Service Alert

Mazda North American Operations Irvine, CA 92618-2922



Subject:

2019 MAZDA3 SERVICE CAUTIONS FOR NEW AND REVISED FEATURES

Service Alert No.: SA-010/19

Last Issued: 04/11/2019

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 | 03/29/2019, 03/21/2019, 03/15/19,03/08/19, 03/06/19, 03/05/19, 02/25/19 |

APPLICABLE MODEL(S)/VINS

2019 Mazda3

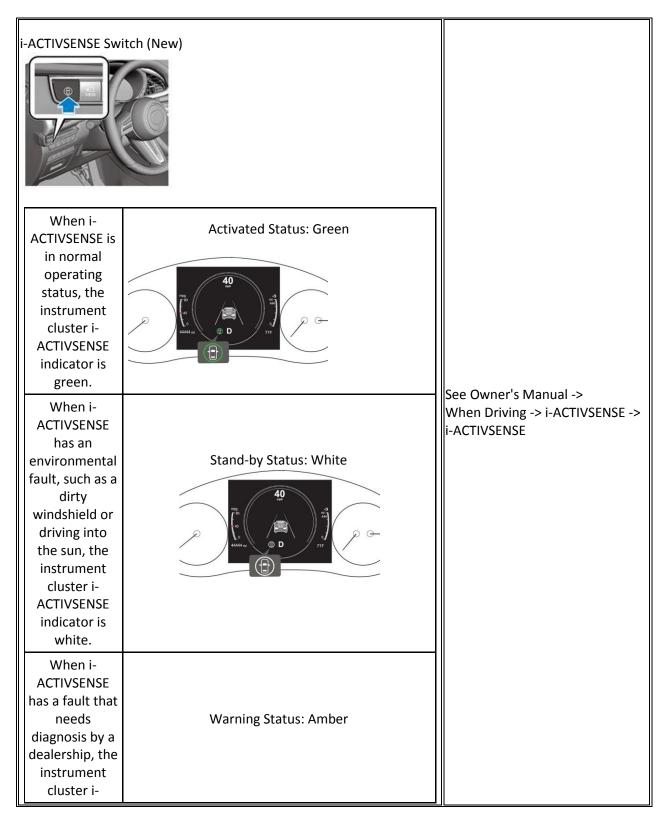
DESCRIPTION

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.

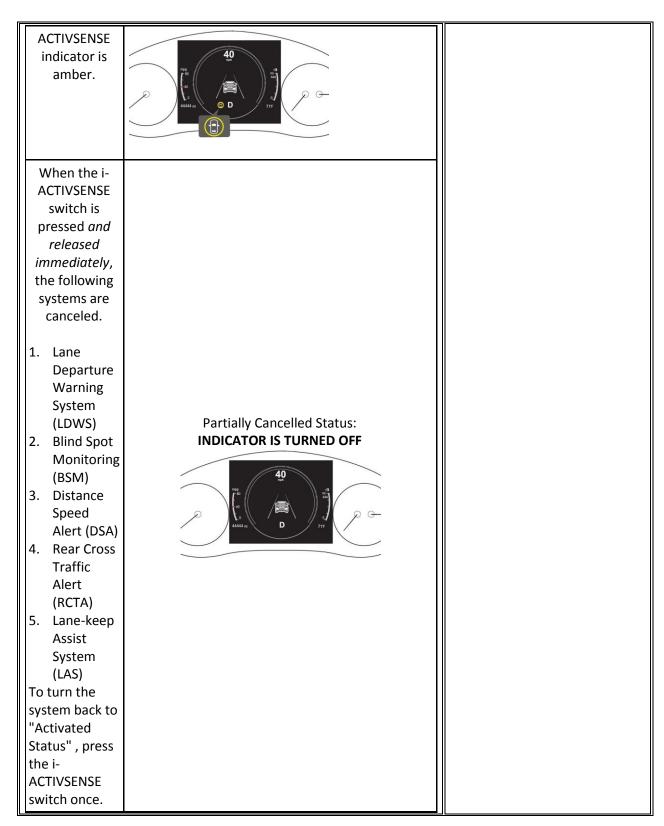
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Service Information Item **Fuse Block** (Engine Compartment) Fuse to be Installed at PDI 1. There is only one fuse removed at the factory that should be F19 F20 F28 installed at PDI. It is fuse F27 (25A). The fuse is stored in the lid of F21 F29 the fuse box with the spare fuses. F30 F38 F22 2. The current PDI form is wrong. It states there are two (2) fuses F31 F39 removed (F46 and F50) that should be installed. The form is being F32 F33 updated with this change. F41 F34 F43 F36 F44 See Owner's Manual -> Front Wiper Service Caution Maintenance and Care > 1. Wiper arm park position is located under the hood. Replacing Windshield Wiper 2. When servicing front wipers, front wiper service mode is required Blades or damage to wiper arms may occur (see Service Information). 3. If wiper arms are replaced, M-MDS is needed for wiper arm MGSS: WINDSHIELD WIPER ARM adjustment (see Service Information) AND BLADE ADJUSTMENT DO NOT use wiper arms as markers when in dealer inventory.

