

# MYMAZDA APP CANNOT COMMUNICATE WITH THE VEHICLE PROPERLY For NORTH AMERICA, USA, CANADA and MEXICO.

TSB NUMBER: 09-030/22

TSB ISSUE DATE 09/28/2022

## BULLETIN NOTES

This bulletin supersedes the previously issued bulletin(s) listed below. The changes are noted in Red.

Previous TSBs:	Date(s) Issued:
09-030/22	08/17/22

### APPLICABLE MODEL(S)/VINS:

2021-2022 Mazda3 (with connected services) with VINS produced before JM1BP\*\*\*\*\*518352 (produced before April 30, 2022)

2022 MX-30 (with connected services) with VINS produced before JM1DR\*\*B\*\*\*101051 (produced before May 24, 2022)

2021-2022 CX-30 (with connected services) with VINS produced after 3MVDM\*\*\*\*\*300001 (produced after July 1, 2021)

2021-2022 CX-5 (with connected services) with VINS produced before JM3KF\*\*\*\*\*606950 (produced before April 29, 2022)

2021-2022 CX-9 (with connected services) with VINS produced before JM3TC\*\*\*\*\*618811 (produced before April 29, 2022)

2023 CX-50

## DESCRIPTION

Some vehicles may experience the MyMazda App not communicating to the vehicle properly which may result in the condition monitor information is not refreshed or remote door lock/unlock not functioning. This is caused by a failure in communication between the telematics communication unit and the MyMazda App. To correct this issue, the control Software Driver of the Telematics Communication Unit or TCU has been modified.

Customers having this concern should have their vehicle repaired using the following repair procedure.

## REPAIR PROCEDURE

1. Verify customer concern after connecting a battery charger to the vehicle's battery.

**NOTE:** Prior to the update procedure, verify the customer is using the MyMazda App. If so, explain the following. **TURN OFF and or SHUT DOWN CUSTOMER PHONE DURING TCU UPDATE.**

- **DO NOT** use the remote control features (remote engine start/stop, remote door lock/unlock, turn on/off hazard warning lights) with the MyMazda App during the repair.
- The malfunction information may be sent for the DTC detected during the repair.

2. Download the latest software for the vehicle to the USB memory stick via [Telematics Communication Unit \(TCU\) Updates](#). The telematics communication unit (TCU) software file may be stored on USB memory stick. **ONLY THE CORRECT .kwi TCU File MUST BE ON FLASH DRIVE.**

**[US/Canada]**

Model	File Name	Software Version
MAZDA3 (BP)	TCU_7000T11-0501_8006.kwi	10006
CX-30 (DM)	TCU_7000T11-0601_8006.kwi	10006
MX-30 (DR)	TCU_7000T11-0001_8013.kwi	10019
CX-5 (KF)	TCU_7000T11-0301_8017.kwi	10023
CX-9 (TC)	TCU_7000T11-0201_8017.kwi	10023
<b>CX-50 (VA)</b>	<b>TCU_7000T11-0101_8003.kwi</b>	<b>10003</b>

3. [All models except MX-30] Turn the ignition switch to ACC with the push button start.  
 [MX-30] While depressing the brake pedal, push the power switch to turn the power ON (READY ON).

**CAUTION: DO NOT remove the USB memory stick or turn the ignition switch to OFF during the reprogramming to avoid damaging the telematics communication unit.**

**NOTE:** DO NOT activate the Communications Restricted mode while reprogramming. This is to avoid potential concern on the telematics communication unit that may occur if the Communications Restricted mode is deactivated under unintended situations.

4. Insert the USB memory stick prepared in step 2 to a USB port located in the cars rear console.
5. Press and hold the volume knob, then press and hold the Entertainment and Favourites buttons at **the same time for 3-5 seconds** and then Factory/Service Inspection screen will appear.
6. Select "Device Program Update" on screen.
7. Select "System Update" on screen.
8. Select "USB" on the screen to start checking for the update file.

**NOTE:** If "**Update file(s) not found**" message appears, an incorrect file may be stored in the USB Flash Drive or the vehicle has already been updated or too many files on the USB Flash Drive.

9. Confirm the correct software version is shown under "Update Version" and select "TELEMATICS UNIT" on the screen.

**[US/Canada]**

Model	Update Version
MAZDA3 (BP)	10006

CX-30 (DM)	10006
MX-30 (DR)	10019
CX-5 (KF)	10023
CX-9 (TC)	10023

10. Select "OK" on the screen and wait until the update (loading) is completed.

**NOTE: DO NOT switch ignition OFF until the update (loading) is completed.**

11. Select "OK" on the screen. Once "OK" is selected, the update will begin about 10 seconds after the OK selection.

**NOTE:** The system will reboot and the display will turn black after selecting "OK", followed by the screens of :

- Sending update file(s)
- Checking update file(s)
- Installing update file(s)
- Completed

12. Wait until update is completed (up to 10-15 minutes).

**NOTE:** [CX-5, CX-9]

- Press and release the brake pedal before starting update.
- If the ignition is left in the ACC position, it will automatically switch off after 25 minutes. Performing these step resets the timer to ensure the vehicle does not switch off while updating. TCU Update should be complete before auto switch off happens.

**NOTE:** [All models]

- **If warning message "Vehicle network error" appears, continue updating.**
- If red warning message "Update Error" appears, lock all doors and wait for 5 minutes so that the vehicle goes into sleep mode, then turn on the ACC position.

13. When the "Completed" screen appears, press the command knob to reboot the system.

**NOTE:** If the system is left for 70 seconds or more, DTC U2142:00 (Communication error with microphone) may be stored (this DTC will be cleared in step 20).

14. Once rebooting is completed, remove the USB memory stick from the USB port.

15. Move to Factory/Service Inspection screen and select Service Information (Step 2).

16. Select TCU Linked Information, then scroll down to TCU Software Version.

17. Confirm that the software version has been updated.

**[US/Canada]**

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18. Push Return multiple times to return to the top page of Factory/Service Inspection screen, then select End Diag Mode to return to the normal screen.

19. Turn the power off when the home screen appears.

20. Lock all doors and wait 7 minutes as the vehicle will enter sleep mode.

**NOTE:** If stored, DTC U2142:00 (Communication error with microphone) will be cleared.

21. Verify the repair.

**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.