Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

Subject:	
MAZDA CONNECTED SERVICES - FREQUENTLY ASKED QUESTIONS (FAQ)	Service Alert No.: SA-009/24 Last Issued : 02/21/2024

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-009/24	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:

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

DESCRIPTION

Frequently Asked Questions (FAQ)

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Setup and Getting Started	Dealer Processes
Registration / Enrollment	TCU Activation
WI-FI General Informatio	Conditions for Remote Engine Start Will Not Function
WI-FI How-To	Conditions for Remote Engine Start Function Will turn engine OFF
WI-FI Trial Period	Deactivation Mode
Interacting With The App	Educational Videos
Service Issues	Resources
Troubleshooting	Customer Opt-Out

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General Questions

FAQ	Answer
What is included in Connected Services?	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 the first three (3) years of ownership. The vehicle can also be equippped with in-car Wi-Fi capabilities and provide access to emergency services like automatic 911 dialing and roadside assistance.
What benefits come with Connected Services?	Connected Services utilizes a built-in cellular data connection between the vehicle and the MyMazda smartphone app, offering remote access to a variety of great features, including: • Monitoring your vehicle status from nearly anywhere • Remotely starting your vehicle from much farther away than key-fob-activated remote start systems • Using Vehicle Finder to more easily find your vehicle; especially helpful when parked in a large, crowded parking lot.
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 3-year free trial.
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".

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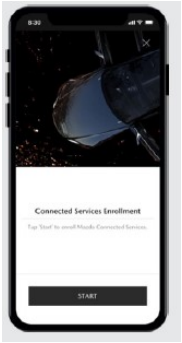
Setup and Getting Started

FAQ	Answer	
Is it mandatory to enroll in Connected Services?	No, it is an optional service. However, if you do want to use Connected Services features, enrollment via the MyMazda app is required.	
How can I opt out of Connected Services?	If you are enrolled in Connected Services, you may unsubscribe at any time via the MyMazda app, using the following directions: 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	
Is there a subscription fee for Connected Services?	Yes. While Connected Services is complimentary for the initial three (3) years from the original vehicle purchase date (i.e., RDR date), there is a fee after the 3 years. The subscription fee after the complimentary period has yet to be determined.	
What data does Connected Services collect?	Connected Services collects a variety of data, including: Information at registration: • Personal information ◦ Name ◦ Address ◦ Phone Number ◦ Email • Vehicle Information ◦ Vehicle Identification Number (VIN) ◦ Year & Model ◦ Current Mileage ◦ Miles Driven per Day ◦ Driving Condition ◦ Preferred Dealer Data transmitted from vehicle: • Event of an Accident	

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	◦ Location of accident ◦ Status of vehicle • Vehicle Warning Events ◦ Location where vehicle warning was issued ◦ Status of vehicle • Vehicle Status ◦ When the vehicle is turned off, the vehicle sends out status information including fuel level, oil condition and warning lights Smartphone Device: • IMEI (device ID) at login for security purposes For more information: Connected Services Terms & Conditions Connected Services Privacy Policy CV Important Notice (Secondary Driver)	
How does Connected Services collect customer data?	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. Connected Services Terms & Conditions Connected Services Privacy Policy CV Important Notice (Secondary Driver)	
What does Mazda do with data collected by Connected Services?	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. Connected Services Terms & Conditions Connected Services Privacy Policy CV Important Notice (Secondary Driver)	
Will my data be deleted when I unsubscribe from Connected Services?	All personal information and information that indirectly enables the 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.	
If I sell my Mazda, will the next owner be able to see my data?	No, the new vehicle owner will not be able to view any of the previous owner's data.	

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Registration / Enrollment

<table>
<tr><th>FAQ</th><th>Answer</th></tr>
<tr><td>What if I'm already registered for a MyMazda account?</td><td>If you're already registered for a MyMazda account, you can simply enroll another eligible vehicle to take advantage of Connected Services.</td></tr>
<tr><td>How do I activate Connected Services?</td><td>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 Disgree."</td></tr>
<tr><td>How do I enroll my vehicle in Connected Services?</td><td>MyMazda App Enrollment Preparation
1. Create a MyMazda account.
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.
a. Go to MAZDA CONNECT home screen.
b. Select Entertainment
c. Select Source List and then select any of the following:
• FM
• AM
• SiriusXM
d. Check the Connected Vehicle reception strength icon:
<table>
<tr><td>• Reception strength icon shows normal strength. The TCU is active and ready for enrollment. Go to Enrollment.</td><td> </td></tr>
<tr><td>• Reception strength icon shows "X". The TCU is deactivated. Enrollment is not possible. Go to TCU Activation.</td><td> </td></tr>
<tr><td>• Reception strength icon shows "\". Move the vehicle to an area with a clear view of the sky.</td><td> </td></tr>
</table></td></tr>
</table>

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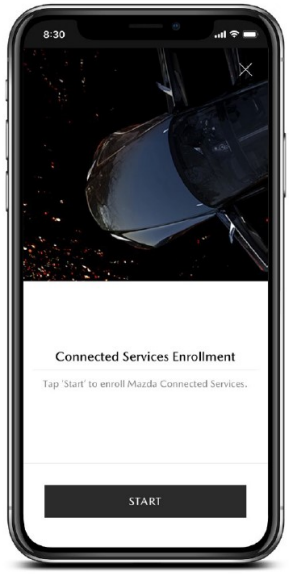
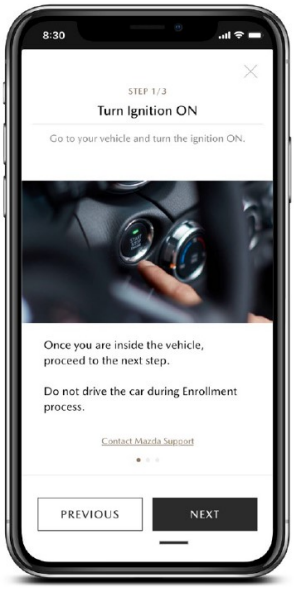
Enrollment

1. After registering for a MyMazda account, the Select Vehicle screen will appear. Tap “Add Vehicle” and follow the onscreen instructions to add your vehicle.
2. To enroll in Connected Services, tap “Enroll” on the “My Vehicles” screen.
3. On the Connected Services Enrollment screen, tap Start to begin the enrollment process.



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



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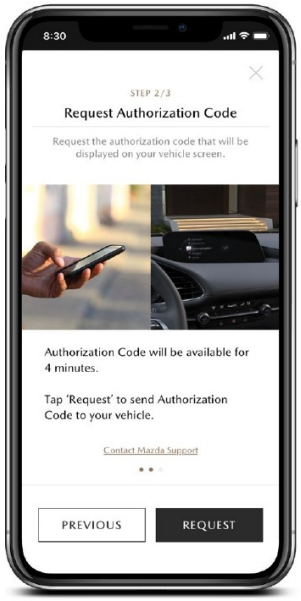
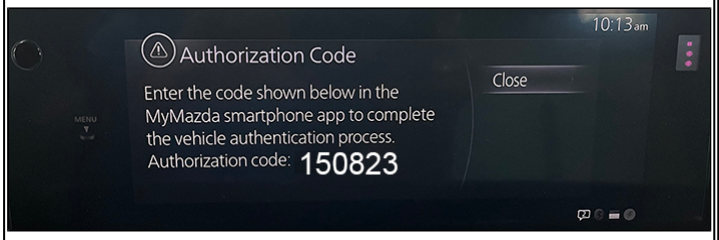
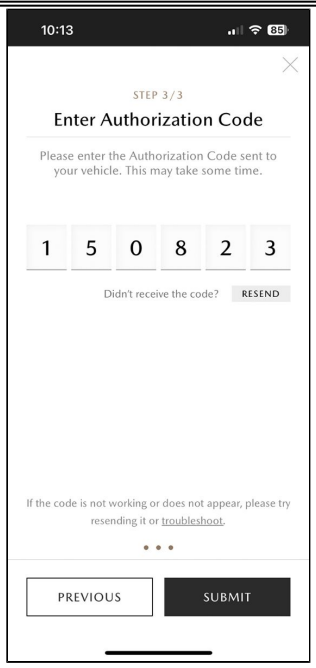
	7. Tap Request to receive authorization code on your vehicle's Mazda Connect center display and wait a few minutes for the infotainment center display to show the Authorization Code.	
	8. After a few minutes, the infotainment center display will show the Authorization Code. Enter the authorization code in the MyMazda app, then tap Submit. 	