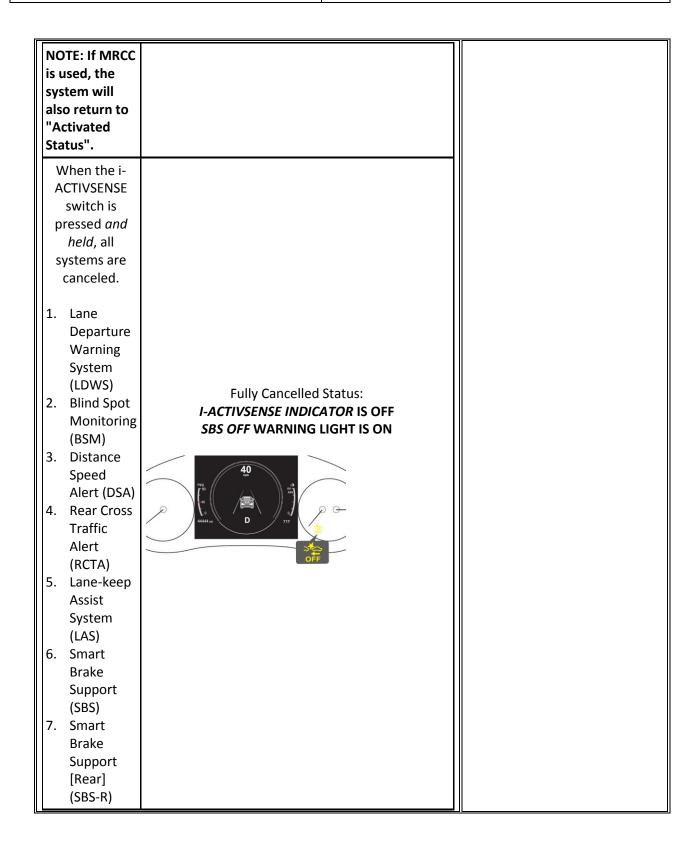
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|---|-------------------------|--|--|
| 8. Smart Brake Support [Rear Crossing] (SBS RC) | | | |
| | | | |

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Traffic Sign Recognition (TSR) Inoperative

TSR is only available with a dealer installed invehicle 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



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

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



MGSS: ENTERTAINMENT SYSTEM

In-vehicle Owner's Manual installation

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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.
- 2. USB memory flash drive FAT16 or FAT32 format is required for installation.
- 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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Power Door Locks

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



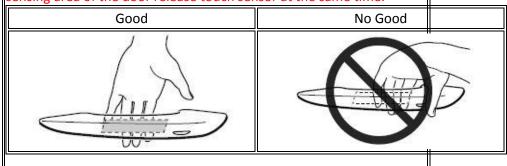
DO NOT leave keys in the vehicle. The doors will lock with keys in the vehicle when liftgate lock switch is pressed and liftgate is closed, but the liftgate will not lock in the above condition.

NOTE: This is currently under investigation.

Doors cannot be unlocked using the outside door handle touch sensor The door handle touch sensor system may not operate normally under the following conditions:

- 1. Front passenger (without key) grabs and holds the outside door handle before the driver (with key) touches the drivers outside door handle unlock touch sensor.
- 2. You touch the sensing area of the door lock touch sensor and the sensing area of the door release touch sensor at the same time.

