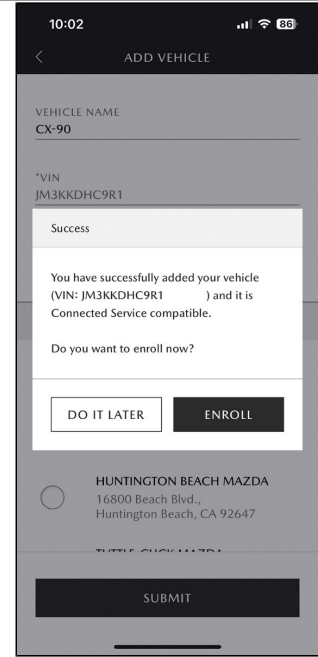


10. Enter Vehicle Name and select local dealer, then select "SUBMIT".



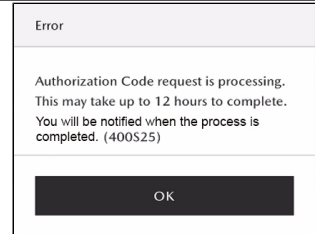
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11. Select "ENROLL".



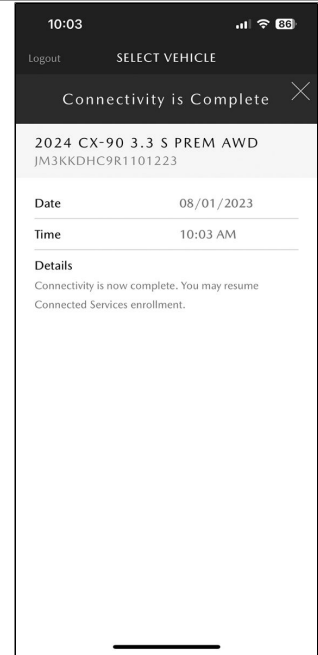
12a. If the communication line is closed, this message will appear advising the customer to wait for the communication line to re-open.

Authorization Code (OTP) is processing. This may take up to 12 hours to complete.



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When the communication line re-opens, this message will appear:
"Connectivity is Complete"



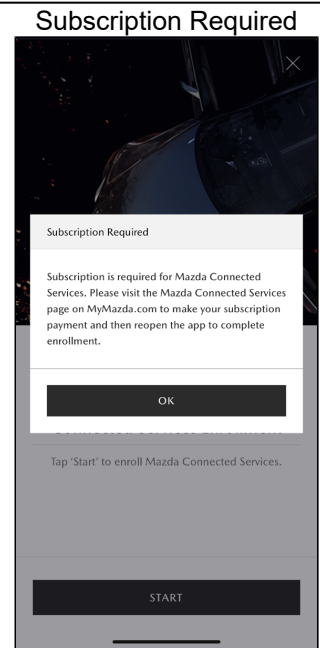
12b.
NOTE 1: If the Connected Vehicle Services free trial period has ended, there will be a pop-up notification, "Subscription Required", requesting the customer to sign up for a paid subscription plan.

This pop-up notification will not disappear until customer has paid for subscription plan through the [Mazda Connected Services Owner Portal](#).

Once customer has purchased a subscription plan, it is recommended to close the app & re-login back into MyMazda app to refresh the connected services status.

Once system recognizes customer's subscription status (this could take up to 12 hours), the "subscription required" pop-up will disappear.

NOTE 2: If the customer is having difficulty with the [Mazda Connected Services Owner Portal](#), refer the customer to CEC at (800) 222-5500.

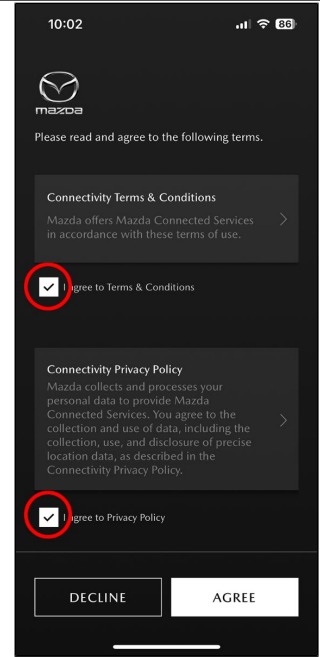


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12. Select "START".

