



TO: Mazda Dealership General Managers, Service Managers, and Parts Managers
DATE: April 5, 2018
SUBJECT: 2017 MX-5 Battery Discharging Concern
Special Service Program (SSP) B5

Dear Mazda Dealer,

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) on certain 2017 MX-5 vehicles equipped with retractable fastback hardtop, and built from October 4, 2016 through May 9, 2017.

On affected MX-5 vehicles, if the vehicle is turned off while the Cruise Control is ON, the microcomputer may not go into sleep mode, allowing an electric current to continue to flow. With this condition, if the vehicle is left unused for an extended period of time (Approximately 10+ days), the battery may discharge, resulting in a no start condition. There are 5,125 vehicles in the United States affected by this SSP.

The purpose of this SSP is to reprogram the Instrument Cluster, with the owners of subject vehicles being notified by first class mail beginning April 6th, 2018. To help you effectively perform this campaign, Mazda has developed the following resources:

1. The Parts and Warranty Information, Repair Procedure, and Owner Letter are available on MGSS (Mazda Global Service Support) website via MXConnect.
2. Parts and Warranty information is also available on eMDCS.
3. For technical assistance, contact the Technical Assistance Hotline at (888) 832-8477, Option 3.
4. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
5. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626, Option 2.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this program before responding to customer inquiries.

We apologize for any inconvenience this SSP may cause you and your customers, and we greatly appreciate your understanding and support in carrying out this program.

Sincerely,

Akira Ikemoto

Director, Technical Services Division Mazda North American Operations



zoom-zoom

April 2018

Special Service Program (SSP) B5 2017 MX-5 Battery Discharging Concern

Dear Mazda Owner:

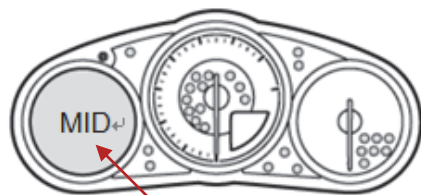
Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) on certain 2017 MX-5 vehicles equipped with retractable fastback hardtop and instrument cluster Type A with Multi-Informational Display (MID – see below), and built from October 4, 2016 through May 9, 2017.

If you are a recipient of this notice, your vehicle is included in Special Service Program (SSP) B5.

What is the problem?

If the vehicle is turned off while the Cruise Control is ON (See yellow image in Figure A below), the microcomputer may not shift into sleep mode and an electric current will continue to flow to the MID display. With this condition, if the vehicle is left unused for a long period of time (approximately 10 days or more), the battery may discharge, resulting in an engine no-start condition.

NOTE: If the vehicle is turned off AFTER the Cruise Control is turned OFF, this concern does not occur.



Instrument Cluster - Type A
(With Multi-Information Display)

Figure A. MID with Cruise Control indicators ON



What will Mazda do?

Your Mazda dealer will reprogram the Instrument Cluster in your vehicle. The repair will be performed free of charge, and will take approximately one hour to complete; however, your Mazda dealer may need your vehicle for a longer period of time.

What should you do?

We encourage you to make an appointment with any authorized Mazda dealer to have the Instrument Cluster software in your vehicle reprogrammed as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

Where is the closest Mazda dealer?

To locate your nearest Mazda dealer, visit our web site and use our "Locate a Dealer" feature at www.MazdaUSA.com

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete and mail the enclosed postage-paid **Information Change Card** (no envelope required) as soon as possible. This enables us to update our records and notify the current owner. If you are a vehicle lessor receiving this notice, please take steps to ensure that this notice is forwarded to the lessee.

Still have questions?

If you have any questions regarding this program, please contact our Customer Experience Center at (800) 222-5500, option #6.

Your satisfaction is a priority for Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. Please accept our apologies for any inconvenience this program may have caused you.

