

Service Bulletin

Mazda North American Operations
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Subject: FUEL GAUGE SHOWS EMPTY AND/OR DISTANCE TO EMPTY INDICATES "0" WITH FUEL REMAINING	Bulletin No: 09-048/14
	Last Issued: 11/11/2014

BULLETIN NOTE

- This bulletin supersedes the previous bulletins 09-048/14 issued on 11/06/14. The REPAIR PROCEDURE has been revised.
- Changes are noted below in Red beside the change bar.

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.

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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. 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.
2. Disconnect and reconnect the negative battery cable.
3. 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 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)