

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

"TCU MALFUNCTION. HAVE THE VEHICLE INSPECTED."
MESSAGE AND DTC B1252:87 OR U0198:00 STORED

Service Alert No.: SA-012/26

Last Issued : 09/17/2026

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-012/26	08/06/26, 04/17/26, 03/04/26 and 02/26/2026
SA-060/25	12/16/25

APPLICABLE MODEL(S)/VINS

2024-2026 Mazda3
2024-2026 CX-30
2024-2027 CX-90 (All)
2025-2026 CX-70 (All)
2025-2027 CX-50 (All)

DESCRIPTION

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



Additional symptoms that may occur:

- Connected Vehicle One Time Passcode (OTP) may fail.
- Connected Vehicle Remote functions may fail.

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

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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.

REPAIR PROCEDURE

1. Verify the concern.
2. Check if any of 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

Are the following DTCs stored?

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

3. Turn the ignition OFF and wait 5 minutes.

NOTE: This prevents potential memory corruption if power is interrupted while the TCU is writing data to memory.

4. Disconnect the TCU wiring harness connectors.

5. Wait 5 minutes.

NOTE: This allows the capacitors inside the TCU to fully discharge and ensures a complete cold start condition.

6. Reconnect the TCU wiring harness connectors.

Did the "TCU Malfunction" message clear?

NOTE: The message may appear approximately 90 seconds after ignition ON.

- **YES:** Clear DTC's and release the vehicle to the customer.
- **NO:** Go to the next step.

7. Turn the ignition OFF and wait 5 minutes.

NOTE: This prevents potential memory corruption if battery power is disconnected while the TCU is writing data to memory.

8. Disconnect the 12V battery for 15 minutes.

9. Re-connect the 12V battery.

Did the "TCU Malfunction" message clear?

NOTE: The message may appear approximately 90 seconds after ignition ON.

- **YES:** Clear DTC's and release the vehicle to the customer.
- **NO:** Go to next step.

10. Replace the TCU and perform TCU configuration/programming according to MGSS.

11. Verify the repair.

- Confirm the "TCU Malfunction" message is no longer displayed.
- Confirm Connected Vehicle OTP and Remote Functions operate normally.
- Clear any stored DTCs.

12. Release the vehicle to the customer.

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NOTE:

- Inform the customer that Mazda is aware of the condition and is working on a **permanent** resolution.
- Vehicle driving operation is not affected during these conditions.
- **No component replacements should be attempted until Steps 3 through 9 have been completed and the concern remains.**
- **If the concern persists after the TCU connector reset and 12V battery reset procedures, replace the TCU and perform the applicable configuration procedure.**

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