

**Tony Lawrence**

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**From:** Christopher Ciz  
**Sent:** Thursday, November 06, 2014 3:22 PM  
**To:** All Dirs All Rgns - PT; All Dirs All Rgns - SR  
**Subject:** MAZDA DEALER NOTICE - SERVICE BULLETIN RELEASE

**SERVICE BULLETIN RELEASE - 11/06/2014**

2014 INDEX: [http://www.mstore2000.com/PDF\\_Files/index11-06-14.pdf](http://www.mstore2000.com/PDF_Files/index11-06-14.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**

**09-048/14 - MULTI-MODEL - FUEL GAUGE SHOWS EMPTY AND/OR DISTANCE TO EMPTY INDICATES "0" WITH FUEL REMAINING**

[http://www.mstore2000.com/PDF\\_Files/09-048-14-2975.pdf](http://www.mstore2000.com/PDF_Files/09-048-14-2975.pdf)

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



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<b>Subject:</b> FUEL GAUGE SHOWS EMPTY AND/OR DISTANCE TO EMPTY INDICATES "0" WITH FUEL REMAINING	<b>Bulletin No:</b> 09-048/14
	<b>Last Issued:</b> 11/06/2014

## APPLICABLE MODEL(S)/VINS

2013-15 CX-5

2014-15 Mazda3 vehicles with VINs lower than JM1BM\*\*\*\*\*230374 (produced before September 1, 2014)

2014-15 Mazda6

## DESCRIPTION

Some customers may complain that the fuel gauge shows empty and/or the distance-to-empty on the multi-information display (MID) indicates "0" with a certain amount of fuel remaining in the tank.

This may be a normal operation of the fail-safe function:

1. If foreign material (contained in a poor-quality fuel) adheres to the fuel gauge sender unit, the fail-safe function initiates by forcing the fuel gauge and the distance-to-empty to indicate "zero fuel amount".
2. Immediately after the foreign material is dislodged by shaking of the fuel during driving or refueling, the fuel gauge will return to a normal reading, but the distance-to-empty will continue to read "0" until the next refueling of 3 US gallons (10 liters) or more.

To correct the problem the following change has been made:

1. There is no mass-production change to prevent adhesion of foreign material to the fuel gauge sender unit. So the fact remains unchanged that the fuel gauge and the distance-to-empty indicate "zero fuel amount" when foreign material adheres to the fuel gauge sender unit, and the fail-safe function initiates.
2. To equalize the recovery timing from the fail-safe mode, the logic has been changed so that the distance-to-empty recovers from "0" to a normal reading immediately after the foreign material is dislodged (at the same time as the fuel gauge).

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

## REPAIR PROCEDURE

1. Explain the following to the customer:
  - This is a normal operation of the fail safe function and not a malfunction, and that adhesion of foreign materials is an accidental occurrence with an extremely low recurrence rate.
  - If this occurs, rely on the fuel gauge instead of the distance-to-empty until the next fill up of 3 US gallons (10 liters) or more.
  - Resetting of the distance-to-empty ("0" reading") is possible by disconnecting and reconnecting the negative battery cable instead of refueling with 3 US gallons (10 liters) or more.
2. Disconnect and reconnect the negative battery cable.
3. Verify repair.

**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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**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 Warranty.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	65
Damage Code	9W
Part Number Main Cause	****-55-471*
Quantity	0
Operation Number / Labor Hours:	XXKA6ARX / 0.2 Hrs (Negative Battery Cable Disconnect and Reconnect)