

Tony Lawrence

From: Daniel Gonzalez
Sent: Tuesday, February 25, 2014 2:52 PM
To: All Dlr's All Rgns - PT; All Dlr's All Rgns - SR
Subject: MAZDA DEALER NOTICE - SERVICE BULLETIN RELEASE

SERVICE BULLETIN RELEASE - 02/25/2014

2014 INDEX: http://www.mstore2000.com/PDF_Files/index02-25-14.pdf

The following Service Bulletin has just been issued.

- For latest MS3 postings, click here: <https://portal.mazdausa.com/m173/service/esi/MazdaServiceShop>
- For printable PDF files from MStore, click on the link below each TSB title:

* If the links do not automatically take you directly to the document, cut and paste the link into your internet browser address window and press enter.

NEW BULLETIN

09-015/14 - 2014 MAZDA6 - HOOD VIBRATION ABOVE 68 MPH

http://www.mstore2000.com/PDF_Files/09-015-14-2884.pdf

UPDATED BULLETIN

01-001/14 - MULTI-MODEL - MASTER WARNING ON AND INSTRUMENT CLUSTER WARNING MESSAGE IS DISPLAYED (DTC P1794 AND P2502)

http://www.mstore2000.com/PDF_Files/01-001-14-2868b.pdf

01-002/14 - MULTI-MODEL - i-ELOOP BATTERY SERVICE INFORMATION

http://www.mstore2000.com/PDF_Files/01-002-14-2889b.pdf

09-014/14 - 2010-2013 MAZDA3 - RUST ON BOTTOM OF REAR DOOR GLASS GUIDE

http://www.mstore2000.com/PDF_Files/09-014-14-2880.pdf

09-016/14 - MULTI-MODEL - REAR MOUNT CAMERA DOES NOT OPERATE

http://www.mstore2000.com/PDF_Files/09-016-14-2885.pdf

- Please distribute this information to all parts and service personnel.
- If you no longer wish to receive Mazda bulletins, please contact the IT Administrator at your dealership and ask them to remove your email address from under the EMDCS application.



Subject:

HOOD VIBRATION ABOVE 68 MPH

Bulletin No: 09-015/14

Last Issued: 02/25/2014

APPLICABLE MODEL(S)/VINS

2014 Mazda6 vehicles with VINs lower than JM1 GJ ***** 162912 (produced before December 03, 2013)

DESCRIPTION

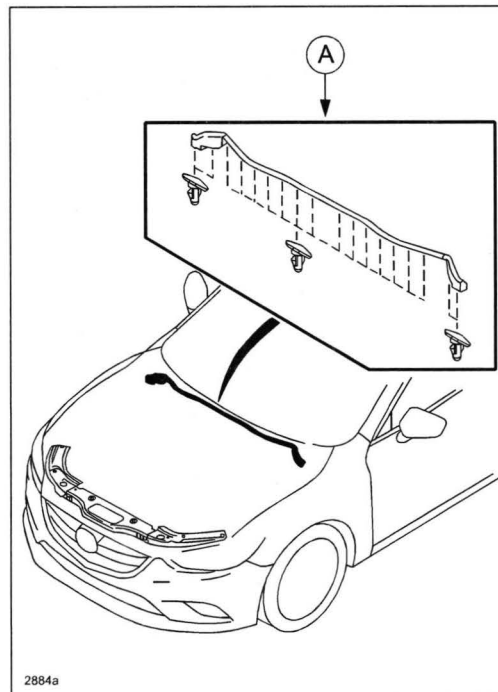
Some vehicles may exhibit a hood vibration when driving above 68 mph (110Km/h). This may be caused by a cowl grill that is not firmly attached.

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

REPAIR PROCEDURE

1. Verify customer concern.
2. Replace the cowl grill seal (A). Refer to MS3 online or Workshop Manual (section 09-16 COWL GRILLE REMOVAL/INSTALLATION).

NOTE: The cowl grill seal is attached to the cowl grill with clips.



