

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

VEHICLE NETWORK MALFUNCTION MESSAGE DISPLAYED IN THE INSTRUMENT CLUSTER AND ADU COMMUNICATION LOST DTC STORED AT STARTUP OR WHILE DRIVING

Bulletin No.: 09-021/26

Last Issued : 07/20/2026

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2026 CX-5 vehicles with VINs lower than JM3 KM**** ** 154145 (Produced before Apr. 15, 2026)

DESCRIPTION

Some vehicles may exhibit a warning message, "Vehicle Network Malfunction," displayed on the Instrument Cluster during engine start or while driving (IG-ON). At the same time, DTC U214F:00 indicating a communication loss with the ADAS Domain Unit (ADU) may be stored in one or more units. This condition is transient and the warning may clear after restarting the engine. This is due to improper control of the ADU software that may cause a reset during startup.

To eliminate this concern, the ADU control software has been modified.

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

REPAIR PROCEDURE

1. Verify the customer concern.
2. Reprogram the ADU with the Mazda Modular Diagnostic System (M-MDS), using Mazda Diagnostic and Repair Software (MDARS II): MDARS II ECU Reprogramming Procedure.

NOTE: Depending on the ECU, related ECUs may also be reprogrammed automatically at the same time.

- Refer to the MDARS II User Guide as necessary: MDARS II User Guide.

3. Submit Diagnostic Information as it is a required item and will be checked during warranty claim submission: Diagnostic Function > Collect Diagnostic Information.
4. Clear any other DTCs.
5. Verify the repair by starting the engine (READY ON) and confirming there is no CHECK ENGINE light ON or abnormal warning lights present.

CALIBRATION

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ECU Type	File Name (Old)	File Name (New)	Actual time to reprogram
ADU	KLBC-67S04-F or before	KLBC-67S04-G or later	4 min.
	KLBC-67S07-E or before	KLBC-67S07-F or later	
	KLBE-67S04-F or before	KLBE-67S04-G or later	

NOTE: This Service Information is only applicable for vehicles using the above calibration files.

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.

Symptom Code	64
Damage Code	9W
Causal Part No.	5555-67-Y10
Quantity	0
Operation No. and Labor Hours	XXX81XFX / 0.3 Hrs.

NOTE: After reprogramming, be sure to keep a copy of the ECU FILENAME screen on M-MDS along with the repair order and warranty application sheet.

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