Service Bulletin Mazda North American Operations

Irvine, CA 92618-2922



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Subject:

TIRE PRESSURE MONITORING SYSTEM (TPMS) INITIALIZATION PROCESS

Bulletin No: 02-007/12

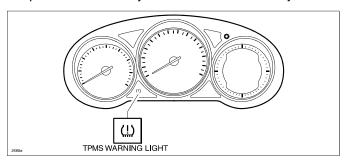
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APPLICABLE MODEL(S)/VINS

2013-2014 CX-5 2014 Mazda6

DESCRIPTION

Customer complaints have been reported where the TPMS warning light is unnecessarily illuminated because the TPMS initialization was not performed correctly before customer delivery.

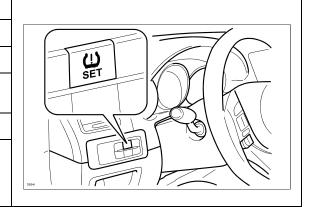


TPMS INITIALIZATION PROCESS

When any of the services below is performed, BE SURE TO INITIALIZE THE TPMS BEFORE DRIVING THE VEHICLE by pushing and holding the TPMS Set Switch on the dash until the TPMS warning light flashes two times and the warning beep sounds once.

The TPMS must be initialized in the following cases:

- Tire pressures have been adjusted in one or more tires.
- Tires have been rotated.
- Tires or wheels have been replaced.
- The vehicle's battery cable has been disconnected for any reason.
- The vehicle's battery has been discharged.
- The DSC HU/CM connector has been disconnected for any reason.



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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.

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To ensure a problem free vehicle sales delivery, PDI Step 1 (VEHICLE RECEIVING PROCESS), PDI Step 3 (MAZDA NEW CAR GET READY INSPECTION), and Step 4 Smart Start Guide (CUSTOMER DELIVERY CHECKLIST) have been revised to include the TPMS initialization procedure.

PRE-DELIVERY INSPECTION (PDI) STEP 1 (VEHICLE RECEIVING PROCESS)

New vehicles arrive at the dealership with transport tire pressures. During PDI Step 1, adjust the tire pressures to the specification on the door jamb and then initialize the TPMS. See PDI Step 1 sample on page 3.

PRE-DELIVERY INSPECTION (PDI) STEP 3 (MAZDA NEW CAR GET READY INSPECTION)

Tire pressures may change during vehicle storage. Adjust tire pressures again during PDI Step 3, and then initialize TPMS. See PDI Step 3 sample on page 4.

SMART START GUIDE STEP 4 (CUSTOMER DELIVERY CHECKLIST)

Demonstrate how to initialize TPMS for the customer. See CUSTOMER DELIVERY CHECKLIST Step 4 sample on page 5.

Failing to complete the TPMS initialization will cause the TPMS warning light to illuminate after the customer takes delivery of the vehicle. This may result in:

- · Negative customer satisfaction due to comeback repairs.
- Negatively impact your dealerships IQS scores.
- · PDI claim debit.

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STEP 1: VEHICLE RECEIVING PROCESS