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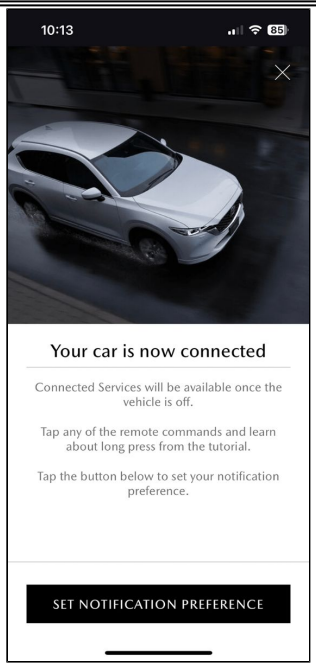
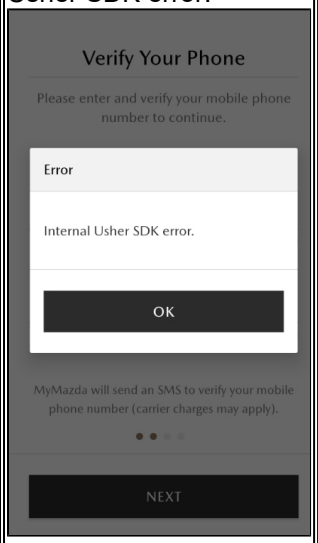
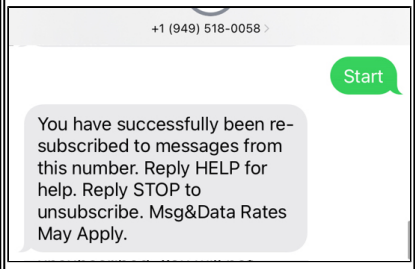
	9. After enrollment is successfully processed and the vehicle is connected, you will receive a push notification.	
I am not able to create a MyMazda account. I receive the following error: **MyMazda App** - Internal Usher SDK error.  **MyMazda Website** - ERROR! Unable to send	1. Text **"Start"** to 1-949 518-0058 (Twilio SMS for Mazda) 2. Retry to create a MyMazda account. **NOTE:** USA and Canada only	

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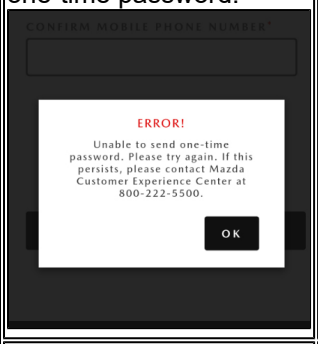
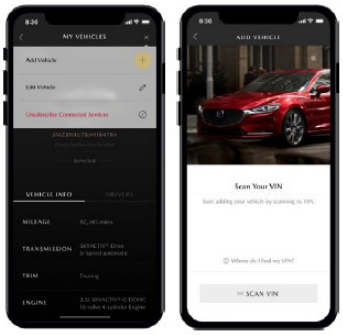
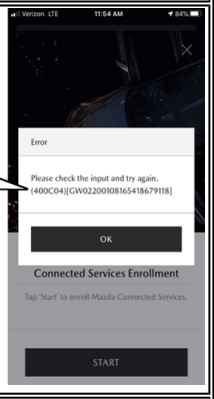
one-time password. 		
How do I enroll a new vehicle in Connected Services?	Simply take the following steps to enroll another vehicle in Connected Services: 1. From the MENU, tap MyMazda 2. Tap My Vehicle 3. On the Action tab, tap Add Vehicle 4. Tap Scan VIN and scan barcode with your camera OR, if the barcode cannot be scanned, tap Manually Enter VIN and enter the VIN 5. Tap VALIDATE	 For the barcode and VIN positions, refer to the illustrations Barcode VIN
What should I do when I see a “(400C04)” error message when I try to enroll in Connected Services?	Wait several minutes and try again.	400C04 
Do I need an internet connection to access Connected Services?	Yes. The MyMazda app will not work without an internet connection.	

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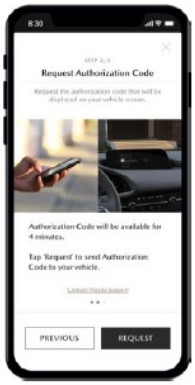
When pairing the MyMazda app to a vehicle, does the authorization code expire?	Yes, the code expires after 5 minutes. If it has expired, you can request a new authorization code via the MyMazda app. Simply return to Connected Services Enrollment, proceed to the step “Request Authorization Code,” then tap “Request.”	
What is the difference between the two-way authorization validation code and the authorization code?	While both codes are for security purposes, they work differently: • **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.	
What Connected Services functions can be accessed in Guest Mode?	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. Guest Mode also provides helpful features, including dealer search, recommended maintenance schedule, manuals and guides, Roadside Assistance and a variety of other Menu options. Register for a MyMazda account and enroll in Connected Services to experience the full suite of features.	
Can multiple users be registered under the same email address?	No, additional users must use email addresses that are not currently used on the MyMazda app and MyMazda Web.	
What about loaner vehicles? Will the Connected Services functions be activated?	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. For security purposes, dealer processes will need to be in place to terminate Connected Services from former driver when loaner vehicle is returned.	

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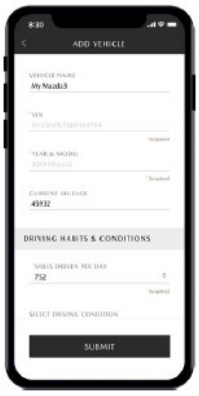
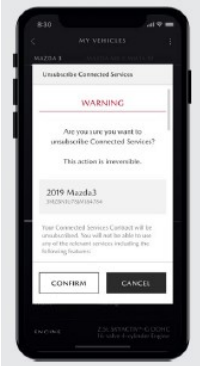
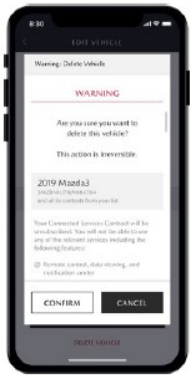
Can I register more than one vehicle under the same Mazda Connected Services account?	Yes, you can register up to five (5) vehicles under the same account.	
How do I unsubscribe from Connected Services?	If you are subscribed to Connected Services, you may unsubscribe at any time via the MyMazda app, using the following directions: 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	
How do I delete my vehicle from the MyMazda app?	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: 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 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.	