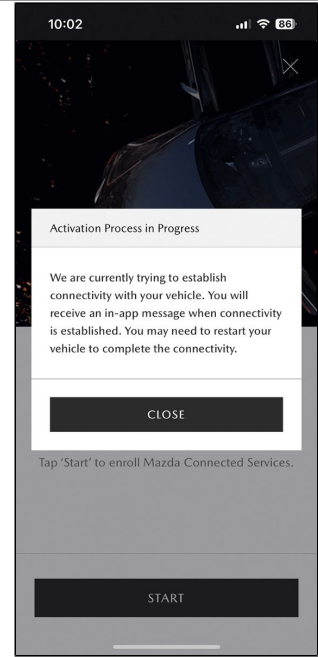


13. Agree to the Terms & Conditions, then select "AGREE".

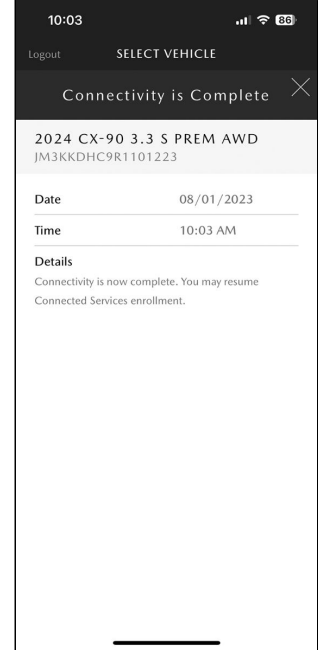


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14. You will see a message stating "Activation Process in Progress", Select "CLOSE".



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.



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16. Turn the ignition OFF for 10 minutes or longer.



17. Turn the ignition ON.



18. Check the Connected Vehicle reception strength icon:

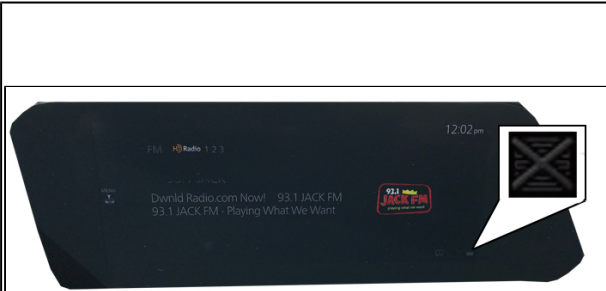
- Reception strength icon shows normal strength. TCU is now active. Proceed to [Enrollment](#).



- Reception strength icon shows "X". TCU activation is still processing. Repeat steps 16-18.

NOTE:

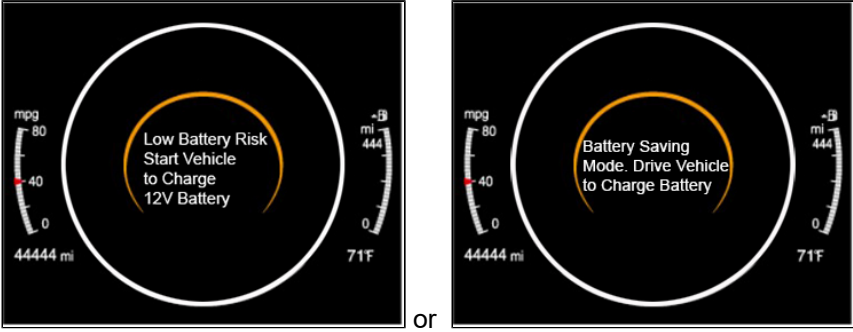

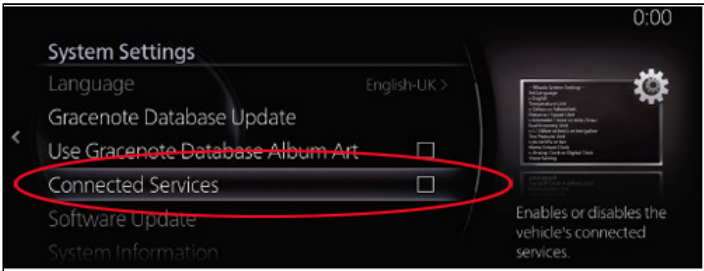
- This step may need to be repeated a few times until normal strength is shown.
- If steps 16-18 was repeated several times with no change, disconnect 12V battery for 5-10 minutes, then recheck reception strength icon.



