Subject: TELEMATICS COMMUNICATION UNIT (TCU) REPLACEMENT / ACTIVATION PROCEDURE	Service Alert No.: SA-025/23
	Last Issued : 12/05/2023

BULLETIN NOTES

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

Previous Service Alert	Date(s) Issued:
SA-025/23	04/21/23
SA-034/22	05/20/22
SA-004/21	09/13/21, 06/02/21, 05/24/21 and 01/19/21
SA-010/20	06/29/20, 06/01/20, 05/08/20, 04/29/20 and 01/15/20

APPLICABLE MODEL(S)/VINS

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

DESCRIPTION

When the Telematics Control Unit (TCU) replacement is necessary due to a failure, use MDARS to activate the new TCU after replacement.
Use the information in this service alert to initialize the new TCU until the procedure on MGSS is updated..

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.
- If TCU activation is not performed, connected vehicle functions will not operate. This will have a negative impact on the customer because they will need to return to the dealer for repairs.

TCU Activation

1. Install the new TCU.

- Mazda3 - TELEMATICS COMMUNICATION UNIT REMOVAL/INSTALLATION
- CX-30 - TELEMATICS COMMUNICATION UNIT REMOVAL/INSTALLATION

2. Use the DCA8000 battery charger SST to maintain battery voltage. Go to SA-034/21.

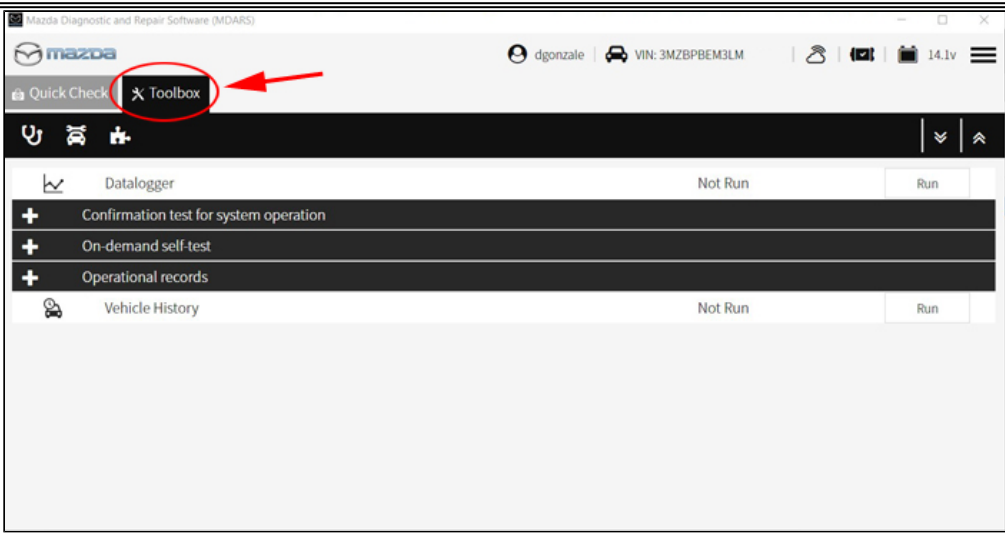3. Confirm M-MDS hardware that is in good working condition. Go to SA-066/20.

4. Turn the ignition ON (engine ON or OFF).

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5. Connect MDARS to the vehicle.