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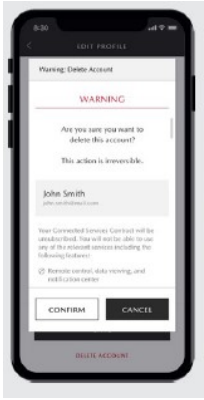
How do I delete my account from the MyMazda app?	You can delete your account from the MyMazda app entirely using the following directions: 1. Tap “PROFILE” from the MENU. 2. Tap “Edit Profile” from the Action Tab. 3. Tap [DELETE ACCOUNT]. 4. Read the WARNING carefully, and tap [CONFIRM] if you are sure 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.	
Does deleting my MyMazda app account cancel my Connected Services subscription?	Yes, deleting your MyMazda account ends your subscription to Connected Services.	
How do I start Connected Services as the second owner of the vehicle (i.e., if vehicle was purchased used or Certified)?	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, notifiying new owner they'll be taking over Connected Services from previous owner. **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.	

WI-FI General Information

FAQ	Answer
What is in-vehicle Wi-Fi?	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.
Do I need a wireless plan to access the internet with my vehicle’s Wi-Fi hotspot?	Yes. You can take advantage of the free trial through: • Applicable Mazda3 and CX-30 (built before July 1, 2021) - Verizon that’s good for 2GB or 6 months • 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 whichever comes first. After the free trial period, you can sign up to Verizon’s/AT&T wireless plan to continue services.
How do I set up the in-car Wi-Fi hotspot?	The in-car Wi-Fi hotspot is a separate service provided by Verizon/AT&T for Mazda vehicles.

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	Verizon will be the service provider for applicable Mazda3 and CX-30 vehicles, with all service agreements being made between Verizon and the customer. 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. 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."
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?	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. • 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 with future generation platforms.

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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.

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?	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: • 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. Please advise the customer to have their IMEI number available, as Verizon/AT&T may request this infomation during the call. **How To Obtain IMEI Number** Go to the MyMazda App

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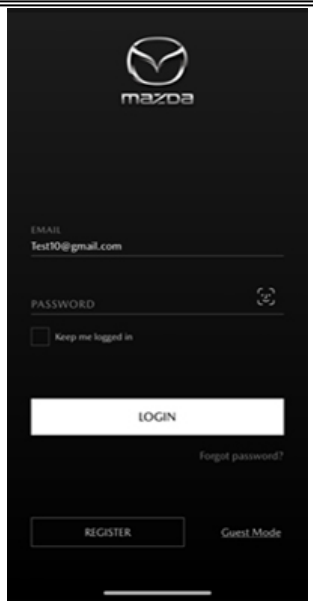
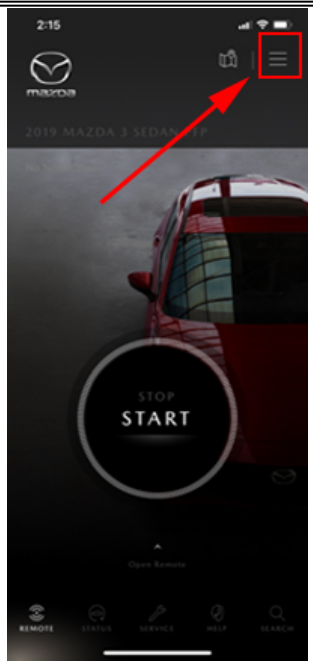
	a. Log into MyMazda app	
	b. Select “hamburger menu” on top right of screen	

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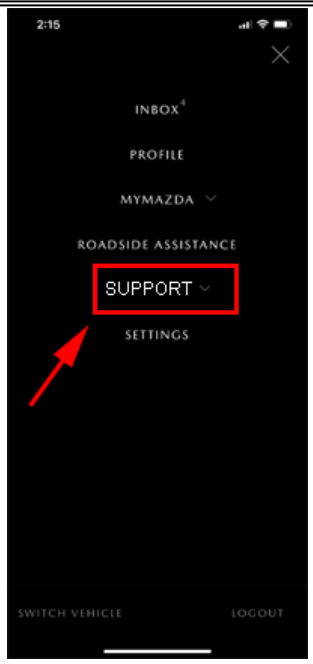
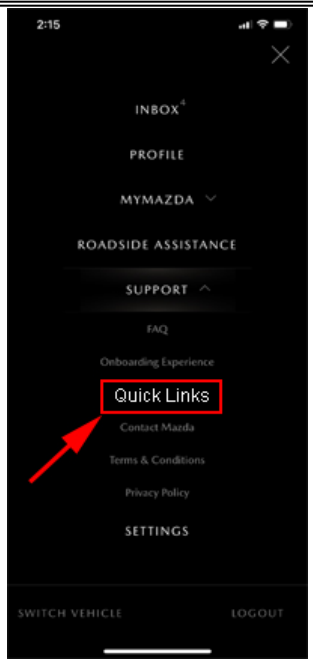
	c. Select “Support”	
	d. Select “Quick Links”	

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<table>
<tr><td></td><td>
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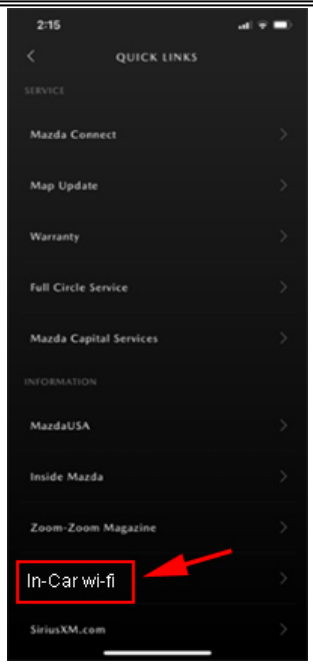
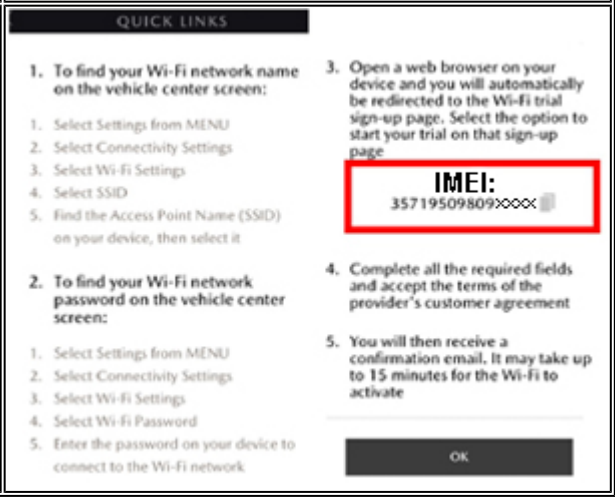
<tr><td>e. Select “In-Car Wi-Fi”</td><td> 
</td></tr>
<tr><td>f. Instructions & IMEI Displayed</td><td> 
</td></tr>
</table>
</td></tr>
<tr><td>What are the trial terms for Wi-Fi hotspot?</td><td>The free trial is good for:

• 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.</td></tr>
</table>

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How can I check how much data I've used during my trial?	You can log into the following sites using your login information. • 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
Can I use multiple devices for the same account?	No, not simultaneously. For security purposes, the app will automatically log other devices out when a new one logs in.
Do I need to be within a certain distance of my Mazda for Connected Services to work?	As long as both the MyMazda app and the vehicle are within range of cellular service, Connected Services should work.
Can I add multiple Connected Services drivers to the same Connected Services account?	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.
Can I use the app on a tablet instead of a smartphone?	Yes, but some functions may not work properly, as tablets are not fully supported.
Can I use the Remote Control feature while sitting in the connected vehicle with the key?	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.
Can I schedule a service appointment using Connected Services on the Mazda Connect display in my vehicle?	No, you can only schedule a service appointment through the MyMazda app (or web), not through the in-vehicle Mazda Connect display.

