

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject:

TELEMATICS MALFUNCTION MESSAGE AND MASTER WARNING
LIGHT ON. DTC U3000:04 STORED

Service Alert No.: SA-034/23

Last Issued : 06/13/2023

BULLETIN NOTES

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

Previous SAs:	Date(s) Issued:
SA-034/23	05/31/23

APPLICABLE MODEL(S)/VINS

2024 CX-90

DESCRIPTION

Some customers may experience the following:

Telematics Malfunction. Have the Vehicle Inspected error message	
Master Warning light ON	

DTC U3000:04 (Telematics communication unit internal malfunction) is stored.

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

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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 customer concern.
2. Check for DTC U3000:04.

Is DTC U3000:04 stored as Status Current?

- **Yes** - Go to next step.
- **No** - This service information does not apply. Continue with normal [MGSS diagnosis](#).

3. Disconnect battery for 1 hour, then reconnect battery.

Did the Telematics Malfunction message clear and DTC U3000:04 now shows Status Past?

- **Yes** - Clear DTC, OK to release vehicle.
- **No** - Replace the TCU.

4. Verify 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.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	6X
Damage Code	99
Part Number Main Cause	****-67-CM0* (Use Data Communication Module P/N)
Quantity	0
Operation Number / Labor Hours:	T0524XRT / 0.4 Hrs

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