The stens in this inspection sheet are designed for	R DETAILED ADJUSTMENT PROCEDURES r efficient movement around the vehicle. on a repair order. vected for fit, appearance and/or operation. quired only if the vehicle is equipped with that feature.
	quired only if the vehicle is equipped with that feature.
GENERAL	INTERIOR (Cont'd)
_ Check vehicle for any open Recalls, SSPs, or MSPs	Information Display Power windows and window initialization/Moonroof*
_ Remove wrapping from Smart Keyless transmitters _ REMOVE all protective wrap, covers, and window stickers	—— Power windows and window initialization/inition/roof
_ NSTALL Wheel covers or center caps*	Every transmitters, including lock/unlock buttons and panic alarm
_ into mee mode contain of contain stape	Seat controls (slide and redline) and headrests, mirror, seat memory*
EXTERIOR	and seat warmers*
PECT and ADJUST, if necessary, the following items to specification:	—— Folding rear seat
- Glass, exterior bright metal and paint for damage	Seat belts and warning system. Emergency locking retractors and
Door operation and alignment including side doors and backdoor.	automatic locking retractors — Door locks, including childproof door locks
_ All weatherstrips for damage or detachment	Upholstery and interior finish
– Operation of fuel-filler lid opener – Operation of hood release and lock	Port installed accessories* - includes Sirius satellite radio, backup
_ Smart Keyless operation*	camera with auto-dimming mirror, auto-dimming mirror with
_ Check all exterior lighting, including daytime running lights (DRL)	compass, remote engine start, and perimeter alarm
UNDER HOOD - ENGINE OFF	ON HOIST
PECT and ADJUST, if necessary, the following items:	INSPECT the following items:
CONFIRM/INSTALL Fuse for accessories Fuel, engine coolant, and hydraulic lines, fittings, connections, and components for leaks	 Steering linkage, suspension, exhaust system, and all underside hardware for looseness or damge
Engine oil level	— Tires for cuts or bruises
_Brake/clutch fluid level	LOWER VEHICLE AND REMOVE FROM RACK —— Adjust tire pressures to mfg. specification on door jam label (including
_ Washer tank fluid level	spare)
_ Radiator coolant level	Initialize the TPMS. Switch the ignition ON, then press & hold TPMS SET
_ Tightness of battery terminals and check battery using Midtronics GR8 Battery Management System and confirm battery voltage 12.4 V.	switch until the TPMS warning light flashes twice and one beep is heard Wheel lug nuts (Torque to 65-87 ft-lbf / 88-118 Nm / 9-12 kgfm)
INTERIOR	ROAD TEST - ENGINE RUNNING
	AT OPERATION TEMPERATURE
PECT the operations of the following items:	INSPECT the following items:
_Parking brake	
Steering wheel, tilt and telescoping Verify that warning lights stay on for a few seconds after engine start	— Check that engine starts with all keys
and then turn off	—— Steering wheel alignment (centered)
_Horn, wipers, and washers. Wiper blades performance (Clean wiper	
blades and windshield, if necessary). Re-initialize auto wipers	— Engine general performance
–Audio system (Power/Volume/sound controls, Radio, CD player, including steering wheel audio controls	— Operation of Cruise control system*
Exterior power mirrors	—— Operation of Blind spot monitoring system
Key transmitter reminder	— Operation of meters and gauges
_Set clock	Operation of speed response auto door lock function Operation of AFS* (Adaptive Front-Lighting System)
Heater, defroster, and air conditioner at various mode selections	—— Squeaks, rattles, & abnormal noises
_Turn on Navigation system. (If inoperative, verify SD card is inserted correctly (label side up)).*	—— All warning lights are off
	Unless the vehicle is scheduled for display or immediate delivery, do not remove the exterior protective film or interior protective covering during inspection
	VIN
	med by a certified Mazda Technician

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STEP 3: MAZDA NEW CAR GET READY INSPECTION

