

Subject: "TCU MALFUNCTION. HAVE THE VEHICLE INSPECTED." MESSAGE AND DTC B1252:87 AND U0198:00 STORED	Service Alert No.: SA-060/25
	Last Issued : 12/16/2025

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2025-2026 Mazda3
2025-2026 CX-30
2025-2026 CX-50
2025-2026 CX-50 HYBRID
2025-2026 CX-70
2025-2026 CX-90

DESCRIPTION

Some customers may experience a message "TCU Malfunction. Have the Vehicle Inspected" in the instrument cluster.



The following DTC's may be stored:

- B1252:87-8B:TCU - COMMUNICATION ERROR WITH CONNECTIVITY MASTER UNIT (CMU)
- U0198:00-03:CMU - COMMUNICATION ERROR WITH EMERGENCY CALL UNIT/TELEMATICS COMMUNICATION UNIT

REPAIR PROCEDURE

1. Verify the concern.
2. Check if the following DTCs are stored:
 - B1252:87-8B:TCU - COMMUNICATION ERROR WITH CONNECTIVITY MASTER UNIT (CMU)
 - U0198:00-03:CMU - COMMUNICATION ERROR WITH EMERGENCY CALL UNIT/TELEMATICS COMMUNICATION UNIT

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.

Are the following DTCs stored?

- **YES:** Proceed to next step.
- **NO:** This service information does not apply. Continue troubleshooting using MGSS.

3. Check for electrical devices in the vehicle such as a device connected to USB hub, Dash Cam, Insurance Device, FasTrak.....ect.

Are there any customer electrical devices in the vehicle?

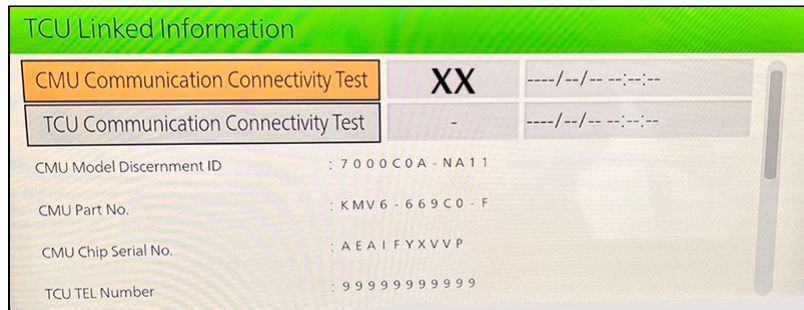
- **YES:** Document customer device used, then go to next step.
- **NO:** Go to step 5.

4. Remove customer device.

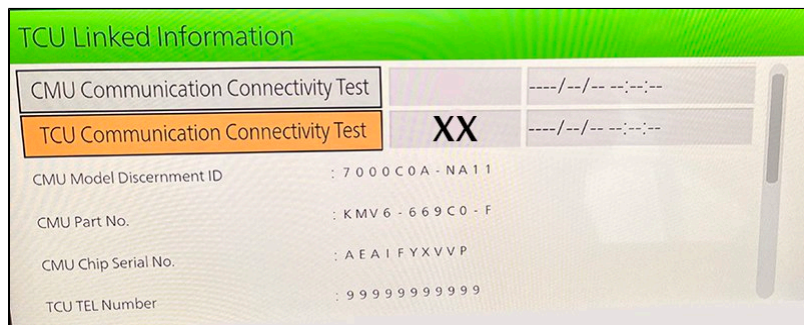
5. Clear the DTC(s).

6. Perform **Diagnostic Assist Function:**

- Service Information -> TCU Linked Information -> CMU Communication Connectivity Test



- Service Information -> TCU Linked Information -> TCU Communication Connectivity Test



Document your results.

7. Is the concern resolved after removing the customer device?

- **YES:** Go to next step.
- **NO:** Replace USB Hub, then go to next step.

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8. Collect the following log data:

- [CMU Log Data](#), Go to CMU Log Data Retrieval Instructions
- [TCU Log Data](#), Go to TCU Log Data Retrieval Instructions

NOTE: It OK to save both log data files on the same USB flash drive.

9. Complete the Dealer [Connected Vehicle](#) Questionnaire, then proceed to the next step.



10. Contact Hotline.

- If the issue cannot be resolved, return the vehicle to the customer and explain the following to the customer:
 - Mazda is aware of this concern and is working on a resolution.
 - The vehicle can be used continuously without affecting its basic performance.

NOTE: White Glove service may be used to ensure customer satisfaction.

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.

	Collect CMU Log Data Collect TCU Log Data
Warranty Type	A
Symptom Code	64
Damage Code	9W
Part Number Main Cause	BHP1-66-9C0H
Quantity	0
Operation Number / Labor Hours:	T0524XRT / 0.5 hrs.
Sublet Type	Z9
Sublet Amount	Overnight Shipping Cost

NOTE: A copy of the shipping invoice must be attached to the claim.

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