3. Verify repair.

Bulletin No: 09-015/14
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Last Issued: 02/25/2014

PART(S) INFORMATION

Part Number	Description	Qty.
GHP9-56-760A	Cowl Grill Seal	1

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.

Warranty Type	A
Symptom Code	83
Damage Code	97
Part Number Main Cause	GHP9-56-760A
Quantity	1
Operation Number / Labor Hours:	XXK38XR / 0.2 Hrs.

Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



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Subject:

MASTER WARNING LIGHT IS ON AND INSTRUMENT CLUSTER WARNING MESSAGE IS DISPLAYED (DTC P1794 AND P2502)

Bulletin No: 01-001/14

Last Issued: 02/25/2014

BULLETIN NOTE

- This bulletin supersedes the previous bulletin 01-001/14, issued 01/24/2014, 01/10/2014 and 01-028/13, issued on 11/19/2013. The **APPLICABLE MODEL(S)/VINS, DESCRIPTION, REPAIR PROCEDURE** and **CALIBRATION INFORMATION** have been revised.
- Changes are noted below in Red beside the change bar.

APPLICABLE MODEL(S)/VINS

2014 Mazda3 vehicles with VINs lower than JM1 BM ***** 162663 (produced before December 18, 2013)

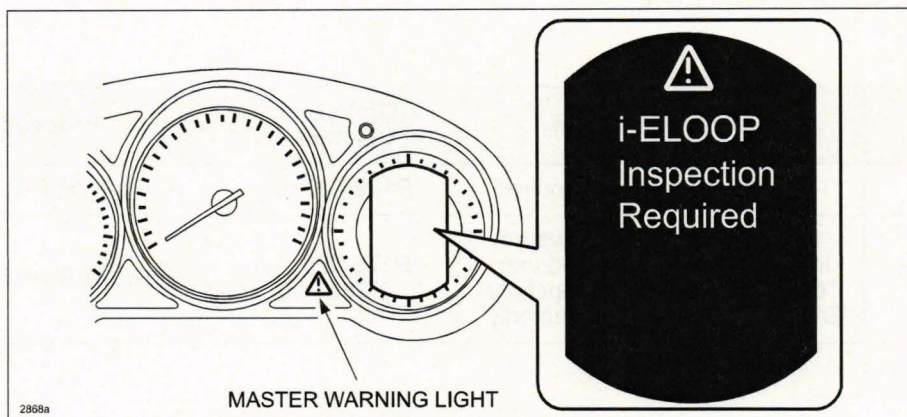
2014-2015 Mazda6 vehicles with VINs lower than JM1 GJ ***** 162912 (produced before December 3, 2013)

DESCRIPTION

Some customers may experience one of the following two symptoms:

1. Symptom (Mazda6 only)

- a. Warning message "i-ELOOP Inspection Required" is displayed in the instrument cluster information display while driving.
- b. The Master warning light will be illuminated.



- c. DTC P1794:00 (Capacitor (i-ELOOP) system: Capacitor (i-ELOOP) malfunction) will be stored in PCM memory.

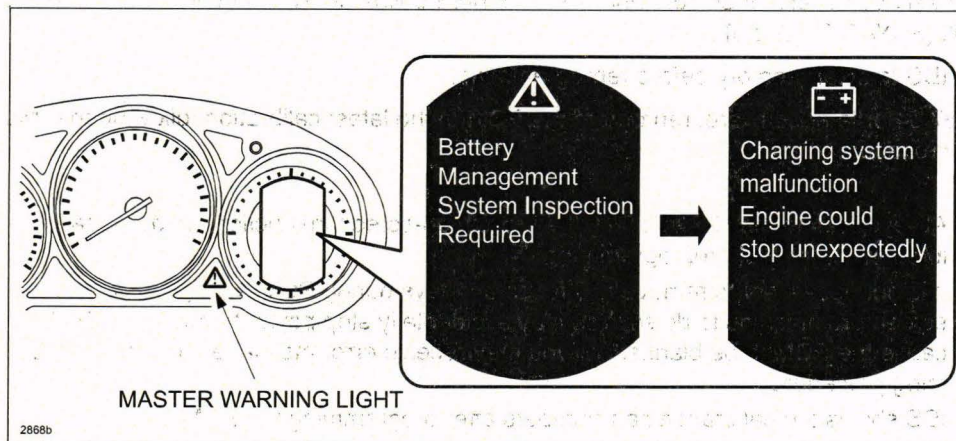
Customers having this concern should have their vehicle repaired using A. REPAIR PROCEDURE.