Not OK Not OK Not OK Not OK	FUNCTIONAL CHECK Y / INTERIOR - FUNCTION Check vehicle for open Recalls, SSPs or MSPs (any open service campaign must be completed prior to delivery) Install room fuse (if not already installed) Inspect for smudges, scratches, and general cleanliness Secure floor mats to hooks. DO NOT apply any tire shine products to the floor mats. FUNCTION CHECK Security / keyless entry devices	Not Equip	ок	Not OK	Visually inspect fluid condition and level (engine, transmission, brake, clutch, coolant windshield washer, battery) Check battery terminal tightness
Not OK	Check vehicle for open Recalls, SSPs or MSPs (any open service campaign must be completed prior to delivery) Install room fuse (if not already installed) Inspect for smudges, scratches, and general cleanliness Secure floor mats to hooks. DO NOT apply any tire shine products to the floor mats. FUNCTION CHECK Security / keyless entry devices	Equip		Not OK	Visually inspect fluid condition and level (engine, transmission, brake, clutch, coolant windshield washer, battery) Check battery terminal tightness Check if battery voltage is at a minimum of
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Not OK	Install room fuse (if not already installed) Inspect for smudges, scratches, and general cleanliness Secure floor mats to hooks. DO NOT apply any tire shine products to the floor mats. FUNCTION CHECK Security / keyless entry devices			_	Check battery terminal tightness Check if battery voltage is at a minimum of
Not OK	general cleanliness Secure floor mats to hooks. DO NOT apply any tire shine products to the floor mats. FUNCTION CHECK Security / keyless entry devices			_	Check if battery voltage is at a minimum of
Not OK	Secure floor mats to hooks. DO NOT apply any tire shine products to the floor mats. FUNCTION CHECK Security / keyless entry devices				12 4 volte ('harge it necessary Pecord hat-
ок 	FUNCTION CHECK Security / keyless entry devices				tery voltage in table below.
ок 	Security / keyless entry devices				
					Complete Step 3 of "New Vehicle Inventory
					Battery Maintenance Record"
	verily that warring lights stay of for a few				GENERAL - EXTERIOR
	Verify that warning lights stay on for a few seconds after engine start and then turn off. Wipers and washers (front and rear), clean	Not Equip	ОК	Not OK	
	wiper blades if necessary Interior and exterior lights, dash switches				Adjust tire pressure to mfg. specification on door jam label (including spare). Record tire pressure in table below.
	(headlight aiming, rear cargo light), headlight leveling switch. Set position to 0.				Initialize the TPMS. Switch the ignition ON, then
Ш	Confirm One-Touch Power Window operation for driver and front passenger position				press and hold the TPMS "Set Switch" until the TPMS warning light flashes twice and one been
				_	is heard. Check fuel level and if needed, fill with 87
	Heater and A/C (driver, passenger, and rear)				octane or higher, depending on gas door label. (Always deliver with a full tank.)
					After washing and drying the vehicle, perform "Appearance Checks Before Delivery"
		AF	PEA	RAN	ICE CHECKS BEFORE DELIVERY
					tion checks, also perform one last inspection
	Check operation of any dealer	of key a	areas	of the	e vehicle to ensure they are clean and free
	material decessories				
				юра	from key areas:
MS Re	set Record Tire Pressures (PSI)	١ ١	•		☐ Door sill scuff plates
s or N	lo RH Front psi				-
	Rear psi		•		_
ttery V	oltage (V) Front psi	- 1		•	☐ Steering wheel
	volts LH	7			☐ Center console
	<u> </u>	/			1
ru volt					
ing the	ge and the pressures should be recorded battery and/or adjusting the tire pressures. REFINE READY INSPECTION HAS BEEN				
	PMS Rees or Newstry voltagery voltagery	Confirm One-Touch Power Window operation for driver and front passenger position Confirm Power Liftgate operation and two-way pinch protection Heater and A/C (driver, passenger, and rear) and defroster in all mode settings Radio, CD player / changer, power / volume / controls NAVI system including rear back-up camera Rear Entertainment system Advanced keyless entry / remote start system Adjust clock, dash panel and NAVI system Check operation of any dealer installed accessories PMS Reset Record Tire Pressures (PSI) Rear psi Rear psi Spare Tire psi	Confirm One-Touch Power Window operation for driver and front passenger position Confirm Power Liftgate operation and two-way pinch protection Heater and A/C (driver, passenger, and rear) and defroster in all mode settings Radio, CD player / changer, power / volume / controls NAVI system including rear back-up camera Rear Entertainment system Advanced keyless entry / remote start system Adjust clock, dash panel and NAVI system Check operation of any dealer installed accessories MS Reset Record Tire Pressures (PSI) RH Front Rear Door Aroun Door Aroun Rear Door Aroun Door RH Rear Psi Spare Tire psi rry voltage and tire pressures should be recorded	Confirm One-Touch Power Window operation for driver and front passenger position Confirm Power Liftgate operation and two-way pinch protection Heater and A/C (driver, passenger, and rear) and defroster in all mode settings Radio, CD player / changer, power / volume / controls NAVI system including rear back-up camera Rear Entertainment system Adjust clock, dash panel and NAVI system Check operation of any dealer installed accessories MS Reset Record Tire Pressures (PSI) Rear Posi Rear Rear Posi Rear Spare Tire Rear Posi Spare Tire Rerorded Rerorded	Confirm One-Touch Power Window operation for driver and front passenger position Confirm Power Liftgate operation and two-way pinch protection Heater and A/C (driver, passenger, and rear) and defroster in all mode settings Radio, CD player / changer, power / volume / controls NAVI system including rear back-up camera Rear Entertainment system Adjust clock, dash panel and NAVI system Check operation of any dealer installed accessories MS Reset Record Tire Pressures (PSI) RH Front Pront Psi Rear Psi Spare Tire Psi Spare Tire Pront Psi Rear Psi Spare Tire Pressures Recorded Tire Pressures Psi Spare Tire Psi Rear Psi Spare Tire Pressures Psi Spare Tire Psi Recorded Tire Pressures Psi Spare Tire Psi Recorded Tire Pressures Psi Spare Tire Psi Pront Psi Rear Psi Spare Tire Pressures Psi Pront Psi Rear Psi Pront Psi Rear Psi Psi Pront Psi Rear Psi

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STEP 4: CUSTOMER DELIVERY CHECKLIST

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Customer Delivery Checklist					
DEALERSHIP	DATE				
SALES CONSULTANT	CUSTOMER'S NAME				
VIN	E-MAIL				
PRESENTATION OF OWNER'S M. Review the following items with the cus					
* Remove this checklist from Smart Start Guide * Personalization Features (refer to your Owner's Manual) Warranty Information Warranty Start Date: Customer Initial: * Basic Vehicle - 36 months/36,000 miles * Roadside assistance program www.MyMazda.com * Offer to register customer on www.MyMazda.com Owner's Manual	 ■ Maintenance Passport ■ Floor Mats * Ensure floor mats are properly hooked after cleaning * Do not install two floor mats, one on top of the other, on the driver side * Accessory rubber floor mats should be cleaned with mild soap and water only ■ Tire Pressure Monitoring System * System overview * Demonstrate how to reset the TPMS				
BERVICE DEPARTMENT Introduce Service Manager, provide business cards Review Service and Parts Department hours of operation Explain free Full Circle Service Inspection					
Service Inspection Schedule first maintenance service					

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