Sincerely,

Mazda North American Operations

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

ENGINE NO START DUE TO BATTERY DISCHARGE

Bulletin No.: 01-004/18

Last Issued: 02/15/2018

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2017 MX-5 RF with VINs lower than JM1ND*****106476 (produced before May 17, 2017)

DESCRIPTION

Some customers may complain about engine no start due to the battery being discharged. This may be caused by a software error with the speedometer which allows a dark current of 80 mA can continue to flow after the ignition is turned off. If the vehicle is not used for more than a week and left in this condition, the battery will discharge.

NOTE: A normal dark current value is about 25 – 45 mA.

Condition where dark current of 80mA occurs:

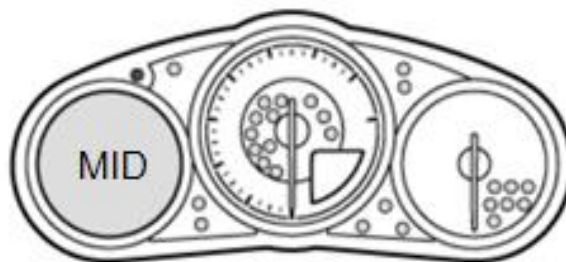
If the ignition is switched OFF while the Cruise Control is ON (one of the Cruise Control indicators is ON in the MID), the microcomputer does not shift into the sleep mode and an operation current of 80 mA will continue to flow.

NOTE: If the ignition is switched OFF after Cruise Control is turned OFF, this concern does not occur.

Cruise Control indicators is ON



Instrument Cluster with MID



To correct this concern, the software of the instrument cluster has been changed.

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. Confirm with the customer if the dead battery occurred because of the following:

- The ignition was turned off while Cruise Control was activated.
- The vehicle was not used for more than a week.

2. Reprogram the speedometer (IC) with Mazda Modular Diagnostic System (M-MDS) using IDS **108.04** or later software.

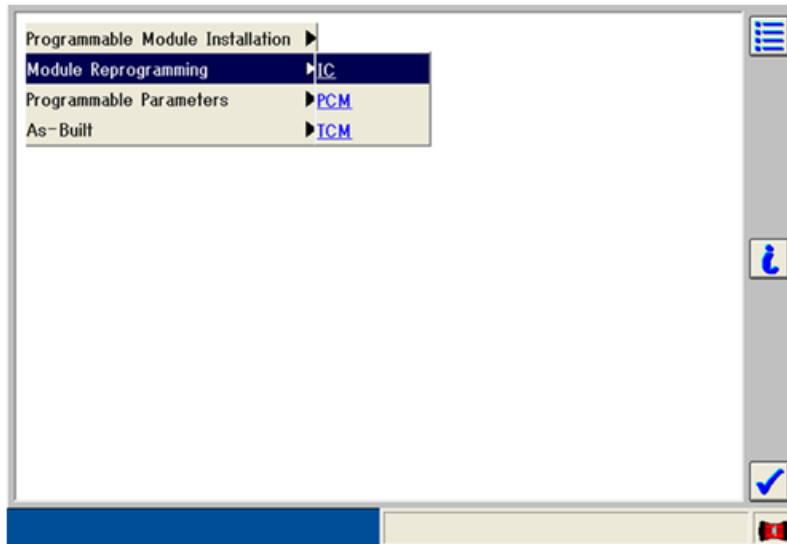
CAUTION: To avoid issues during the IC reprogramming, make sure all VCM cable connections are tight and the battery voltage is good. A poor connection between the vehicle and M-MDS and/or low voltage may result in abnormal termination and/or data corruption.

- Make sure the following connections are firmly connected, and then DO NOT touch the VCM and DLC cable to prevent causing noise or a poor connection.
 - Between the vehicle-side connector and the DLC cable
 - Between the PC-side connector and the USB port of the PC
- Connect an AC adapter to the PC in order to stabilize voltage fluctuation during reprogramming. DO NOT use the vehicle battery as a power source for the PC.
- During reprogramming, connect a battery charger (charge current maintained with 10 to 15A) to the vehicle to stabilize voltage fluctuation.

