

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



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| Subject: 2019 MAZDA3 SERVICE CAUTIONS FOR NEW AND REVISED FEATURES | Service Alert No.: SA-010/19 |
| | Last Issued: 03/29/2019 |

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 | 03/21/2019, 03/15/19, 03/08/19, 03/06/19, 03/05/19, 02/25/19 |

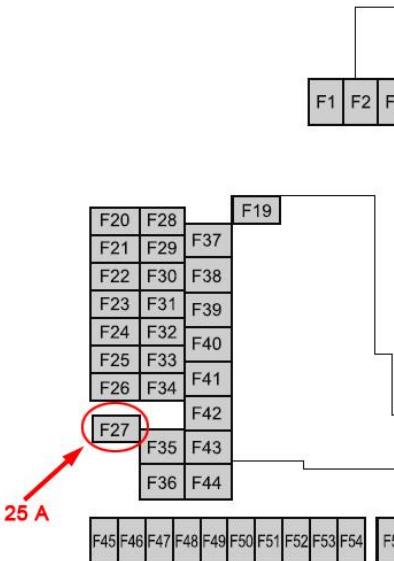
APPLICABLE MODEL(S)/VINS

2019 Mazda3

DESCRIPTION

The new 2019 Mazda3 has new and revised features that are different from previous models, and may be difficult to understand. This Service Alert provides valuable information to support potential dealer and customer concerns.

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| Item | Service Information |
|---|--|
| <p>Fuse to be Installed at PDI</p> <ol style="list-style-type: none"> 1. There is only one fuse removed at the factory that should be installed at PDI. It is fuse F27 (25A). The fuse is stored in the lid of the fuse box with the spare fuses. 2. The current PDI form is wrong. It states there are two (2) fuses removed (F46 and F50) that should be installed. The form is being updated with this change. | <p>Fuse Block (Engine Compartment)</p>  |
| <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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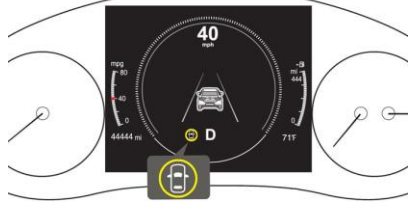
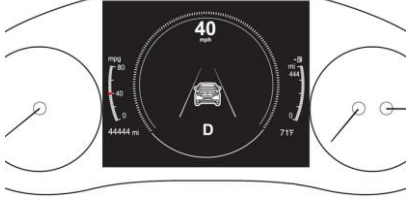
i-ACTIVSENSE Switch (New)



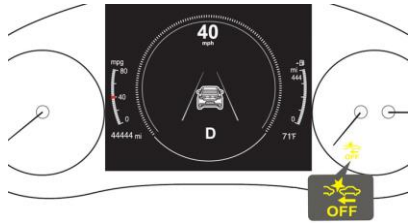
| | |
|--|--------------------------------|
| <p>When i-ACTIVSENSE is in normal operating status, the instrument cluster i-ACTIVSENSE indicator is green.</p> | <p>Activated Status: Green</p> |
| <p>When i-ACTIVSENSE has an environmental fault, such as a dirty windshield or driving into the sun, the instrument cluster i-ACTIVSENSE indicator is white.</p> | <p>Stand-by Status: White</p> |
| <p>When i-ACTIVSENSE has a fault that needs diagnosis by a dealership, the instrument cluster i-</p> | <p>Warning Status: Amber</p> |

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 style="text-align: center;">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 style="text-align: center;">Fully Cancelled Status: <i>I-ACTIVSENSE INDICATOR IS OFF</i> <i>SBS OFF WARNING LIGHT IS ON</i></p>  | |

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| 8. Smart Brake Support [Rear Crossing] (SBS RC) | | |
| | | |

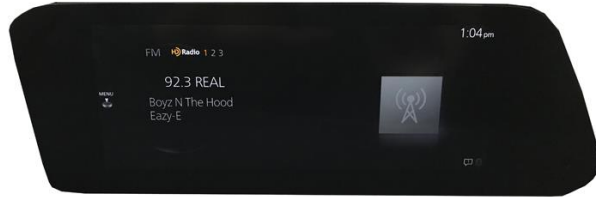
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Traffic Sign Recognition (TSR) Inoperative
 TSR is only available with a dealer installed in-vehicle navigation system accessory.