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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.

2. Symptom (Mazda3 and Mazda6)

- Warning message "Battery Management System Inspection Required" and then "Charging System Malfunction/Engine could stop unexpectedly" is displayed in the instrument cluster information display after driving in the rain.
- The Master warning light will be illuminated. **The Mazda6 warning indicator light and warning messages are shown below:**



- The following DTCs are stored in PCM memory:
 - DTC P1794:00 - Capacitor (i-ELOOP) system: Capacitor (i-ELOOP) malfunction
 - DTC P2502:00 - Generator system: Malfunction in voltage generated by generator

Customers having this concern should have their vehicle repaired using B. REPAIR PROCEDURE.

REPAIR PROCEDURE OUTLINE

Model	Warning Message	DTC(s) stored in PCM memory	Proceed to
Mazda6	"i-ELOOP Inspection Required"	P1794:00 only	A. REPAIR PROCEDURE
Mazda3	"Battery Management System Inspection Required" and then "Charging System Malfunction/Engine could stop unexpectedly"	P1794:00 and P2502:00	B. REPAIR PROCEDURE
Mazda6			

A. REPAIR PROCEDURE (Mazda6 with DTC P1794:00 only)

1. Verify DTC P1794:00 is stored in PCM memory.
2. Select M-MDS initial screen > "Datalogger" > "Module" > "PCM" > PID "CAP_SYS_16" and read the value.
3. Does the "CAP_SYS_16" show ON?
 - Yes - Proceed to step 4.
 - No - This service bulletin does not apply. Refer to MS3 online or Workshop Manual (section 01-02 DTC P1794:00 [SKYACTIV-G 2.5]).
4. Reboot the IDS to clear memory before reprogramming.
5. Using IDS 87.04 or later software, reprogram the PCM to the latest calibration following the "Module Reprogramming" procedure.

NOTE:

- Always update the IDS tool first, then follow on-screen instructions to download the needed calibration file for PCM reprogramming.
 - It is not necessary to remove any fuses or relays during PCM reprogramming when the IDS screen prompts you to do so. You may accidentally stop power to one of the PCM terminals and cause the PCM to be blanked, or you may receive error messages during the IDS reprogramming procedure.
 - IDS shows the calibration part numbers after programming the PCM.
 - Please be aware that PCM calibration part numbers and file names listed in any Service Bulletin may change due to future releases of IDS software, and additional revisions made to those calibrations for service related concerns.
 - When reprogramming a PCM, IDS will always display the "latest" calibration P/N available for that vehicle. If any calibration has been revised/updated to contain new information for a new service concern/issue, it will also contain all previously released calibrations.
 - **When performing this procedure, we recommend using the "Power Supply" mode in the Battery Management System to keep the vehicle battery up to capacity. If a different charger is used, make sure it does not exceed 20 AMPS. If it exceeds 20 AMPS, it could damage the VCM.**
6. After performing the PCM reprogramming procedure, verify the repair by starting the engine and making sure there are no MIL illumination or abnormal warning lights present.

NOTE:

- If any DTCs should remain after performing DTC erase, diagnose the DTCs according to the appropriate Troubleshooting section of the Workshop Manual.
- After PCM reprogramming, it is no longer necessary to road test the vehicle to "relearn" KAM (Keep Alive Memory).

