

Subject: "TCU MALFUNCTION. HAVE THE VEHICLE INSPECTED." MESSAGE AND DTC B1252:87 AND U0198:00 STORED	Service Alert No.: SA-060/25
	Last Issued : 12/16/2025

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2025-2026 Mazda3
2025-2026 CX-30
2025-2026 CX-50
2025-2026 CX-50 HYBRID
2025-2026 CX-70
2025-2026 CX-90

DESCRIPTION

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



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

REPAIR PROCEDURE

1. Verify the concern.
2. Check if 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

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Are the following DTCs stored?

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

3. Check for electrical devices in the vehicle such as a device connected to USB hub, Dash Cam, Insurance Device, FasTrak.....ect.

Are there any customer electrical devices in the vehicle?

- **YES:** Document customer device used, then go to next step.
- **NO:** Go to step 5.

4. Remove customer device.

5. Clear the DTC(s).

6. Perform **Diagnostic Assist Function:**

- Service Information -> TCU Linked Information -> CMU Communication Connectivity Test

TCU Linked Information		
CMU Communication Connectivity Test	XX	---/--/-- --:--:--
TCU Communication Connectivity Test	-	---/--/-- --:--:--
CMU Model Discernment ID	: 7 0 0 0 C 0 A - N A 1 1	
CMU Part No.	: K M V 6 - 6 6 9 C 0 - F	
CMU Chip Serial No.	: A E A 1 F Y X V V P	
TCU TEL Number	: 9 9 9 9 9 9 9 9 9 9	

- Service Information -> TCU Linked Information -> TCU Communication Connectivity Test

TCU Linked Information		
CMU Communication Connectivity Test		---/--/-- --:--:--
TCU Communication Connectivity Test	XX	---/--/-- --:--:--
CMU Model Discernment ID	: 7 0 0 0 C 0 A - N A 1 1	
CMU Part No.	: K M V 6 - 6 6 9 C 0 - F	
CMU Chip Serial No.	: A E A 1 F Y X V V P	
TCU TEL Number	: 9 9 9 9 9 9 9 9 9 9	

Document your results.

7. Is the concern resolved after removing the customer device?

- **YES:** Go to next step.
- **NO:** Replace USB Hub, then go to next step.

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8. Collect the following log data:

- [CMU Log Data](#), Go to CMU Log Data Retrieval Instructions
- [TCU Log Data](#), Go to TCU Log Data Retrieval Instructions

NOTE: It OK to save both log data files on the same USB flash drive.

9. Complete the Dealer [Connected Vehicle](#) Questionnaire, then proceed to the next step.



10. Contact Hotline.

- If the issue cannot be resolved, return the vehicle to the customer and explain the following to the customer:
 - Mazda is aware of this concern and is working on a resolution.
 - The vehicle can be used continuously without affecting its basic performance.

NOTE: White Glove service may be used to ensure customer satisfaction.

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.

	Collect CMU Log Data Collect TCU Log Data
Warranty Type	A
Symptom Code	64
Damage Code	9W
Part Number Main Cause	BHP1-66-9C0H
Quantity	0
Operation Number / Labor Hours:	T0524XRT / 0.5 hrs.
Sublet Type	Z9
Sublet Amount	Overnight Shipping Cost

NOTE: A copy of the shipping invoice must be attached to the claim.

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