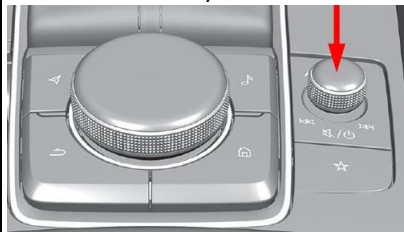
See Owner's Manual ->
 When Driving -> i-ACTIVSENSE ->
 i-ACTIVSENSE -> Traffic Sign
 Recognition System (TSR)

MGSS: Traffic Sign Recognition
 (TSR)

MAZDA CONNECT New Power Off Function



1. Audio Mute - Short press the volume knob (Press again to cancel)
2. Power Off - Press and hold the volume knob (Press and hold again to Power ON)



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

MGSS: ENTERTAINMENT SYSTEM

In-vehicle Owner's Manual
 installation

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MAZDA CONNECT Center Display View

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

| Function | Display |
|--------------------------|--|
| <p>MAZDA CONNECT FM</p> |  |
| <p>Apple CarPlay</p> |  |
| <p>Android Auto</p> |  |
| <p>Rear View Monitor</p> |  |

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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:**

1. 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.
2. USB memory flash drive FAT16 or FAT32 format is required for installation.
3. The vehicle's infotainment system will only accept file names [contents.tar] and [contents.sig]. File names with additional suffixes will not be accepted.
4. The infotainment system may inadvertently be powered OFF if the diagnostic assist function buttons are not pressed correctly. Simply press and hold the volume knob to power back ON.

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Navigation System

2019 Mazda3 is not equipped with factory installed navigation system, however, it is available as a dealer installed accessory. **NOTE:** The 2019 Mazda3 accessory navigation SD is made in Japan instead of USA. If you use a made in the USA navigation SD card (for 6th gen) in the 2019 Mazda3, it will not function.



2019 Mazda3



Except 2019 Mazda3

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

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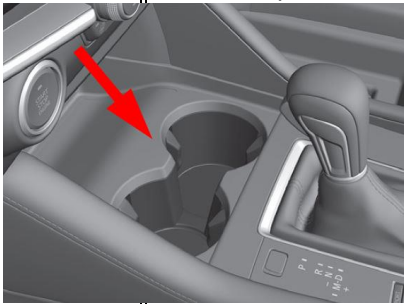
Doors Lock With Keys In The Vehicle When Liftgate Lock Switch Is Pressed



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, but the liftgate will not lock in the above condition.

NOTE: This is currently under investigation.

See Owner's Manual ->
Before Driving -> Doors and Locks

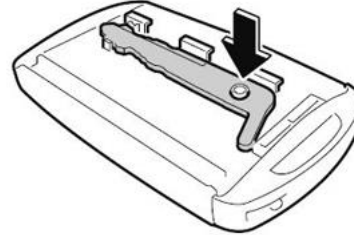
| | |
|---|--|
| <p>Auxiliary Key</p> <p>The auxiliary keys need to be inserted into the transmitters during PDI.</p> | |
| <p>Auxiliary Key</p>  <p>NOTE: The auxiliary keys are small and could be overlooked during PDI.</p> | <p>Transmitter</p>  |
| <p>Vehicles arrive at the dealer with Auxiliary Keys located in the glove compartment*</p>  | <p>Vehicles arrive at the dealer with Transmitters located in the front cup holder*</p>  <p style="text-align: right;">See before Driving y</p> |
| <p>* Vehicles that arrive at the dealer after business hours, transmitters/auxiliary keys are located in the dealer's early bird key drop box.</p> | |
| <ol style="list-style-type: none"> 1. If one auxiliary key is lost, some key machines can trace cut a new replacement key. 2. If both auxiliary keys are lost, key machines cannot cut new replacement keys at this time. <ol style="list-style-type: none"> 1. Key machines will not recognize the key code for these new keys. 2. Mazda is aware of this issue and is working on a resolution. <p>Transmitter Note:</p> <ol style="list-style-type: none"> 1. If one transmitter is lost, inform the customer to take cautions not to lose the 2nd transmitter. 2. If both transmitters are lost, the vehicle will be disabled. <ol style="list-style-type: none"> 1. MDARS is not able to program transmitters at this time. 2. Mazda is aware of this issue and is working on a resolution. <p>Insert the auxiliary key into the transmitter.</p> | |

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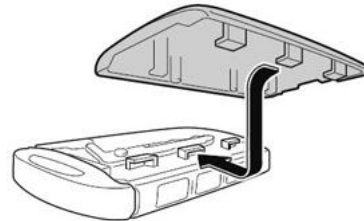
Remove the transmitter lower cover by sliding the knob in the direction shown and then sliding the cover in the opposite direction.



Insert the auxiliary key.



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



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Transmitter Battery Saving Function (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. Engine does not start.
2. Engine does not start unless you hold the fob to the start/stop button.
3. Doors do not unlock using the door handle, but unlock with the remote.
4. Doors do not lock using the door handle, but lock with the remote.
5. Transmitter indicator light does not turn on/flash.

Turning on the power saving function

After you have turned on the power saving function according to the following procedure, the hazard warning lights and sound operate* one time.

1. Press the lock button on the transmitter 4 times within 3 seconds to turn on the operation indicator light.
2. Press the lock button continuously for 1.5 seconds or longer while the operation indicator light turns on (for 5 seconds).
3. Press any of the buttons on the transmitter to make sure that the operation indicator light does not turn on/flash.

Turning off the power saving function

After you have turned off the power saving function according to the following procedure, the hazard warning lights and sound operate* one time.