6. Select "Tool Box".	
7. Select the repair icon.	

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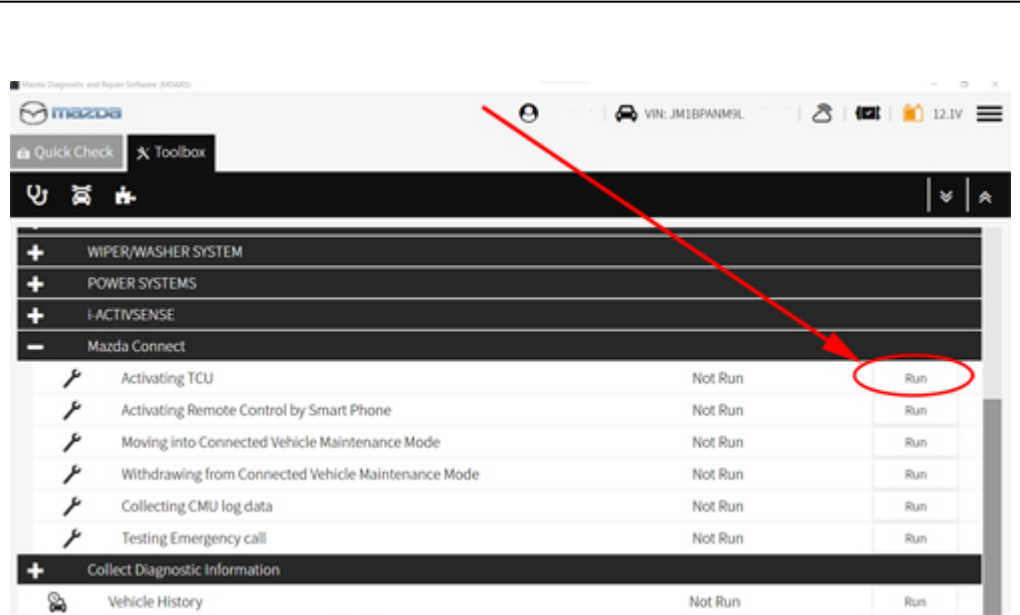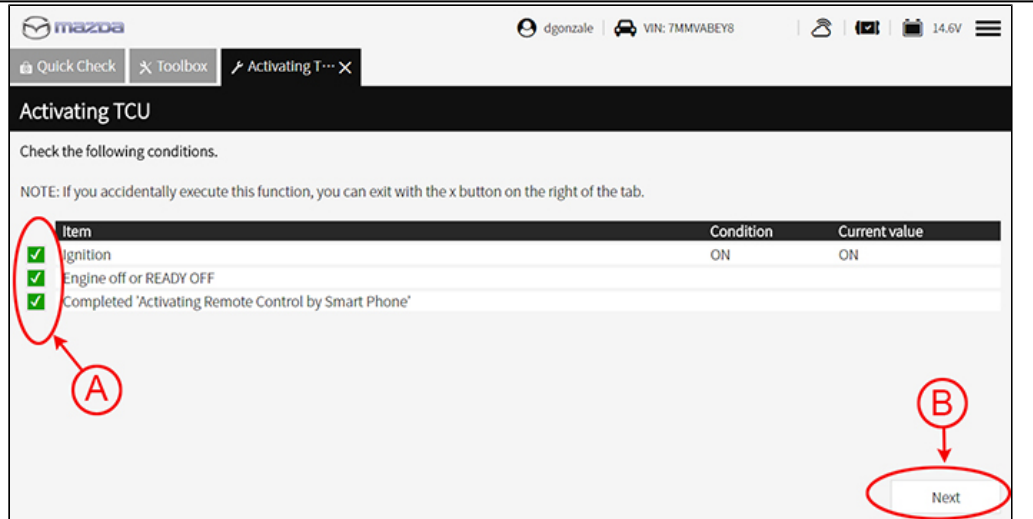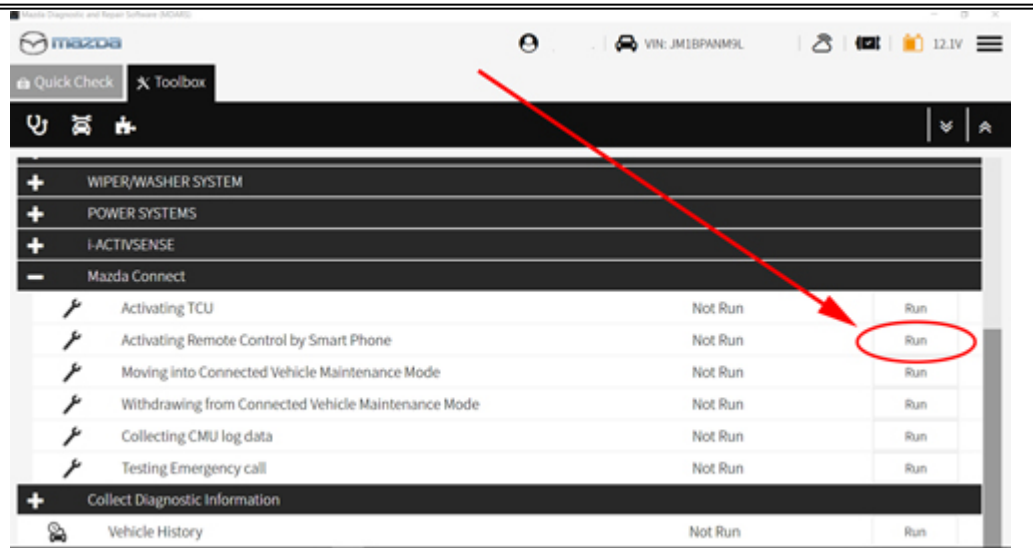| 8. Select "Mazda Connect"	
9. Select Activating TCU (links TCU to server) -> "Run". Wait for "initialization complete" message. **NOTE:** MDARS may show "Incomplete". This may be caused by: • Advanced key is not in the vehicle. • Connected vehicle maintenance mode is enabled. • Pacemaker radio wave interference prevention is enabled. • key transmitter power saving function is enabled. See SA-020/21.	

