

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: 2019 MAZDA3 SERVICE CAUTIONS FOR NEW AND REVISED FUNCTIONS	Service Alert No.: SA-010/19
	Last Issued: 03/06/2019

BULLETIN NOTES

This Service Alert supersedes the previously issued Service Alert(s) listed below: The changes are noted in Red.

Previous Service Alert(s):	Date(s) Issued:
SA-010/19	03/05/2019, 02/25/19

APPLICABLE MODEL(S)/VINS

2019 Mazda3

DESCRIPTION

The new 2019 Mazda3 has new features that may be difficult to understand. This Service Alert provides valuable information to support potential customer concerns.

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Item	Service Information
<p>Front Wiper Service Caution</p> <ol style="list-style-type: none"> 1. Wiper arm park position is located under the hood. 2. When servicing front wipers, front wiper service mode is required or damage to wiper arms may occur (see Service Information). 3. If wiper arms are replaced, M-MDS is needed for wiper arm adjustment (see Service Information) 4. DO NOT use wiper arms as markers when in dealer inventory. 	<p>See Owner's Manual -> Maintenance and Care > Replacing Windshield Wiper Blades</p> <p>MGSS: WINDSHIELD WIPER ARM AND BLADE ADJUSTMENT</p>

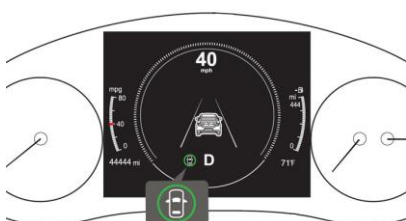
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i-ACTIVSENSE Switch (New)



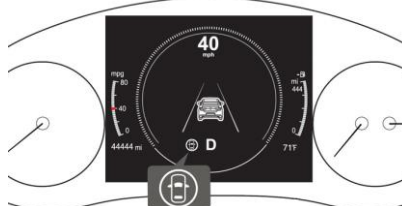
When i-ACTIVSENSE is in normal operating status, the instrument cluster i-ACTIVSENSE indicator is green.

Activated Status: Green



When i-ACTIVSENSE has an environmental fault, such as a dirty windshield or driving into the sun, the instrument cluster i-ACTIVSENSE indicator is white.

Stand-by Status: White

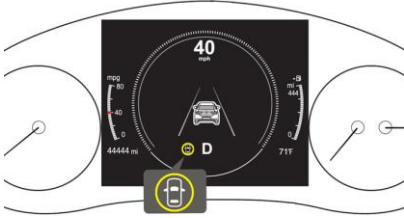
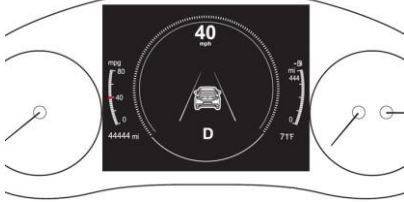


When i-ACTIVSENSE has a fault that needs diagnosis by a dealership, the instrument cluster i-

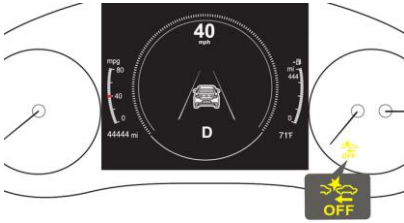
Warning Status: Amber

See Owner's Manual ->
When Driving -> i-ACTIVSENSE -> i-ACTIVSENSE

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<p>ACTIVSENSE indicator is amber.</p>		
<p>When the i-ACTIVSENSE switch is pressed <i>and released immediately</i>, the following systems are canceled.</p> <ol style="list-style-type: none"> 1. Lane Departure Warning System (LDWS) 2. Blind Spot Monitoring (BSM) 3. Distance Speed Alert (DSA) 4. Rear Cross Traffic Alert (RCTA) 5. Lane-keep Assist System (LAS) <p>To turn the system back to "Activated Status", press the i-ACTIVSENSE switch once.</p>	<p>Partially Cancelled Status: INDICATOR IS TURNED OFF</p> 	