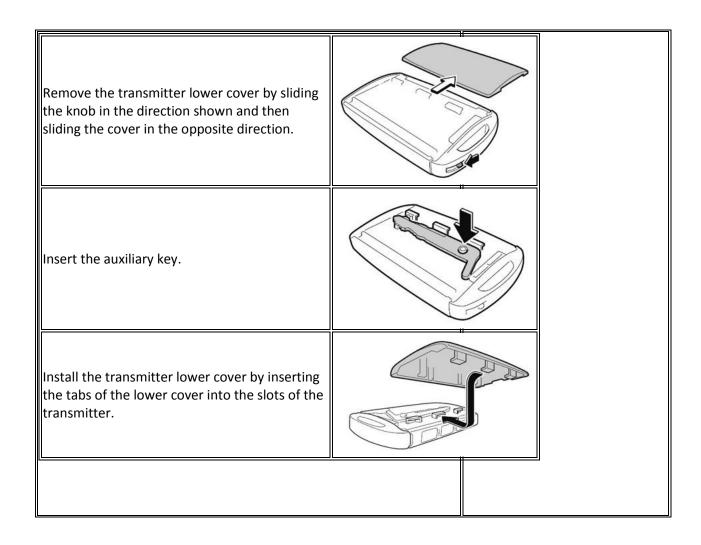
See Owner's Manual ->
Before Driving -> Doors and Locks



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Auxiliary Key The auxiliary keys need to be inserted into the transmitters during PDI. **Auxiliary Key** ransmitter NOTE: The auxiliary keys are small and could be overlooked during PDI. Vehicles arrive at the dealer with Auxiliary Keys Vehicles arrive at the dealer with Transmitters located in the glove compartment* located in the front cup holder* See efore Driving * Vehicles that arrive at the dealer after business hours, transmitters/auxiliary keys are located in the dealer's early bird key drop box. 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. 1. Key machines will not recognize the key code for these new 2. Mazda is aware of this issue and is working on a resolution. Transmitter Note: 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. 1. MDARS is not able to program transmitters at this time. 2. Mazda is aware of this issue and is working on a resolution. Insert the auxiliary key into the transmitter.

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| rvice Alert No.: SA-010/19 Last Issued: | 04/11/2019 |
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| Transmitter Battery Saving Function (Key Fob) The new 2019 Mazda3 has a "power some function built into the keyless entry system where some key for functions are disabled. This feature could accidentally be enabled 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/button. 3. Doors do not unlock using the door handle, but unlock wit remote. 4. Doors do not lock using the door handle, but lock with the remote. 5. Transmitter indicator light does not turn on/flash. | 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 |

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 auxilary 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

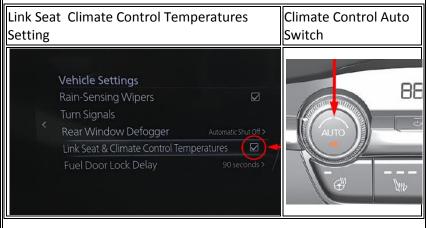
The driver and front passenger's seater
warmers* and the heated steering wheel* can be set to be
automatically controlled (turned on and off) by the climate control
system, depending on the set temperature.

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.



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.



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.

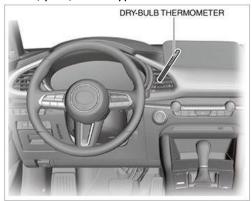
See Owner's Manual -> When Driving -> Brake -> EPB Auto operation

| A/T | M/T | |
|--|---|-----------|
| Engine | | |
| Driver's d | | |
| Driver's seat | | |
| Selector lever is in the D, M, or R position | Shift lever is in a position o neutral | ther than |
| | Clutch pedal is depressed | halfway |
| | | |

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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*.



MGSS: REFRIGERANT SYSTEM
PERFORMANCE TEST [(US)]

*HVAC Types:

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

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.



MGSS: TIRE PRESSURE MONITORING SYSTEM (TPMS)

New Rubber Type Old Metal Type

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Condition Based Maintenance (Except Canada) The vehicle calculates the maintenance (oil change) timing. MGSS: MAINTENANCE MONITOR OPERATION PROCEDURE 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. 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 MGSS: BASIC KNOWLEDGE 3. Reprograms more ECU's 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.

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