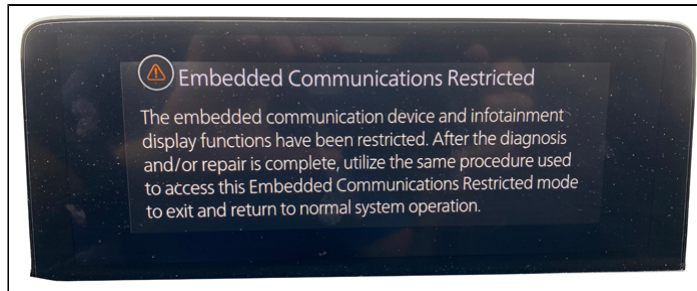
Remote Engine Start Will Not Function under the following conditions:


| 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) |

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| | |
|----|--|
| 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 NOTE: 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"  |
| 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 Services Disabled  |
| 20 | Connected Vehicle Maintenance Mode enabled (Restricted Transmitting Mode in MDARS) |

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| | |
|----|---|
| 21 | Vehicle is parked (stored) for approximately 1 week or longer or in deep sleep mode (Drive the vehicle for a few miles to recover) |
| 22 | DTC stored  |
| 23 | Remote engine start aftermarket accessory installed |
| 24 | 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)] . |
| 25 | First remote control attempt fails, second attempt works fine (Go to TSB 16-002/20) |
| 26 | 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 |



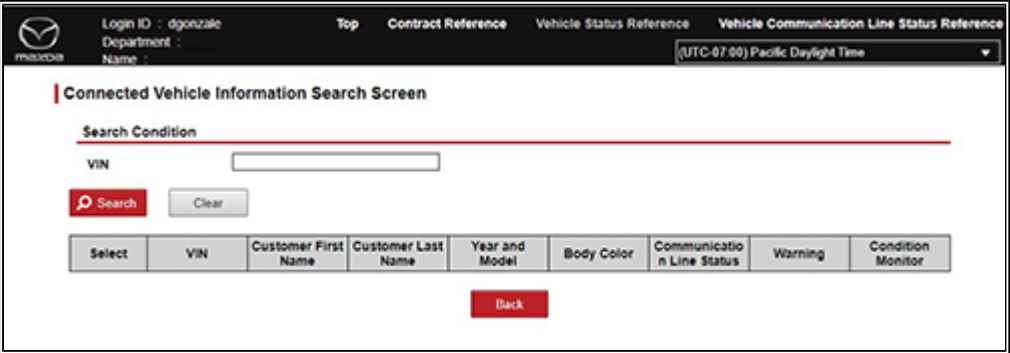
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TCU Communication Line Status

NOTE:

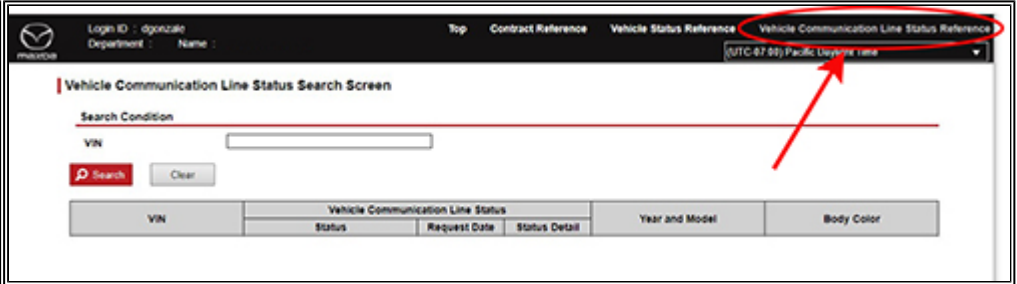
- Customer/Dealer can activate CV services anytime via MyMazda app (there just might be a slight delay in making the backend connection since it was temporarily deactivated).
- When TCU is in Deactivation Mode, infotainment Over-the-Air (OTA) Connectivity Master Unit (CMU) software update is not possible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