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<p>NOTE: If MRCC is used, the system will also return to "Activated Status".</p>		
<p>When the i-ACTIVSENSE switch is pressed <i>and held</i>, all systems are canceled.</p> <ol style="list-style-type: none"> 1. Lane Departure Warning System (LDWS) 2. Blind Spot Monitoring (BSM) 3. Distance Speed Alert (DSA) 4. Rear Cross Traffic Alert (RCTA) 5. Lane-keep Assist System (LAS) 6. Smart Brake Support (SBS) 7. Smart Brake Support [Rear] (SBS-R) 	<p>Fully Cancelled Status: <i>I-ACTIVSENSE INDICATOR IS OFF</i> <i>SBS OFF WARNING LIGHT IS ON</i></p> 	

8. Smart Brake Support [Rear Crossing] (SBS RC)		
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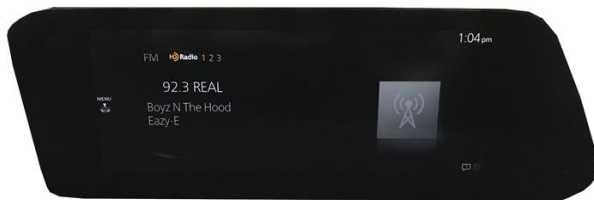
Traffic Sign Recognition (TSR) Inoperative

TSR is only available with a dealer installed in-vehicle navigation system accessory.

See Owner's Manual ->
When Driving -> i-
ACTIVSENSE -> i-
ACTIVSENSE ->
Traffic Sign
Recognition
System (TSR)

MGSS: Traffic Sign
Recognition (TSR)

MAZDA CONNECT (New)



See Owner's
Manual ->
Interior Features -
> Mazda Connect

MGSS:

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Center Display View

The rear-view monitor and Android Auto do not utilize all of the center display space.

Function	Display
MAZDA CONNECT FM	
Apple CarPlay	
Android Auto	
Rear View Monitor	

ENTERTAINMENT
SYSTEM

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In-Vehicle Digital Owner's Manual

The in-vehicle digital OM can be displayed on the center display while the vehicle is stopped. Customer can search descriptions and watch videos of vehicle features and functions by operating the commander switch.



NOTE: The digital owner's manual must be installed during PDI. Due to printing deadlines and later updates to the digital manual, the content of the digital manual may differ from the printed manual.

SIRIUSXM Data Service No Free Trial (Preferred Package and above)

1. Only available as a paid subscription.
2. 2019 Mazda3 is not equipped with factory installed navigation system, however, it is available as a dealer installed accessory.
3. SiriusXM Traffic Plus feature requires in-vehicle navigation SD card.

See Owner's Manual -> Interior Features -> Mazda Connect -> Appendix

SA-007/19 - SIRIUSXM DATA SERVICES

Doors Lock With Keys In The Vehicle When Liftgate Lock Switch Is Pressed



DO NOT leave keys in the vehicle. The doors will lock with keys in the vehicle when liftgate lock switch is pressed and liftgate is closed.

NOTE: The liftgate will not lock in the above condition.

See Owner's Manual -> Before Driving -> Doors and Locks
NOTE: This is currently under investigation.

Auxiliary Key

The auxiliary key needs to be inserted into the transmitter during PDI.



Auxiliary Keys and Transmitters are located in the center console

Auxiliary Key

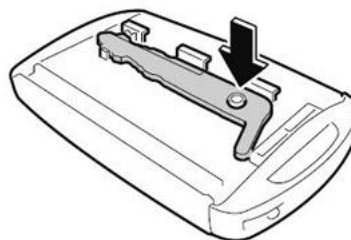
Transmitter

Insert the auxiliary key into the transmitter.

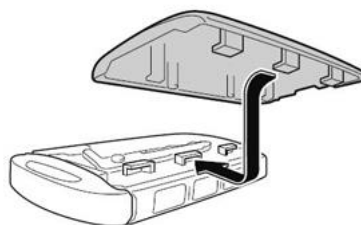
Remove the transmitter lower cover by sliding the knob in the direction shown and then sliding the cover in the opposite direction.