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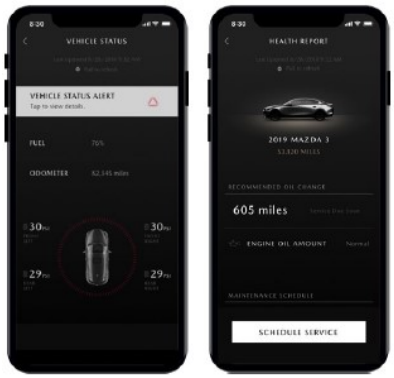
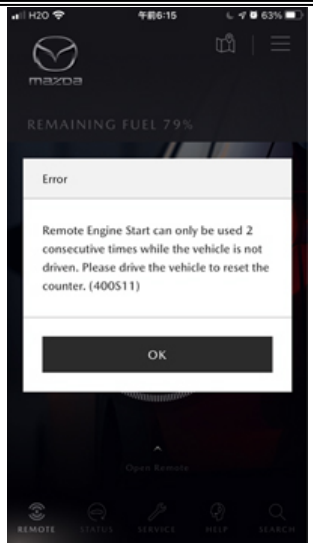
When are Vehicle Status and Vehicle Health Report data updated?	Vehicle Status and Vehicle Health Report data is updated after ignition off. As long as the engine is running, information is not updated, even if it is refreshed. **NOTE:** • It may take several minutes for Vehicle Status and Vehicle Health 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.	
If I lose my phone, how can I restrict access to Connected Services?	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).	
When I use Remote Engine Start to warm up my vehicle, how long will the engine continue running?	If Remote Engine Start is used, the engine will stop running automatically after 15 minutes for safety, security and emissions. **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.	

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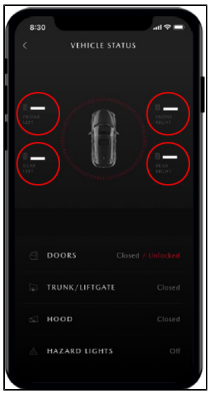
Service Issues

FAQ	Answer
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-038/23
I cannot set the climate control when using the MyMazda App.	Remote Climate Control is only available on EV and PHEV models. See SA-038/23
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 pressue. • 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.
CX-5, CX-9 The MyMazda App does not display tire air pressures 	• CX-5 and CX-9 Normal Operation • No action needed

Troubleshooting

Go to SA-009/23 - 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.

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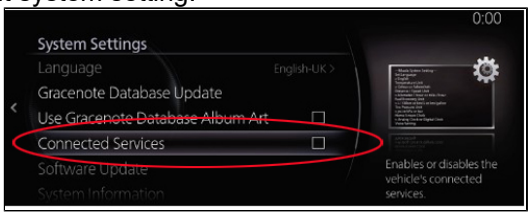
Reception Level Inspection

Indication	Explanation
Mazda3, CX-30, CX-50, MX-30	Radio waves are not being received. Move to a location with good reception.
	Weak reception.
	Good Receptioin
	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.
CX-5, CX-50, CX-9, MX-30 Mazda3, CX-30 built July 1, 2021 and later	The communication function is temporarily disabled due to infotainment system setting. 
	• No CV Contract • Deactivation Mode • Connected Service contract has ended (Subscription expired) • TCU has not been initialized, go to SA-004/21
Vehicles built before July 1, 2021	Customer deactivated Connected Services (Opt-Out)

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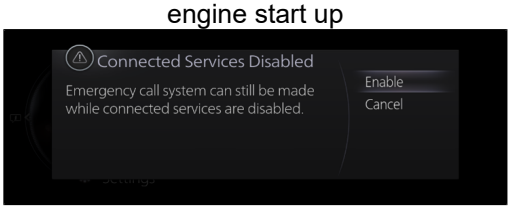
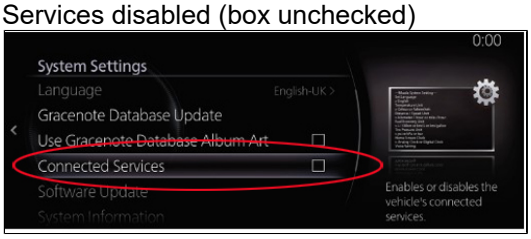
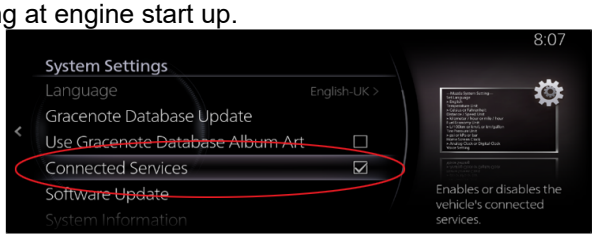
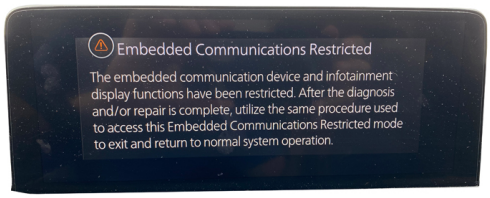
<table>
<tr><td>
Vehicles built after July 1, 2021
 </td><td>• eMDCS Warranty Vehicle Inquiry will show Campaign CSP04 Status Open</td></tr>
<tr><td>CX-5, CX-50, CX-9, MX-30
Mazda3, CX-30 built July 1, 2021 and later

Connected Services Disabled message appears at engine start up
 
</td><td>Connected Services disabled (box unchecked)
 

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.</td></tr>
<tr><td>Connected Vehicle Maintenance Mode
 
</td><td>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 .</td></tr>
</table>

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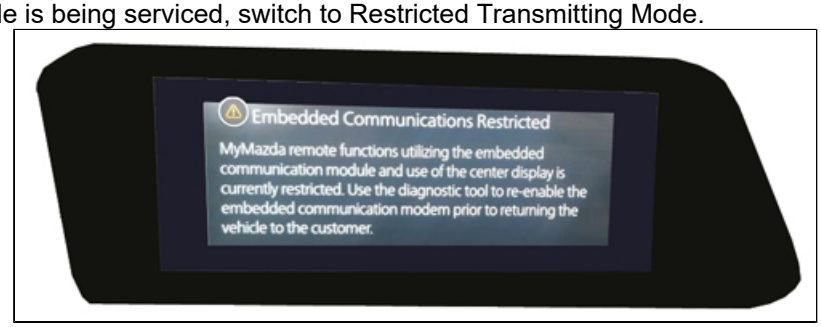
Dealer Processes

Connected Vehicle Maintenance Mode	When vehicle is being serviced, switch to Restricted Transmitting 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 is in Deactivation Mode. See SERVICE CAUTIONS FOR VEHICLES WITH TELEMATICS COMMUNICATION SYSTEM [(US)] • CX-30 • Mazda3 • CX-5 • CX-50 • CX-70 • CX-9 • CX-90 • MX-5 • MX-30
Is there an opportunity at PDI to test the system?	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.

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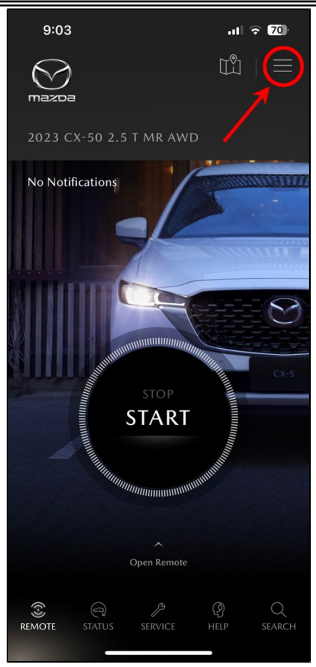
The handbook states that a “moderate collision” will dial 911. Please define “moderate.”	If an airbag is deployed.
Will the customer have to sign a disclaimer for a loaner vehicle that has Connected Services activated?	If the customer is downloading the MyMazda app to use the Connected Services functions, 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.

