

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: "TELEMATICS MALFUNCTION" MESSAGE WITH DTC U3000:04-TCU	Bulletin No.: 09-001/24
	Last Issued : 01/10/2024

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09-045/23	12/15/23

APPLICABLE MODEL(S)/VINS

2021-2024 CX-5 with VINS lower than JM3KF*****440100 (produced before Dec 9, 2023)

2024 CX-90

DESCRIPTION

Some customers may experience a "Telematics Malfunction" message in the instrument cluster with DTC U3000:04-TCU (Telematics communication unit internal malfunction) stored in memory. This is caused by improper control software of the telematics communication unit (TCU). To eliminate this concern, the control software of the TCU has been modified. Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

1. Verify the customer concern.

NOTE: [CX-5] Repairing this concern also repairs another concern mentioned in TSB 09-001/23.

2. Update the control software of the telematics communication unit (TCU) following the steps below.

- If the customer is using the MyMazda App, explain the following before the update procedure.
 - During the repair, 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.
 - Malfunction information may be sent for the DTC detected during the repair.
- a. Connect a battery charger to the vehicle.
- b. Format the USB memory stick.
- c. Download the latest software for the vehicle to the USB memory stick from MGSS. All TCU software files may be stored on a single USB memory stick.

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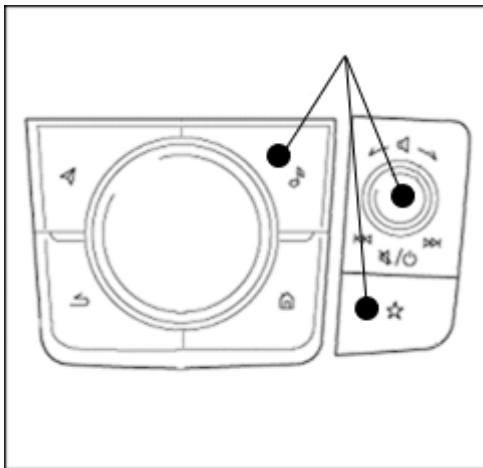
NOTE: When downloading the software file to the USB memory, refer to the precautions for the reprogramming with USB memory stick.

Model	File Name	Software Version
2023 CX-5	TCU_7000T11-0301_8041.kwi	10065
2024 CX-5	TCU_7000T11-0301_10065	10065
CX-90	TCU_7000T11-0701_10072.kwi	10072

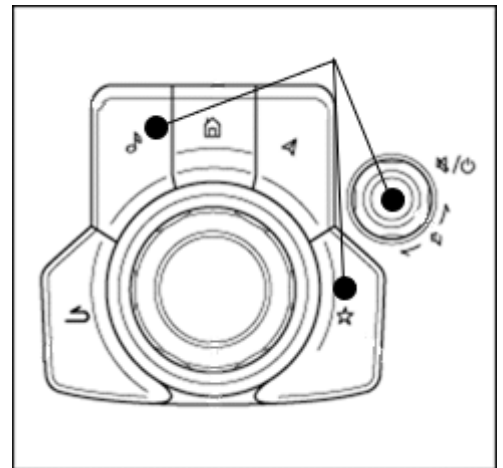
- d. Prepare the USB memory stick which contains the TCU software file(s) to be installed.
- e. Turn the ignition switch to ACC with the push button start. **CAUTION:** To avoid damaging the TCU, DO NOT remove the USB memory stick or turn the ignition switch to OFF during the reprogramming.

NOTE: DO NOT activate the Communications Restricted mode while reprogramming to avoid any potential concern on the TCU that may occur if the Communications Restricted mode is deactivated under unintended situations.

- f. Insert the USB memory stick to a USB port located in the rear console.
- g. Press and hold the Volume knob, then press and hold the Entertainment and Favorites buttons at the same time for 3-5 seconds and the Factory/Service Inspection screen will appear.

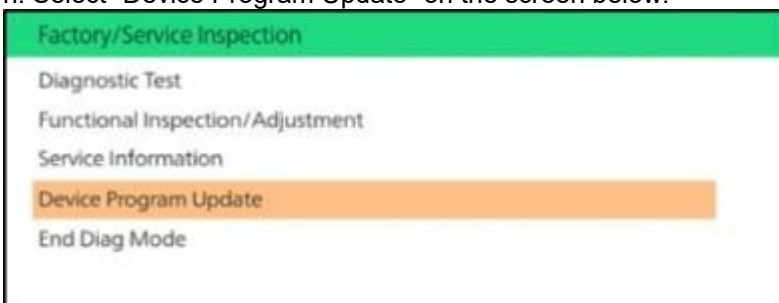


[CX-90]



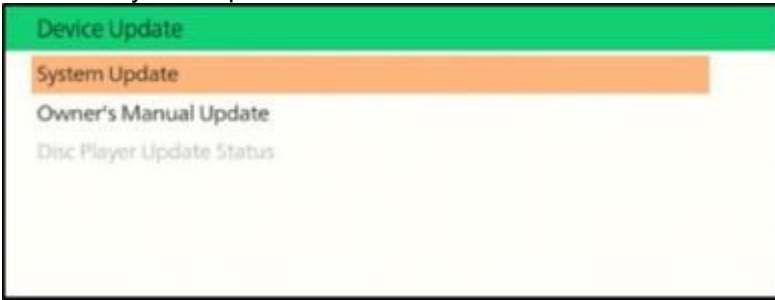
[CX-5]

- h. Select "Device Program Update" on the screen below.