Insert the auxiliary key.



Install the transmitter lower cover by inserting the tabs of the lower cover into the slots of the transmitter.



See Owner's Manual -> Before Driving -> Keys-> Auxiliary key

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Keyless Entry Using Auxiliary Key

If the vehicle battery is discharged and/or the key battery is dead, vehicle entry is possible using the auxiliary key.



See Owner's Manual ->
Before Driving ->
Keys -> Auxiliary Key

Then refer to
Owner's Manual ->
Before Driving ->
Doors and Locks ->
Unlocking with
Auxiliary Key

Rear Door Child Safety Locks Operation

The auxiliary key is required to enable (lock) and disable (unlock) the rear door child safety locks.



1. Auxiliary Key

2. Lock

3. Unlock

See Owner's Manual ->
Before Driving ->
Doors and Locks ->
Rear Door Child
Safety Locks

Battery Saving Function For Key Fob

The new 2019 Mazda3 has a "power saving" function built into the keyless entry system where some key fob functions are disabled. This feature could accidentally be enabled and some concerns with the vehicle may be:

1. Does not start
2. Does not start unless you hold the fob to the start/stop button
3. Does not unlock using the door handle, you must use the remote to unlock the vehicle
4. Does not lock using the door handle, you must use the remote to lock the vehicle

See Owner's
Manual ->
Before Driving ->
Keys -> Power
saving function

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Electric Parking Brake (EPB) New Function

When the ignition is switched OFF, the parking brake will be applied automatically. The EPB indicator light in the instrument cluster and the EPB switch indicator light turn ON. This function cannot be changed.



1. Indicator light

Parking Brake Automatic Release

If the accelerator pedal is depressed with the parking brake applied and all of the following conditions are met, the parking brake is will automatically release. When the parking brake is released, the EPB indicator light in the instrument cluster and the EPB switch indicator light turn off.

A/T	M/T
Engine is running	
Driver's door is closed	
Driver's seat belt is fastened	
Selector lever is in the D, M, or R position	Shift lever is in a position other than neutral
	Clutch pedal is depressed halfway

See Owner's Manual -> When Driving -> Brake -> EPB Auto operation

A/C Air Temperature Is Not Cold

The air temperature logic has changed. When diagnosing A/C performance complaints, do not compare to other Mazda vehicles.

Use the Workshop Manual and/or compare A/C performance with same model/year vehicle.

MGSS:
REFRIGERANT
SYSTEM
PERFORMANCE
TEST [(US)]

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Tire Pressure Monitoring System (TPMS) Change

The TPMS system uses a new rubber type direct TPMS.



New Rubber Type

Old Metal Type

1. The new rubber type is not reusable. If the TPMS sensor is removed from the wheel, it must be replaced.

MGSS: TIRE
PRESSURE
MONITORING
SYSTEM (TPMS)

Condition Based Maintenance (Except Canada)

The vehicle calculates the maintenance (oil change) timing.

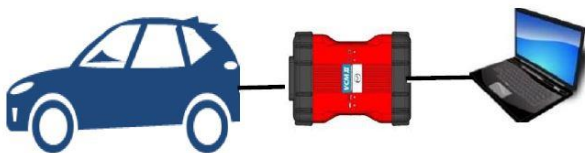
1. This function cannot be turned OFF.
2. Distance until the oil change is available in MAZDA CONNECT.
3. **Reset is required after every oil change.**

MGSS:
MAINTENANCE
MONITOR
OPERATION
PROCEDURE

New M-MDS (MDARS)

A new M-MDS diagnostic tester (MDARS) for 7th generation vehicles (starting with the 2019 Mazda3) is used.

1. Performs more maintenance service functions
2. Performs more complicated vehicle electrical system diagnostic
3. Reprograms more ECU's



MGSS: BASIC
KNOWLEDGE

Parts Replacement

When replacing vehicle parts such as ECU's, motors, seats....etc, always refer to MGSS. Some new components may not operate if MGSS new part replacement procedure is not performed.