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10. Check the Items as shown (A) then select "Next" (B)	
11. Select Activating Remote Control by Smart Phone (links TCU to BCM) -> "Run". Wait for "initialization complete" message.	
12. Turn Ignition OFF and wait at least 2 minutes. 13. Turn Ignition ON and then check reception strength.	If customer was previously enrolled, reception strength icon will show normal If customer was *not* previously enrolled, reception strength icon will show "X", this is a normal Deactivation Mode function.

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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).
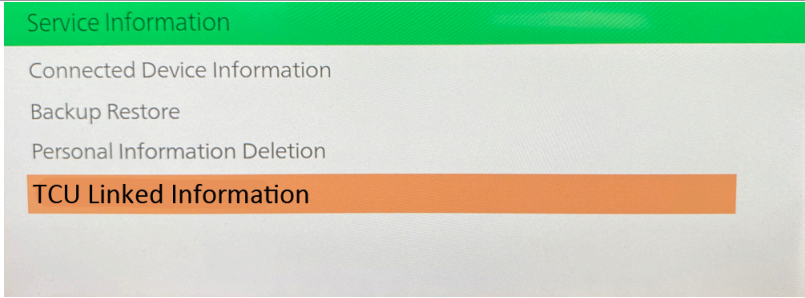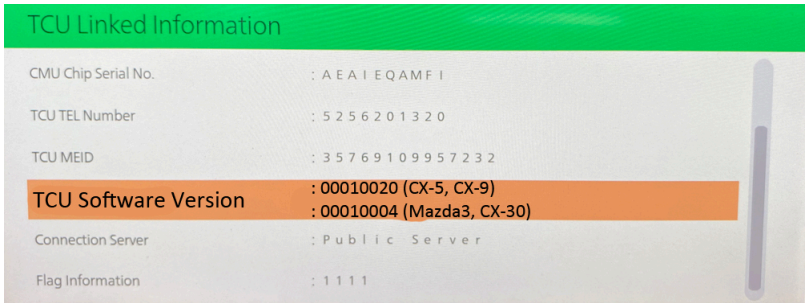
14. Clear DTC's

NOTE:

- New TCU replacement part may not have the latest software version installed. See Parts Information.
- Perform the following steps to confirm TCU software version is at:
  - 10006 or later for CX-30 and Mazda3
  - 10023 or later for CX-5 and CX-9
  - 10003 or later for CX-50
  - 10019 or later for MX-30