TCU Activation

1. Select “hamburger menu” on top right of screen	

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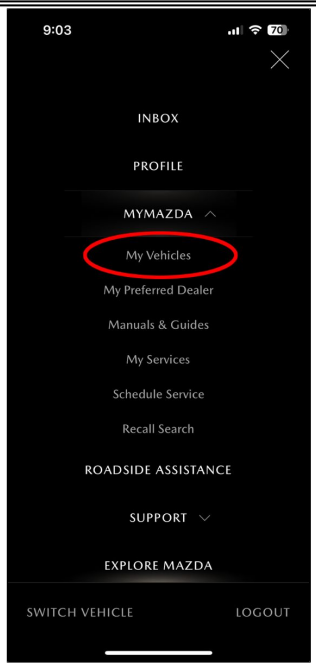
2. From the MYMAZDA dropdown, select My Vehicles	
3. Select “menu” on top right of screen	

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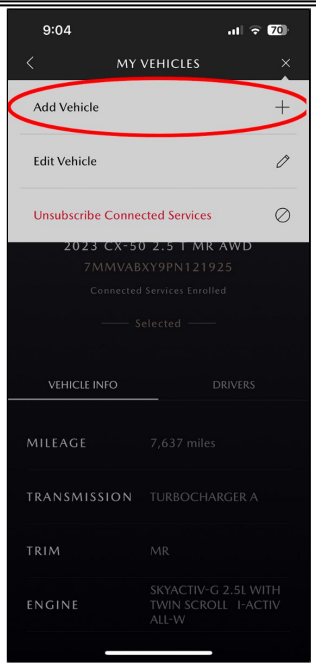
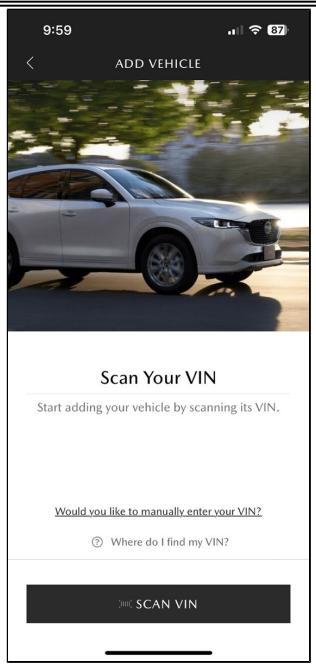
4. Select "Add Vehicle"	
5. Select "SCAN VIN"	

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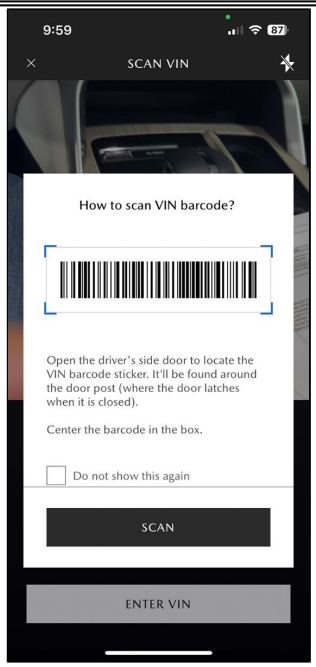
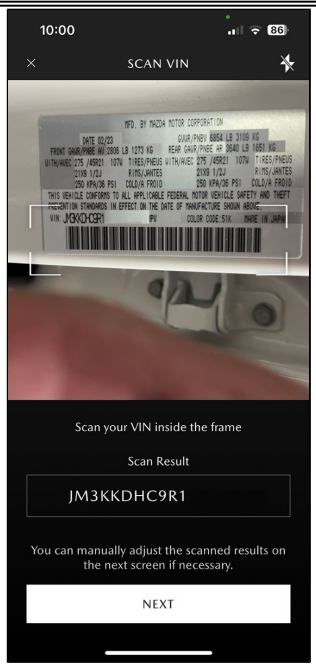
6. Select "SCAN" **Note:** You can also manually enter the VIN if preffered. Select "ENTER VIN"	
7. Select "NEXT"	

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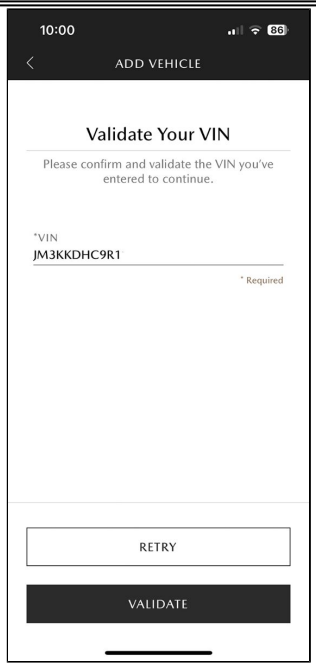
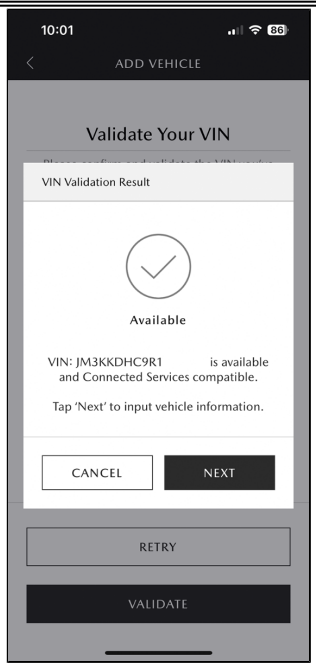
8. Select "VALIDATE"	
9. Select "NEXT"	

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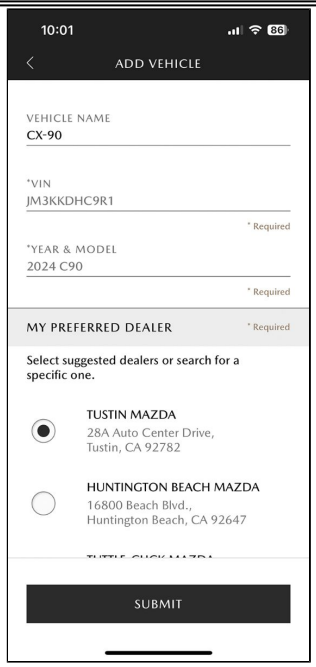
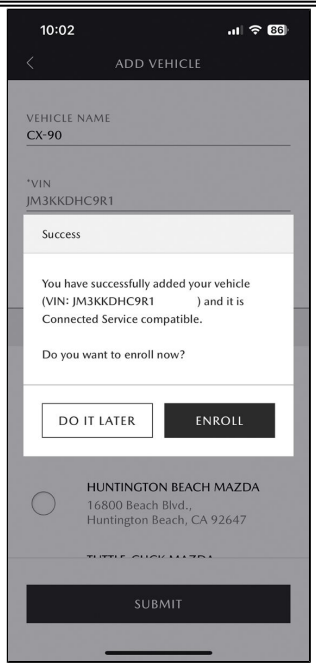
10. Enter Vehicle Name and select local dealer. Then select "SUBMIT"	
11. Select "ENROLL"	