TCU Communication Line Status Check:

| | | |
|---|--|---|
| <p>Infotainment Center Display</p> | <p>Communication Line is Open</p> | <p>Reception Icon Shows normal strength</p>  |
| | <p>Communication Line is Closed</p> <ul style="list-style-type: none"> • No CV Contract • One Time Passcode (OTP) is processing | <p>Reception Icon Shows "X"</p>  |
| <p>Mazda Connected Vehicle Viewer (MCVV)</p> | <p>1. Go to Mazda Connected Vehicle Viewer (MCVV).</p> |  |

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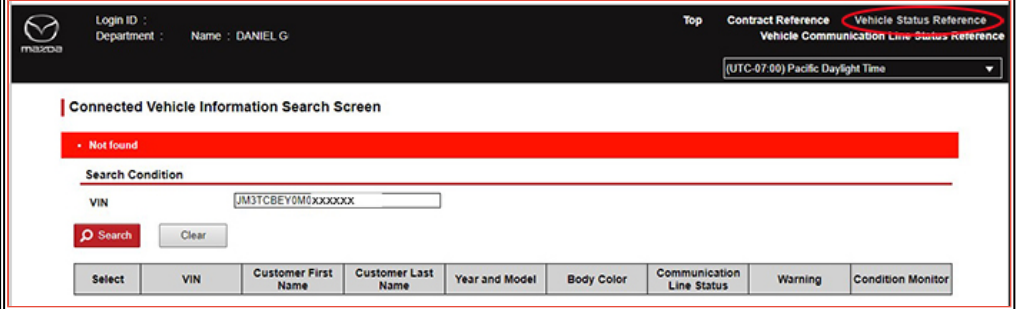
2. Select "Vehicle Communication Line Status Reference".
3. Enter VIN, then select "Search".



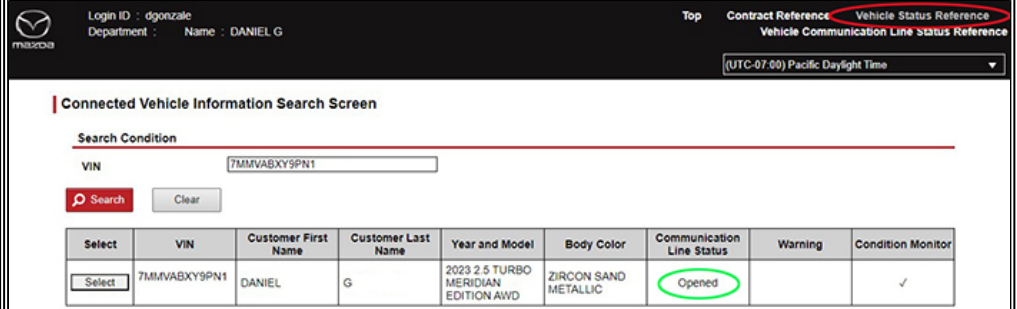
Vehicle Status Reference

Enter VIN and then select "Search".

Communication Line is Closed



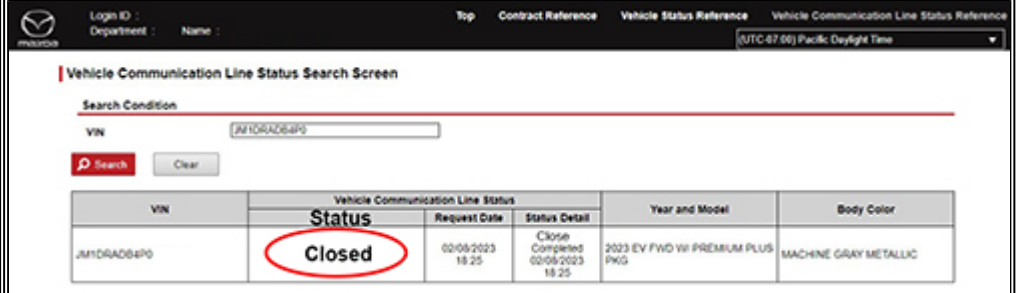
Communication Line is Open and CV Contract is active



Vehicle Communication Line Status Reference

Enter VIN and then select "Search".