NOTE: Before reprogramming, pay attention to the vehicle condition and PC environment.

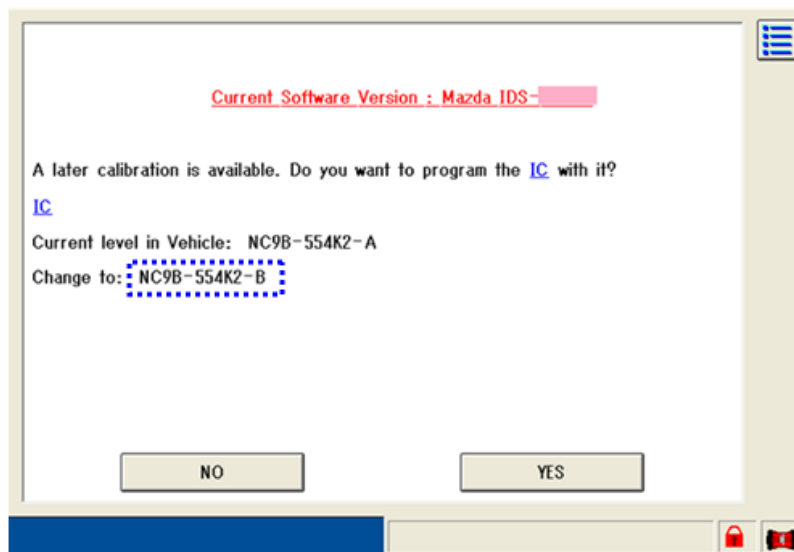
- Turn off all electrical loads, especially A/C blower, audio, rear defogger, headlights.
- Perform self test and verify no DTCs are stored. If a DTC is stored, fix the concern and delete the DTC.
- Disconnect all non-genuine aftermarket accessories.
- Verify the latest IDS software is installed on the computer.
- Terminate all programs other than IDS on the PC.
- Perform the reprogramming using a good internet connection. If using wireless, make sure the connection is strong.
- Make sure there is a proper amount of free space on the PC hard drive. Insufficient free space (less than 1 GB) could cause the PC to freeze during reprogramming.

- a. Select "Module Reprogramming", then select "IC".



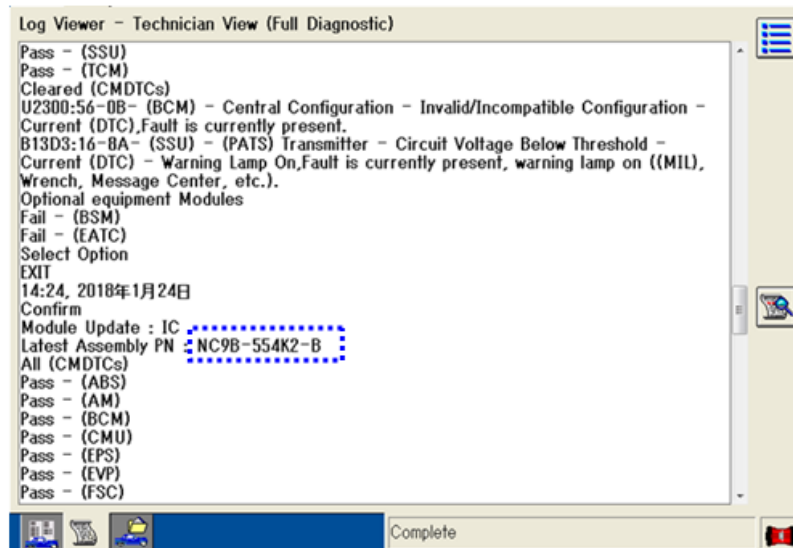
- b. On the following screen, click "YES" and follow the M-MDS instructions to reprogram the speedometer.