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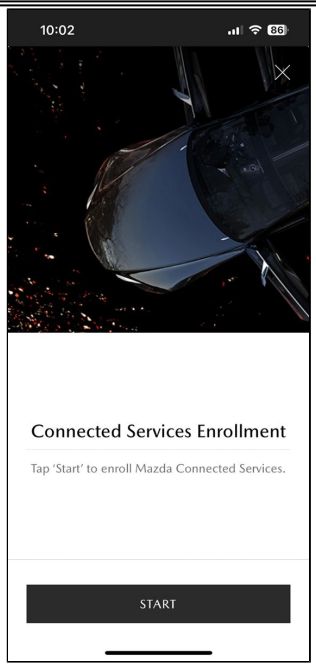
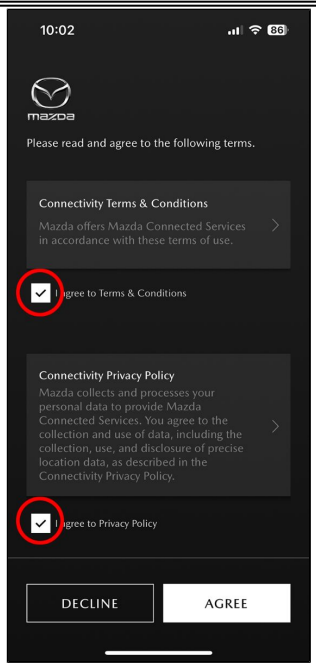
12. Select "START"	
13. Agree to the Terms & Conditions, then select "AGREE"	

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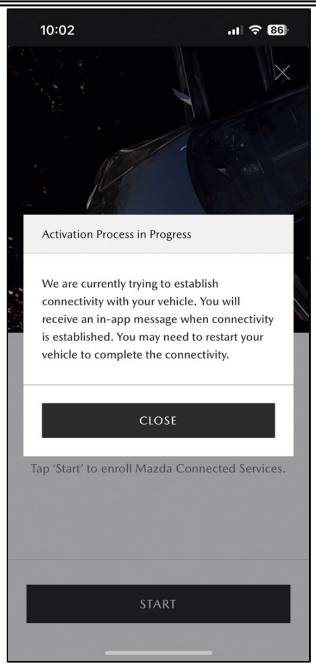
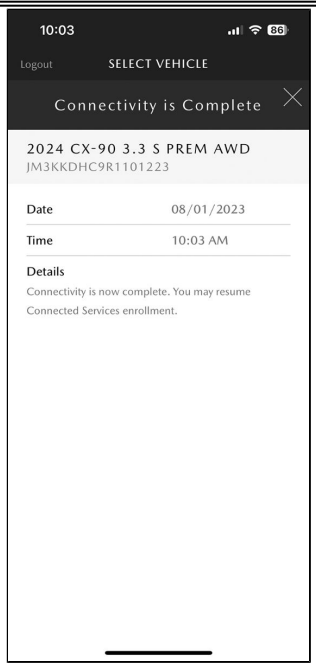
14. You will see a message stating "Activation Process in Progress", Select "CLOSE"	
15. You will receive a message saying "Connectivity is Complete"; however, it is actually **not complete**. OK to close this window. Go to next step.	

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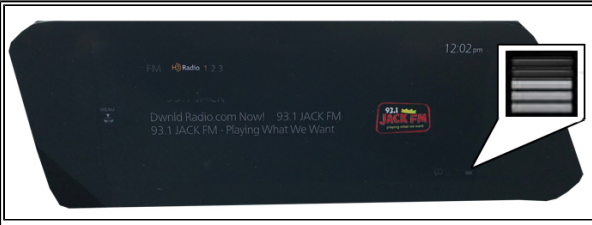
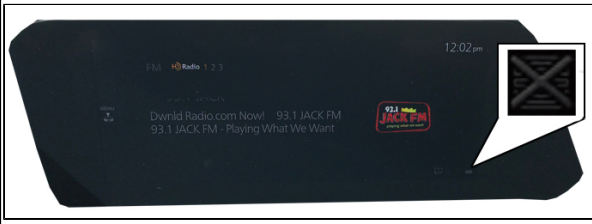
16. Turn the ignition OFF for 10 minutes or longer.	
17. Turn the ignition ON.	

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 <u>Will Not</u> 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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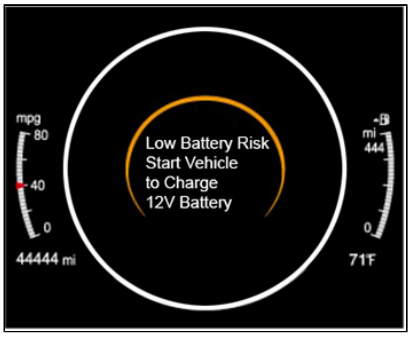
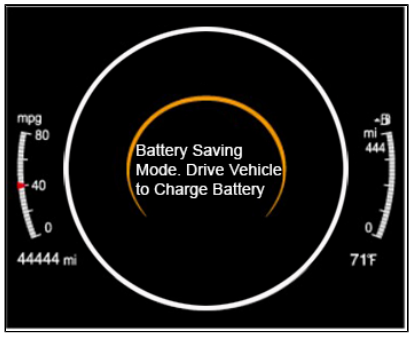
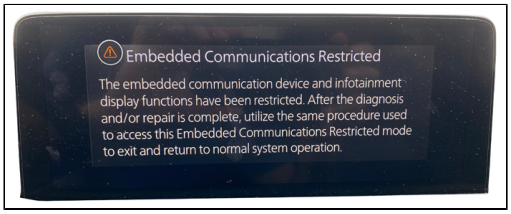
6	Brake pedal switch malfunction
7	Engine has been running by remote engine start function
8	Engine started by remote engine start more than 2 consecutive times while the vehicle is not driven NOTE: The vehicle must be driven 1-mile or 24-hours must pass from the last successful Remote Engine Start for 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"  or 
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 Vehicle Maintenance Mode enabled (Restricted Transmitting Mode in MDARS) 
20	Vehicle is parked (stored) for approximately 1 week or longer or in deep sleep mode.

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	Drive the vehicle for a few miles to recover.
21	DTC stored
22	Remote engine start aftermarket accessory installed
23	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)]
24	First remote control attempt fails, second attempt works fine. Go to TSB 16-002/20.
25	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.

Deactivation Mode

- **Deactivation Mode Temporary Suspension 6/16/2023 (6/11/2023 retail date and later)**
- **Vehicles retailed before 6/11/2023 and in Deactivation Mode will remain in Deactivation mode.**

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.