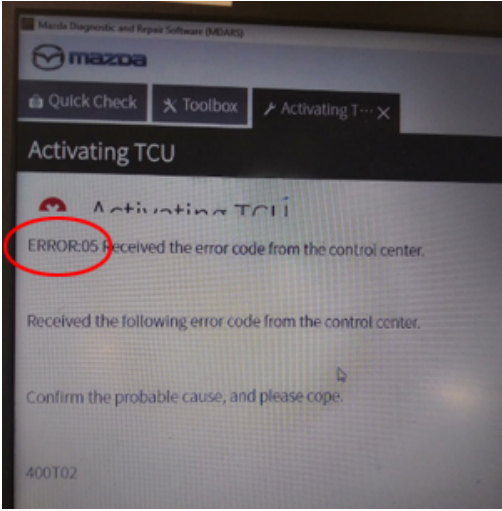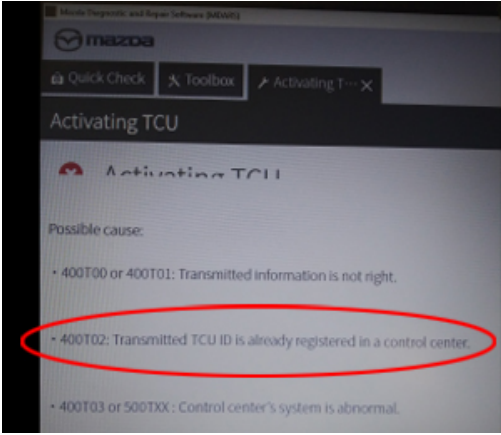|	CX-5 and CX-9	CX-30 and Mazda3
a. Press and hold the Volume knob, then press and hold the Entertainment and Favorite buttons at the same time for 3-5 seconds and the Factory/Service Inspection screen will appear.		
b. Select Service Information.		

Factory/Service Inspection
Diagnostic Test
Functional Inspection/Adjustment
Service Information
Device Program Update
End Diag Mode

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c. Select TCU Linked information.	**Service Information** Connected Device Information Backup Restore Personal Information Deletion **TCU Linked Information**
d. Scroll down to TCU Software Version and confirm the software version is at: • 10006 or later for CX-30 and Mazda3 • 10023 or later for CX-5 and CX-9 • 10003 or later for CX-50 • 10019 or later for MX-30 **Is the TCU software version correct?** • **Yes:** Repair is complete. • **No:** Go to MGSS -> Infotainment/TCU -> Telematics Communication Unit (TCU) Updates to update the TCU software version. ◦ See Warranty Information for software update payment.	**TCU Linked Information** CMU Chip Serial No. : A E A I E Q A M F I TCU TEL Number : 5 2 5 6 2 0 1 3 2 0 TCU MEID : 3 5 7 6 9 1 0 9 9 5 7 2 3 2 **TCU Software Version** : 00010020 (CX-5, CX-9) : 00010004 (Mazda3, CX-30) Connection Server : P u b l i c S e r v e r Flag Information : 1 1 1 1

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NOTE:

- If DTC U2050:55-TCU (Activation of remote control not implemented) is stored, go to TSB 09-013/20 - DTC U2050:55 STORED AFTER REPLACING OR REPROGRAMMING TCU.
- If the TCU was not replaced and MDARS shows error code 400t02 and/or ERROR:05, TCU activation was previously completed. Ignore these errors as TCU activation is not required.

ERROR:05	Error code 400t02

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PARTS INFORMATION

Model	Base Part Number	Description	Suffix	Action
CX-5	KJK9-67-CM0	DATA COMMUNICATION MODULE	"B" or earlier	Go to MGSS -> Infotainment/TCU -> Telematics Communication Unit (TCU) Updates to update the TCU software version.
			"C" or later	TCU softtware update is not required
CX-9	TC3M-67-CM0	DATA COMMUNICATION MODULE	"B" or earlier	Go to MGSS -> Infotainment/TCU -> Telematics Communication Unit (TCU) Updates to update the TCU software version.
			"C" or later	TCU softtware update is not required
Mazda3	BGMC-67-CM0	DATA COMMUNICATION MODULE	"A" or earlier	Go to MGSS -> Infotainment/TCU -> Telematics Communication Unit (TCU) Updates to update the TCU software version.
			"C" or later	TCU softtware update is not required
CX-30	DGH9-60-CM0	DATA COMMUNICATION MODULE	"F" or earlier	Go to MGSS -> Infotainment/TCU -> Telematics Communication Unit (TCU) Updates to update the TCU software version.
			"G" or later	TCU softtware update is not required

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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
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	99
Damage Code	99
Part Number Main Cause	**** -67-CM0 *
Quantity	1
Operation Number / Hours (For Replacement)	T0524XRX Mazda3 / 0.4 Hrs. '20 CX-30 / 0.5 Hrs. '21 CX-30 / 0.6 Hrs. CX-5 / 0.6 Hrs. CX-9 / 0.7 hrs.
Operation Number / Hours (For Reprogramming)	T0524XRT / 0.4 Hrs. (Max)

NOTE: All claims will pend for adjuster review.

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