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i. Select "System Update" on the screen below



j. Select "USB" on the screen below to start checking for the update file.

NOTE: If "Update file(s) not found" message appears, the wrong file may be stored on the USB memory stick or the vehicle has already been updated.



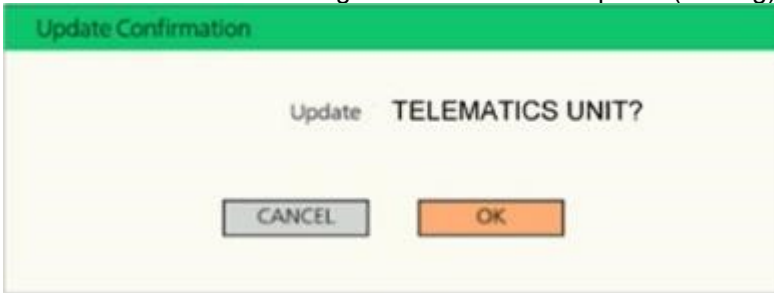
k. Confirm the correct software version is shown under "Update Version" and select "TELEMATICS UNIT" on the screen below.



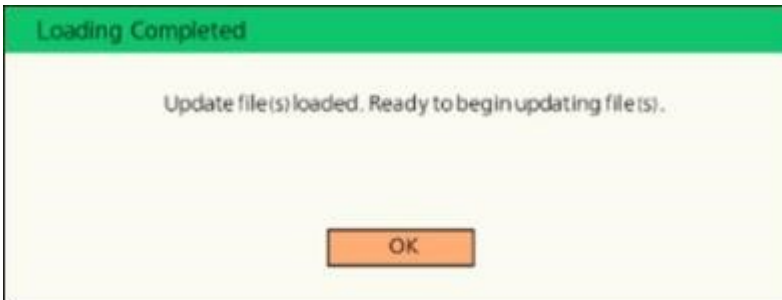
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l. Select "OK" on the screen below and wait until the update (loading) is completed.

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



m. Select "OK" on the screen below or the data update will start automatically after 10 seconds if "OK" is not selected.



NOTE: After selecting "OK", the system will reboot and the display will turn black, followed by the screens below:

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

n. Wait until the update is completed as it takes approximately 10 minutes.

NOTE [CX-5]: Press and release the the brake pedal before getting out of the vehicle. If the ignition is left in the ACC position it will automatically switch OFF after 25 minutes. Performing this step resets the timer to ensure the vehicle does not switch OFF while updating.

NOTE [All models]:

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

o. When the "Completed" screen appears, press the commander knob to reboot the system.

NOTE: If the system is left for 70 seconds or more at this screen, DTC U2142:00 (Communication error with microphone) may be stored. This DTC will be cleared in later steps.

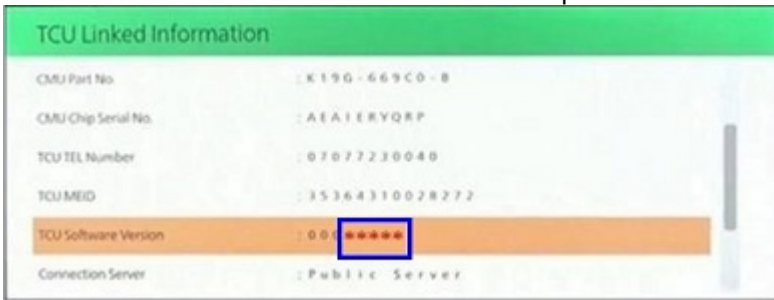
p. After rebooting is completed, remove the USB memory stick from the USB port.

q. Perform step g to move to the Factory/Service Inspection screen and select "Service Information".

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

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s. Confirm that the software version has been updated.



t. 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.

u. When the home screen appears, turn the power off.

v. Lock all doors and wait for 5 minutes or more so that the vehicle goes into sleep mode.

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

w. Check for DTCs with the Mazda Modular Diagnostic System (M-MDS) and Mazda Diagnostic And Repair Software (MDARS) and clear them.

NOTE: If MDARS has been connected before starting the reprogramming, manually obtain the ODR data through the Diagnostic Data Collection menu to keep a record of the completion of the reprogramming in the central server (automatically uploaded).

- 1) Select the Toolbox tab.
- 2) Select the vehicle icon.
- 3) Select "Collect Diagnostic Information", then click "Run".
- 4) Turn the ignition ON, then select "Next".
- 5) Confirm the message "ODR collection has been successful."

x. Confirm if the ODR collection has been done successfully.

- 1) Select "Vehicle History" in the Toolbox, then click "Run".
- 2) Select "Collect Diagnostic Information (Automatic)" and confirm the result.

3. Verify the repair.

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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 term.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	61
Damage Code	9W
Part Number Main Cause	7777-SP-X76
Quantity	0
Operation Number / Labor Hours:	XXWJBXFX / 0.4 Hrs

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