TCU in Deactivation Mode (Status -> Closed)



One Time Passcode (OTP) is processing

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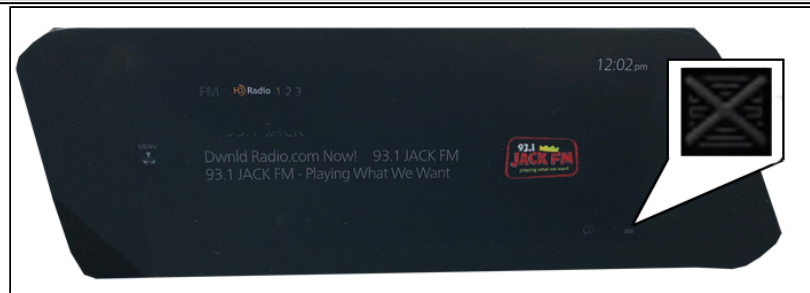
TCU Active (Status -> Opened)

Customer Opt-Out

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

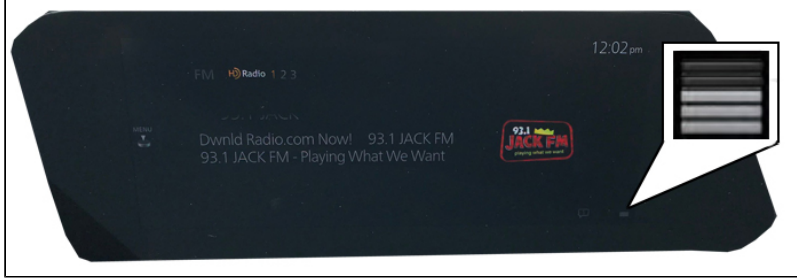
CAUTION: If customer has an active In-Car WiFi contract, the customer must contact the carrier and cancel In-Car WiFi service.

1. Check Connected vehicle reception strength icon.



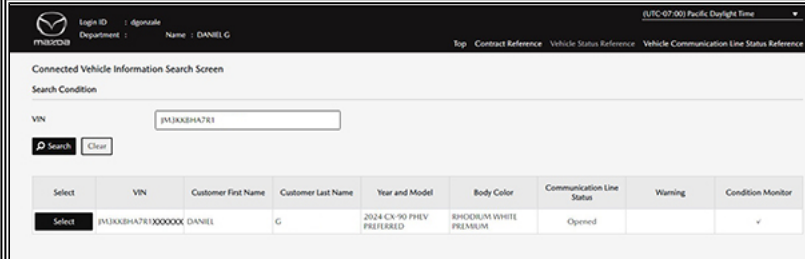
Infotainment Center displays "X" - No action needed. Inform the customer that TCU is already deactivated. Data communication is not being transmitted from the vehicle.

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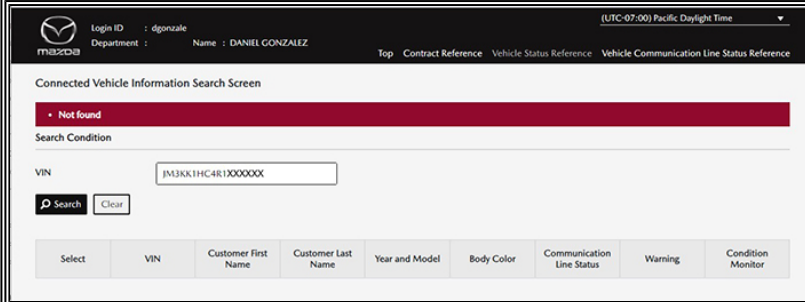


Infotainment Center displays normal reception - go to next step.

2. Is the customer currently enrolled into Connected Vehicle services?



Yes - MCVV shows customer enrollment - go to step 4.



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.

