

Subject: FUEL GAUGE SHOWS EMPTY AND/OR DISTANCE TO EMPTY INDICATES "0" WITH FUEL REMAINING	Bulletin No: 09-048/14
	Last Issued: 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.

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)