- If the message "No later calibration is available on the system for this IC" is displayed, the speedometer is already at the latest calibration and this TSB does not apply. "Current level in Vehicle" will show the new file name.



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c. After reprogramming, remove the session, then open a new session again and go to the “Log Viewer” screen on which the programmed file name is displayed as shown. If the new file name matches to “NC9B-554K2-B”, the reprogramming has been successfully completed.



NOTE: After reprogramming, these possible communication error related DTCs may be stored. This is a normal operation. Delete these DTCs.

B1207:86-0E	ESU - Crash Input Hardwired Signal - Signal Invalid
U0121:00-0A	BSM - Lost Communication With (ABS) Control Module
U0155:00-0A	BSM - Lost Communication With Instrument Panel Cluster Control Module
U0214:00-0A	BSM - Lost Communication With Remote Function Actuation
U0155:00-0A	EATC - Lost Communication With Instrument Panel Cluster Control Module
U0423:68-0A	EATC - Invalid Data Received From (IPC)
U0100:00-48	EPS - Lost Communication With (ECM)/(PCM) A
U0121:00-48	EPS - Lost Communication With (ABS) Control Module
U0155:00-48	EPS - Lost Communication With Instrument Panel Cluster Control Module
U0401:00-48	EPS - Invalid Data Received From (ECM)/(PCM)

3. Verify repair.

NOTE: If any DTCs should remain after performing DTC deletion, diagnose the DTCs according to the appropriate instructions on MGSS.

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

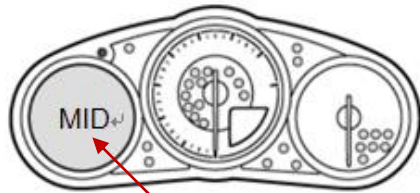
Warranty Type	A
Symptom Code	01
Damage Code	9W
Part Number Main Cause	****-55-471* (Enter a part number of the speedometer applicable to the vehicle in repair.)
Quantity	0
Operation Number / Labor Hours:	XXN9YXFX / 0.3 Hrs. Operation: Reprogramming the speedometer If the battery is charged, add the following labor operation and hours. XXNA5XRX / 0.5 Hrs. Operation: Battery, R/R and recharge

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CONDITION OF CONCERN

If the ignition is switched OFF while the Cruise Control is ON (one of the Cruise Control indicators is ON in the MID in Figure A below), the microcomputer does not shift into sleep mode and an operation current will continue to flow to the MID display. With this condition, if the vehicle is left unused for a long time (more than approximately 10 days), the battery may discharge, resulting in an engine no-start condition.

NOTE: If the ignition is switched OFF after Cruise Control is turned OFF, this concern does not occur.



Instrument Cluster - Type A
(With Multi-Information Display)

Figure A. With Cruise Control indicators ON



Dealers are to reprogram the Instrument Cluster with modified software.

SUBJECT VEHICLES

Model	VIN Range	Build Date Range
2017 MX-5 With retractable fastback hardtop, instrument cluster (Type A) with MID and Cruise Control 	JM1 ND**** H0 100016 – 106326	From October 4, 2016 through May 9, 2017

The asterisk symbol “*” can be any letter or number.

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail beginning March XX, 2018.
Owners will be informed they should bring their vehicle to their local Mazda dealer for Instrument Cluster reprogramming.

PARTS INFORMATION

Description	Part Number	Quantity	Notes
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store (no charge)

WARRANTY CLAIM PROCESSING INFORMATION*

	Meter Reprogramming
Process Number	AJ009A
Symptom Code	99
Damage Code	99
Part Number Main Cause	7777-SP-P05
Quantity	0
Labor Operation Number	XXP2LXFX
Labor Hours	0.3hrs.
Additional labor (if necessary)	If the battery is not charged, add the following labor operation number and labor hours. XXP2MXRX & 0.5 hrs. (Operation: Battery, R&R and recharge)