1. Press any of the buttons on the transmitter to make sure that the operation indicator light does not turn on/flash.
2. Press the lock button on the transmitter 4 times within 3 seconds to turn on the operation indicator light.
3. Press the lock button continuously for 1.5 seconds or longer while the operation

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indicator light turns on (for 5 seconds).

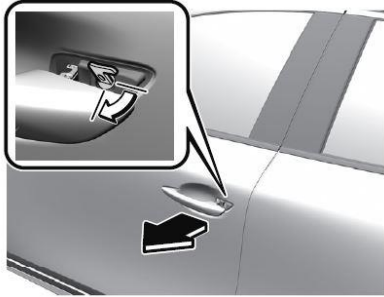
*: with the advanced keyless function

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

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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

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Seat Warmer and Heated Steering Wheel Auto Mode

The driver and front passenger's seater warmers* and the heated steering wheel* can be set to be automatically controlled (turned on and off) by the climate control system, depending on the set temperature.

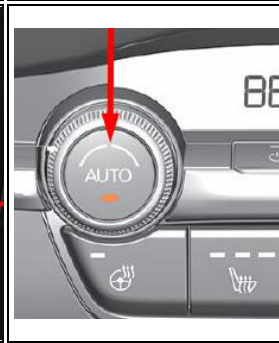
Auto Mode

1. Go to MAZDA CONNECT home screen and select "Settings"
2. Select "Vehicle Settings".
3. Enable "Link Seat Climate Control Temperatures".
4. Press the climate control AUTO switch.

Link Seat Climate Control Temperatures Setting



Climate Control Auto Switch



See Owner's Manual -> Essential Safety Equipment -> Seat Warmer/Heated Steering Wheel -> Seat Warmer / Heated Steering Wheel

* if equipped

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Electric Parking Brake (EPB)

Parking Brake Auto Operation

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.



1. Indicator light

Canceling the Parking Brake Auto Operation

Parking brake auto operation can be canceled using the procedure in the Owner's Manual.

NOTE: When the ignition is cycled back ON, the parking brake auto operation is restored.

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 automatically release. When the parking brake is released, the EPB indicator light in the instrument cluster and the EPB switch indicator light turn off.

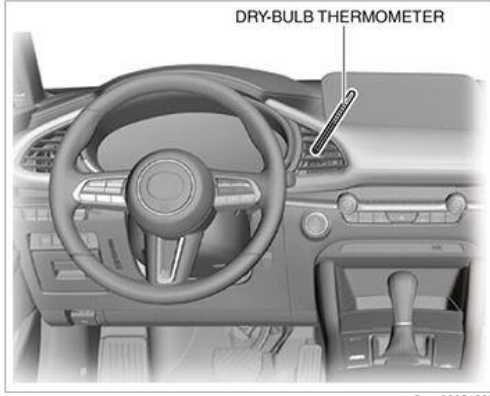
| A/T | M/T | |
|--|---|--|
| Engine is running | | |
| Driver's door is closed | | |
| Driver's seat belt is fastened | | |
| Selector lever is in the D, M, or R position | Shift lever is in a position other than neutral | |
| | Clutch pedal is depressed halfway | |

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

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A/C Air Temperature Is Not Cold

When diagnosing A/C performance complaints, use a thermometer as shown below and only compare A/C performance to another vehicle that is the same model/year/HVAC type*.



*HVAC Types:

1. FULL-AUTO AIR CONDITIONER
2. MANUAL AIR CONDITIONER

MGSS: REFRIGERANT SYSTEM PERFORMANCE TEST [(US)]

Tire Pressure Monitoring System (TPMS) Change

The TPMS system uses a new rubber type direct TPMS.

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

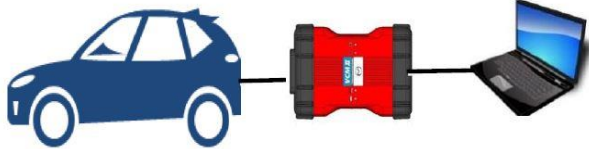


New Rubber Type

Old Metal Type

MGSS: TIRE PRESSURE MONITORING SYSTEM (TPMS)

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| | |
|---|--|
| <p>Condition Based Maintenance (Except Canada) The vehicle calculates the maintenance (oil change) timing.</p> <ol style="list-style-type: none"> 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. | <p>MGSS: MAINTENANCE MONITOR OPERATION PROCEDURE</p> |
| <p>New M-MDS (MDARS) A new M-MDS diagnostic tester (MDARS) for 7th generation vehicles (starting with the 2019 Mazda3) is used.</p> <ol style="list-style-type: none"> 1. Performs more maintenance service functions 2. Performs more complicated vehicle electrical system diagnostic 3. Reprograms more ECU's  | <p>MGSS: BASIC KNOWLEDGE</p> |
| <p>Parts Replacement</p> <p>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.</p> | <p>---</p> |

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