

<b>Subject:</b> <b>TIRE PRESSURE MONITORING SYSTEM (TPMS) INITIALIZATION PROCESS</b>	<b>Bulletin No:</b> 02-007/12
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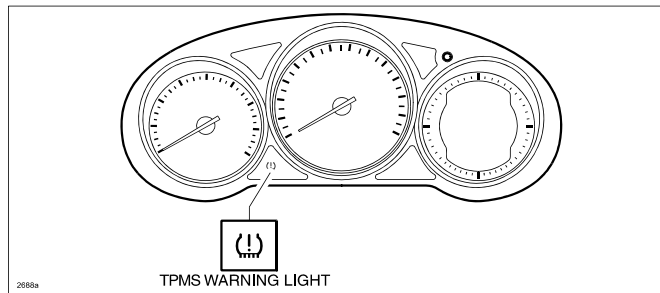
## APPLICABLE MODEL(S)/VINS

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.

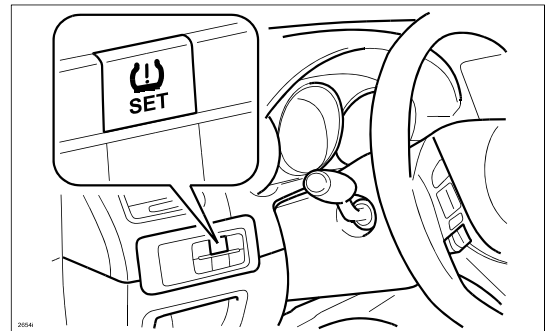


## TPMS INITIALIZATION PROCESS

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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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.



### STEP 3: MAZDA NEW CAR GET READY INSPECTION



#### STEP 3: MAZDA NEW CAR GET READY INSPECTION

Problems found during inspection should be noted and your Sales Consultant and Sales Manager informed about any service that is needed.

#### FUNCTIONAL CHECKS BEFORE DELIVERY

##### BODY / INTERIOR - FUNCTION

- |                          |                          |                          |  |
|--------------------------|--------------------------|--------------------------|--|
| Not Equip                | OK                       | Not OK                   |  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Check vehicle for open Recalls, SSPs or MSPs (any open service campaign must be completed prior to delivery) |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Install room fuse (if not already installed)   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Inspect for smudges, scratches, and general cleanliness  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Secure floor mats to hooks. DO NOT apply any tire shine products to the floor mats.                          |

##### FUNCTION CHECK

- |                          |                          |                          |   |
|--------------------------|--------------------------|--------------------------|---|
| Not Equip                | OK                       | Not OK                   |   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Security / keyless entry devices  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Verify that warning lights stay on for a few seconds after engine start and then turn off.                                      |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Wipers and washers (front and rear), clean wiper blades if necessary  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Interior and exterior lights, dash switches (headlight aiming, rear cargo light), headlight leveling switch. Set position to 0. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Confirm One-Touch Power Window operation for driver and front passenger position  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Confirm Power Liftgate operation and two-way pinch protection   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Heater and A/C (driver, passenger, and rear) and defroster in all mode settings   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Radio, CD player / changer, power / volume / controls   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | NAVI system including rear back-up camera   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Rear Entertainment system   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Advanced keyless entry / remote start system  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Adjust clock, dash panel and NAVI system  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Check operation of any dealer installed accessories   |

##### UNDER HOOD - ENGINE OFF

- |   |                          |                          |   |
|---|--------------------------|--------------------------|---|
| Not Equip   | OK                       | Not OK                   |   |
| <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | Visually inspect fluid condition and level (engine, transmission, brake, clutch, coolant, windshield washer, battery) |
| <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | Check battery terminal tightness  |
| <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | Check if battery voltage is at a minimum of 12.4 volts. Charge if necessary. Record battery voltage in table below.   |
| <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | Visually inspect underhood components   |
| Complete Step 3 of "New Vehicle Inventory Battery Maintenance Record" |                          |                          |   |

##### GENERAL - EXTERIOR

- |                          |                          |                          |  |
|--------------------------|--------------------------|--------------------------|--|
| Not Equip                | OK                       | Not OK                   |  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Adjust tire pressure to mfg. specification on door jam label (including spare). Record tire pressure in table below.                                     |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Initialize the TPMS. Switch the ignition ON, then press and hold the TPMS "Set Switch" until the TPMS warning light flashes twice and one beep is heard. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Check fuel level and if needed, fill with 87 octane or higher, depending on gas door label. (Always deliver with a full tank.)                           |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | After washing and drying the vehicle, perform "Appearance Checks Before Delivery"  |

##### APPEARANCE CHECKS BEFORE DELIVERY

In addition to function checks, also perform one last inspection of key areas of the vehicle to ensure they are clean and free of chips & scratches.

Check and repair chips and scratches:	Remove Dirt & Scratches from key areas:
<input type="checkbox"/> Door edges <input type="checkbox"/> Around door handles <input type="checkbox"/> Door dings & dents <input type="checkbox"/> Hood leading edges <input type="checkbox"/> Bumper covers	<input type="checkbox"/> Door sill scuff plates <input type="checkbox"/> Door inner panel <input type="checkbox"/> Seats <input type="checkbox"/> Carpets & floor mats <input type="checkbox"/> Steering wheel <input type="checkbox"/> Center console

Record TPMS Reset	Record Tire Pressures (PSI)
Yes or No	RH Front psi
	RH Rear psi
Record Battery Voltage (V)	LH Front psi
volts	LH Rear psi
	Spare Tire psi

Note: Battery voltage and tire pressures should be recorded after charging the battery and/or adjusting the tire pressures.

**THIS NEW CAR GET READY INSPECTION HAS BEEN PERFORMED BY A QUALIFIED NEW CAR SPECIALIST**

VIN																			
-----	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Sales or Service Manager

Inspected By New Car Specialist

Dealer Code

Date

## STEP 4: CUSTOMER DELIVERY CHECKLIST

### STEP 4: CUSTOMER DELIVERY CHECKLIST

# Customer Delivery Checklist

DEALERSHIP	DATE
SALES CONSULTANT	CUSTOMER'S NAME
VIN	E-MAIL

#### PRESENTATION OF OWNER'S MATERIALS:

*Review the following items with the customer*

- Smart Start Guide**
  - \* 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
    - Push and hold the "SET switch" until the TPMS warning light flashes twice and one beep is heard
  - \* Review the system Caution

#### SERVICE DEPARTMENT

- Introduce Service Manager, provide business cards
- Review Service and Parts Department hours of operation
- Explain free Full Circle Service Inspection
- Schedule first maintenance service