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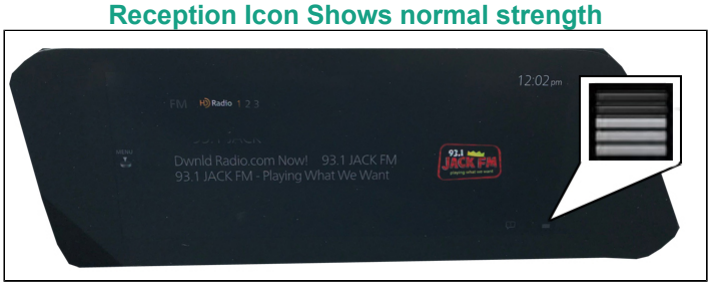
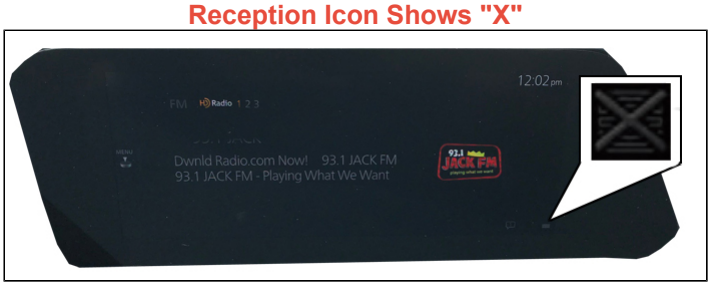
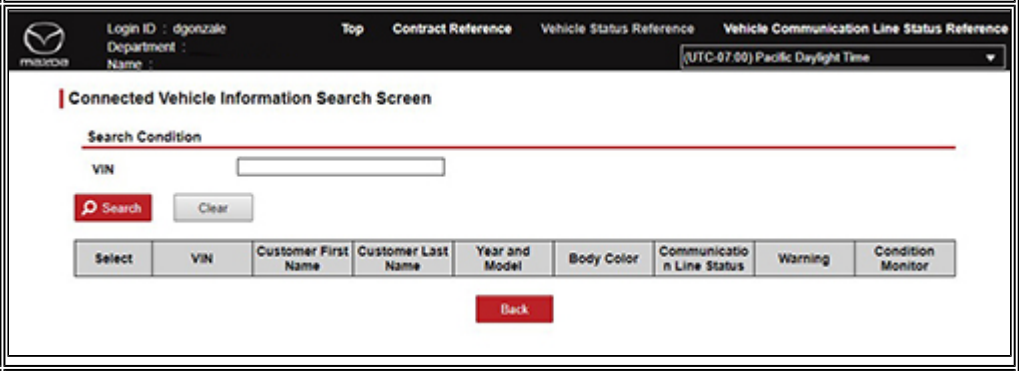
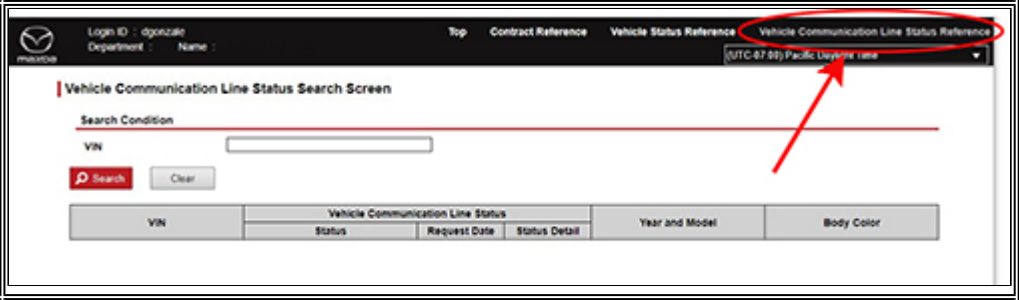
Deactivation Mode Status Check:

<table>
<tr><td rowspan="2">Infotainment Center Display</td><td>TCU Active</td><td>Reception Icon Shows normal strength
  </td></tr>
<tr><td>TCU in Deactivation Mode
One Time Passcode (OTP) is processing</td><td>Reception Icon Shows "X"
  </td></tr>
<tr><td rowspan="3">Mazda Connected Vehicle Viewer (MCVV)</td><td>1. Go to Mazda Connected Vehicle Viewer (MCVV)</td><td>  </td></tr>
<tr><td>2. Select "Vehicle Communication Line Status Reference"
3. Enter VIN and then select "Search"</td><td>  </td></tr>
<tr><td>4. See Status</td><td>TCU in Deactivation Mode (Status -> Closed)</td></tr>
</table>

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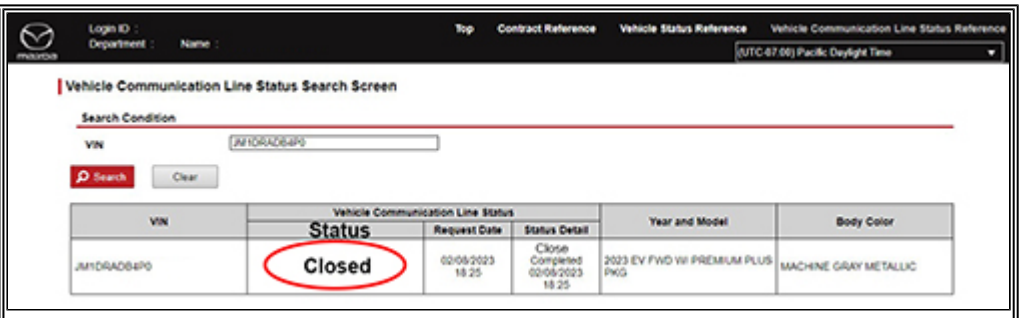
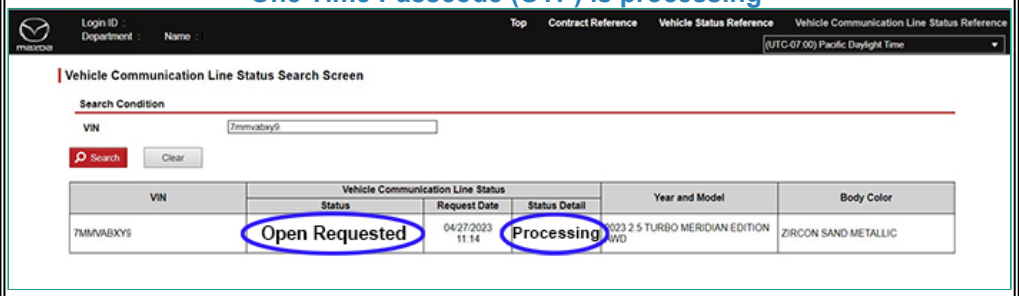
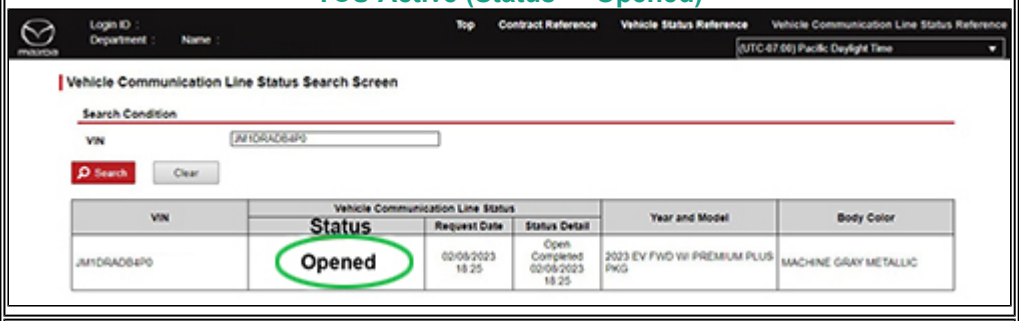


One Time Passcode (OTP) is processing

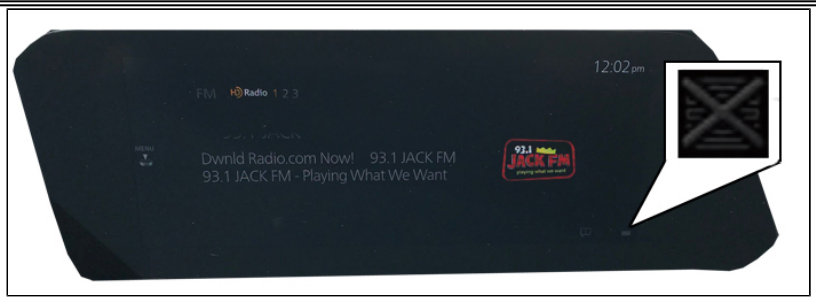


TCU Active (Status -> Opened)