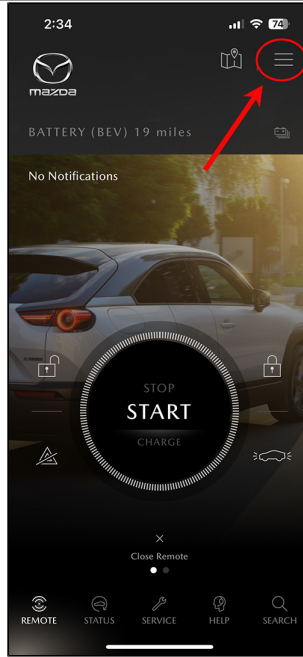
Go to:

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

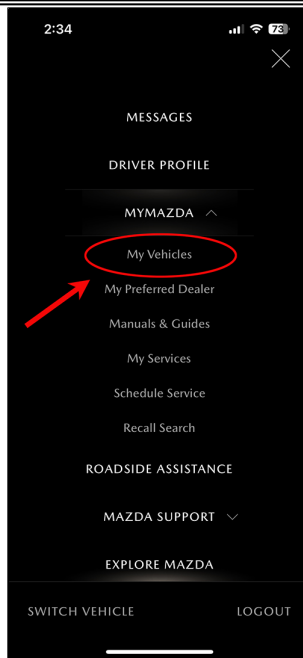
- After enrollment, go to step 4.

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4. After enrollment, using the MyMazda App, delete VIN.
CAUTION: If customer has an active In-Car WiFi contract, the customer must contact the carrier and cancel In-Car WiFi service.

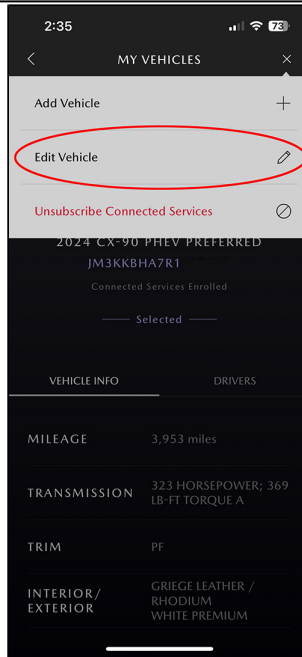


a. From the main screen, select menu.

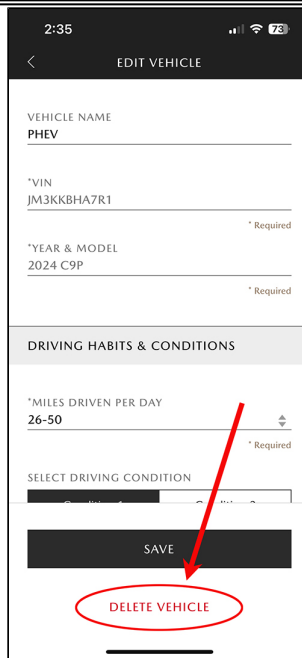


b. From the MYMAZDA drop down, select My Vehicles.

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c. Select Edit Vehicle.



d. Select Delete Vehicle.

5. Turn the ignition OFF and wait 5-10 minutes.

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| | |
|--|--|
| <p>6. Turn the ignition on and confirm that the connected vehicle reception strength icon shows "X".</p> |  <p>Inform the customer that TCU is deactivated. Data communication is not being transmitted from the vehicle.</p> <p>NOTE: The following functions have been disabled:</p> <ul style="list-style-type: none"> • Connected Vehicle Services (Remote Functions, Find My Car...etc) • In-car WiFi • Recall Notifications • Over the Air (OTA) software updates* • Alexa* • Hybrid Navigation* <p>*Some Models</p> |
|--|--|

Educational Videos

[Overview](#)

[Using MyMazda App](#)

[In-car Wi-Fi hotspot](#)

[MyMazda remote](#)

[Notifications](#)

[Safety features](#)

Resources

Customer Connected Vehicle Online Enrollment Information

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

[SA-023/25 - CONNECTED VEHICLE SYMPTOM TROUBLESHOOTING](#)

[SA-009/25 - MYMAZDA APP CONNECTED VEHICLE ERROR CODE DESCRIPTION AND RECOVERY INFORMATION](#)

[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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