B. REPAIR PROCEDURE (Mazda3 or Mazda6 with DTC P1794:00 and P2502:00)

1. Verify DTC P1794:00 and P2502:00 are stored in PCM memory.
2. Select M-MDS initial screen > "Datalogger" > "Module" > "PCM" > PID "CAP_SYS_13" and read the value.
3. Does the "CAP_SYS_13" show ON?
 - Yes - Proceed to step 4.
 - No - This service bulletin does not apply. Refer to MS3 online or Workshop Manual (section 01-02 DTC P1794:00 [SKYACTIV-G 2.5]) and (section 01-02 DTC P2502:00 [SKYACTIV-G 2.5]).
4. Reboot the IDS to clear memory before reprogramming.
5. Using IDS 89.02 or later software, reprogram the PCM to the latest calibration following the "Module Reprogramming" procedure.

NOTE:

- Always update the IDS tool first, then follow on-screen instructions to download the needed calibration file for PCM reprogramming.
- It is not necessary to remove any fuses or relays during PCM reprogramming when the IDS screen prompts you to do so. You may accidentally stop power to one of the PCM terminals and cause the PCM to be blanked, or you may receive error messages during the IDS reprogramming procedure.
- IDS shows the calibration part numbers after programming the PCM.
- Please be aware that PCM calibration part numbers and file names listed in any Service Bulletin may change due to future releases of IDS software, and additional revisions made to those calibrations for service related concerns.
- When reprogramming a PCM, IDS will always display the "latest" calibration P/N available for that vehicle. If any calibration has been revised/updated to contain new information for a new service concern/issue, it will also contain all previously released calibrations.
- **When performing this procedure, we recommend using the "Power Supply" mode in the Battery Management System to keep the vehicle battery up to capacity. If a different charger is used, make sure it does not exceed 20 AMPS. If it exceeds 20 AMPS, it could damage the VCM.**

6. Perform battery inspection. Refer to TSB 01-002/14. Charge or replace the battery if necessary.
7. After performing the PCM reprogramming procedure, verify the repair by starting the engine and making sure there are no MIL illumination or abnormal warning lights present.

NOTE:

- If any DTCs should remain after performing DTC erase, diagnose the DTCs according to the appropriate Troubleshooting section of the Workshop Manual.
- After PCM reprogramming, it is no longer necessary to road test the vehicle to "relearn" KAM (Keep Alive Memory).

CALIBRATION INFORMATION

Model	Spec.	Transmission	File Name	Note
Mazda6	Calif (ULEV)	A/T	PY1G-188K2-F	Mitsubishi with i-ELOOP
			PY1T-188K2-F	Denso with i-ELOOP
	Fed		PY2E-188K2-F	Mitsubishi with i-ELOOP
			PY2G-188K2-F	Denso with i-ELOOP
Mazda3	Calif	A/T	PY2P-188K2-C	Mitsubishi
			PY2S-188K2-C	Denso
	Fed		PY2R-188K2-C	Mitsubishi
			PY2T-188K2-C	Denso

NOTE: It is not necessary to order a PCM part for this repair procedure.

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 and Federal Emissions Limited Warranty term.
- DTC Code P1794 must be included on the claim or it will be rejected.
- Make a copy of the "Log Viewer" screen on M-MDS and attach it to the repair order.
- Additional diagnostic time cannot be claimed for this repair.

	PCM Reprogramming	<ul style="list-style-type: none"> • PCM Reprogramming • Battery Inspection 	<ul style="list-style-type: none"> • PCM Reprogramming • Battery Inspections (before and after recharge) • Battery Recharge
Warranty Type	A	A	A
Symptom Code	6X	6X	6X
Damage Code	9W	9W	9W
DTC Code	P1794	P1794	P1794
Part Number Main Cause	5555-RP-PCM	5555-RP-PCM	5555-RP-PCM
Quantity	0	0	0
Operation Number / Labor Hours	XXK2XAFX / 0.3 Hrs.	XXK2XBFX / 0.4 Hrs.	XXK2XCFX / 0.6 Hrs.

Make a copy of the "Log Viewer" screen on M-MDS and attach it to the repair order.