

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

"TCU MALFUNCTION. HAVE THE VEHICLE INSPECTED."
MESSAGE AND DTC B1252:87 OR U0198:00 STORED

Service Alert No.: SA-012/26

Last Issued : 03/04/2026

BULLETIN NOTES

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

Previous SAs:	Date(s) Issued:
SA-012/26	02/26/2026
SA-060/25	12/16/25

APPLICABLE MODEL(S)/VINS

2024-2026 Mazda3
2024-2026 CX-30
2024-2026 CX-90 (All)
2025-2026 CX-70 (All)
2025-2026 CX-50 (All)

DESCRIPTION

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



Additional symptoms that may occur:

- Connected Vehicle One Time Passcode (OTP) may fail.
- Connected Vehicle Remote functions may fail.

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

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CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

REPAIR PROCEDURE

1. Verify the concern.
2. Check if any of 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

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 the next step.
- **NO:** Go to the next step.

4. Check for a Navi SD Card.

Is the vehicle equipped with a Navi SD Card?

- **YES:** Replace the Navi SD Card.
- **NO:** Go to next step.

5. Complete the [Dealer Connected Vehicle Questionnaire](#).

6. Collect CMU log data. Go to [Infotainment/TCU](#) --> Collecting CMU Log Data --> CMU Log Data Retrieval Instructions

7. Collect TCU log data. Go to [Infotainment/TCU](#) --> TCU Log Data Retrieval Instructions --> CMU Log Data Retrieval Instructions

8. Contact Hotline for additional assistance.

9. Release the vehicle to the customer.

NOTE: This concern is currently under investigation

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