Customer Opt-Out

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

1.	Check Connected vehicle reception strength icon	 Infotainment Center displays “X”

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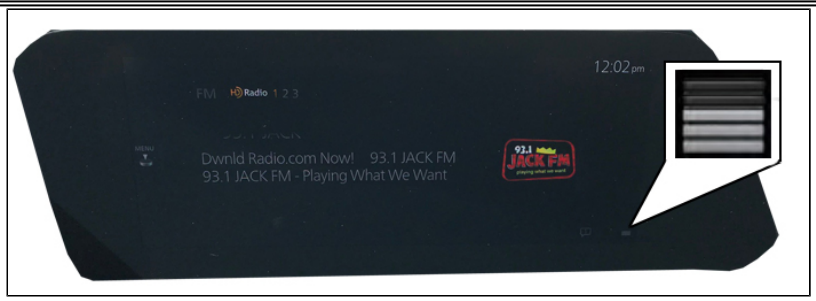
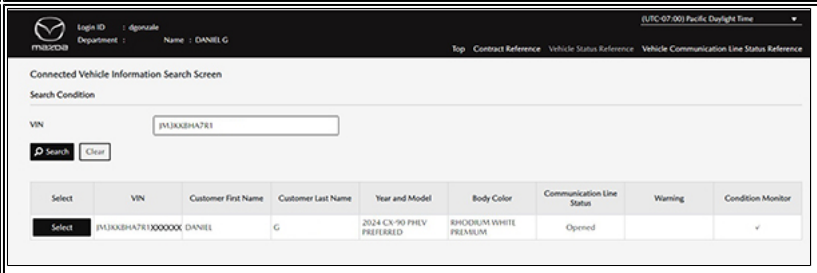
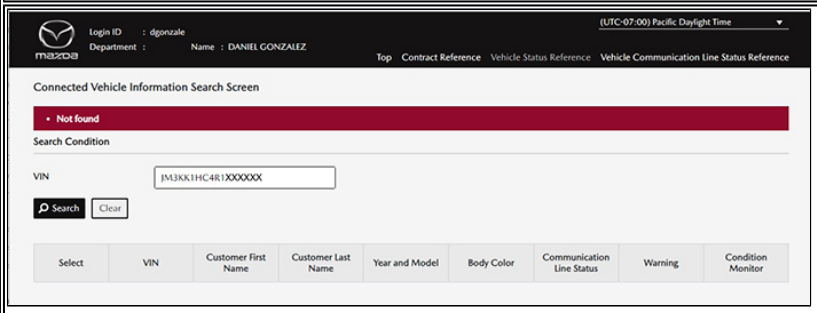
		No action needed. Inform the customer that TCU is already deactivated. Data communication is not being transmitted from the vehicle
		 Infotainment Center displays normal reception. Go to next step
2.	Is the customer currently enrolled into Connected Vehicle services?	 **Yes** - MCVV shows customer enrollment 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 Connected Vehicle Owner's Manual: • Registering Vehicle Information • Registering Connected Service • After enrollment, go to step 4.

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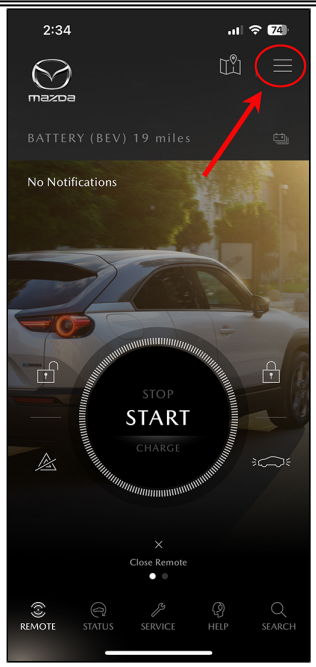
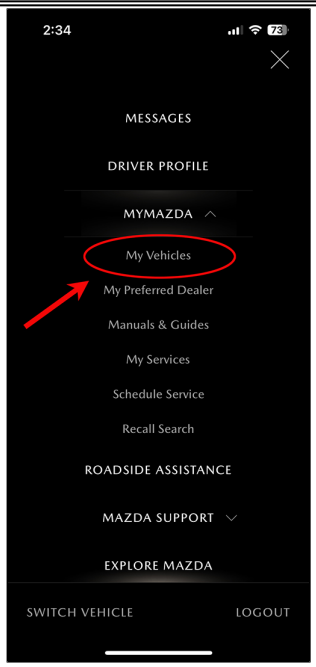
4. After enrollment, using the MyMazda App, delete VIN.	 a. From the main screen, select menu.
	 b. From the MYMAZDA drop down, select My Vehicles

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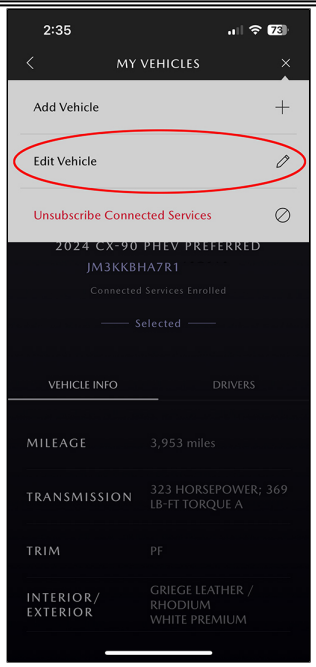
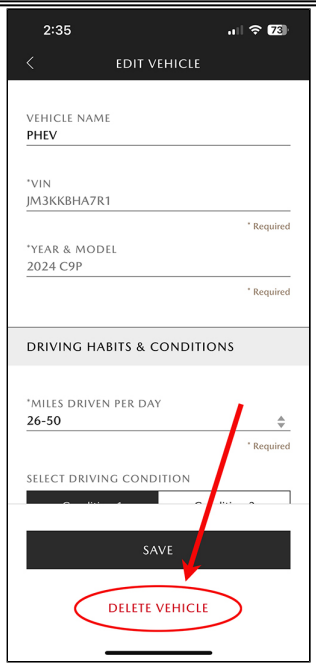


c. Select Edit Vehicle



d. Select Delete Vehicle

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

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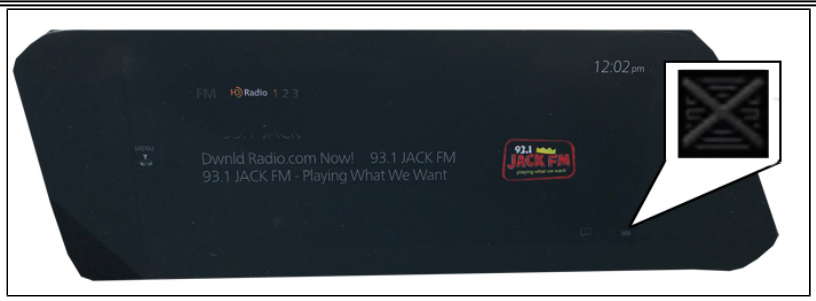
6.	Turn the ignition on and confirm that the connected vehicle reception strength icon shows “X”	 Inform the customer that TCU is deactivated. Data communication is not being transmitted from the vehicle **Note:** The following functions have been disabled • Connected Vehicle Services (Remote Functions, Find My Car....etc) • In-car WiFi • Recall Notifications • Over the Air (OTA) software updates* • Alexa* • Hybrid Navigation* *Some Models

Educational Videos
Overview
Using MyMazda App
In-car Wi-Fi hotspot
MyMazda remote
Notifications
Saftey features

Resources
SA-017/22 - CONNECTED VEHICLE SYMPTOM TROUBLESHOOTING
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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