Mazda North American Operations Irvine, CA 92618-2922



Subject:

2018-2019 CX-5 SKYACTIV-D 2.2L - NEW DIESEL ENGINE FEATURES, PDI PROCEDURES AND SERVICE CAUTIONS Service Alert No.: SA-026/19

Last Issued: 07/24/2019

BULLETIN NOTES

This service alert supersedes the previously issued service alert(s) listed below. The changes are noted in Red text.

Previous Servce Alert:	Date(s) Issued:
SA-026/19	06/13/19

APPLICABLE MODEL(S)/VINS

2018-2019 CX-5 SKYACTIV-D 2.2L

DESCRIPTION

Not only does the diesel engine have unique features compared with a traditional gasoline engine, but the Mazda SKYACTIV-D 2.2L has many unique features even when compared with a conventional diesel engine. For this reason, we are providing the following necessary basic information for service. Please familiarize yourself with the material so that you understand and can explain the unique features and operation of this engine.**I. TECHNICAL FEATURES**

Common Rail Injection System

Diesel Particulate Filter (DPF)

Selective Catalytic Reduction (SCR) System

NSC (NOx Storage Catalyst) Control

II. CUSTOMER ADVICE

Before Driving

Starting the Engine

Turning the Engine Off

When Driving

Maintenance

Page **1** of **28**

III. REPAIR

Fuel Injector Installation

IV. PRE-DELIVERY INSPECTION (PDI)

Diesel Particulate Filter (DPF) Regeneration

Page 2 of 28

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.

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	I. TECHNICAL FEATURES					
Cor 1. 2. 3.	 mmon Rail Injection System The common rail fuel injection system stores fuel pressurized by the supply pump in the common rail and injects fuel into each cylinder using fuel injectors based on control from the PCM. Fuel is atomized by extremely high fuel injection pressure and the generation of particulate matter (PM) is reduced by the dissipation of unburnt fuel. There is a high degree of flexibility in the fuel injection amount, fuel injection timing and fuel injection pattern. NOx/PM is reduced by controlling the fuel conditions based on vehicle conditions. 	MGSS: COMMON RAIL INJECTION SYSTEM [SKYACTIV-D 2.2]				
Die 1. 2.	sel Particulate Filter (DPF) Diesel particulate elimination equipment (DPF) has been adopted to eliminate PM from the exhaust gas. When the amount of accumulated particulate matter (PM) in the diesel particulate filter exceeds a certain value, the PCM acts to combust and eliminate the PM.	See Owner's Manual - Maintenance and Care - Diesel Particulate Filter (DPF) MGSS: DIESEL PARTICULATE FILTER REGENERATION CONTROL [SKYACTIV-D 2.2]				
Sel	ective Catalytic Reduction (SCR) System Reduction of NOx in the exhaust gas has been achieved by optimally controlling the SCR system (such as Diesel Exhaust Fluid (DEF) injection amount) according to the vehicle conditions.	See Owner's Manual - Maintenance and Care - Selective Catalytic Reduction (SCR) System MGSS: SCR CONTROL [SKYACTIV-D 2.2]				

Page 3 of 28

		See Owner's
		Manual -
NS	C (NOx Storage Catalyst) Control	Maintenance
		and Care - NSC
1.	The NSC absorbs the NOx from the engine exhaust.	(NOx Storage
2.	The PCM performs NOx reduction control periodically to break down NOx stored in	Catalyst)
	the NSC (DENOx control).	Control
3.	The PCM performs NOx reduction control periodically to break down NOx	
	accumulated in the NSC (DENOxcontrol). NOx reduction control is performed at the	MGSS: NSC
	same time as diesel particulate filter regeneration control.	CONTROL
		[SKYACTIV-D
		2.2]

Page 4 of 28

Service Alert No.: SA-026/19	Last Issued: 07/24/2019

II. CUSTOMER ADVICE

Page 5 of 28

Before Driving		
▼Fuel Requirements The vehicle will operate efficiently on diesel fuel wit (ULSD, 15 ppm sulfur or less) fuel that meets the AS Fuel grade labels are visible on the fuel-filler lid, the before refueling. If the fuel grade cannot be verified	TM D975 standard or the equivalent. refore, always verify the fuel grade	
CAUTION:		
 Never use fuel other than specification Ultra-Low less) fuel that meets the ASTM D975 standard o of gasoline or kerosene in diesel engines will rest. Never use diesel fuel with concentrations of mer (B5), such as B20 or B100. Never add fuel system additives, otherwise, the damaged. If any type of incorrect fuel is accidentally pump the engine or drive the vehicle, instead, consult Turning on the engine or driving the vehicle with damage to the fuel pump and fuel injectors. Do not mistake the refueling port for the DEF fill filler port by mistake, do not turn on the engine an Authorized Mazda Dealer. Turning on the engine or driving the vehicle with damage to the fuel pump and fuel system. 	r the equivalent for your vehicle. Use ult in fuel system and engine damage. thyl ester bio-diesel higher than 5% emission control system could be ed into the fuel tank, do not turn on an Authorized Mazda Dealer. In the incorrect fuel could cause or drive the vehicle, instead, consult Re	ee Owner' anual - efore riving - Fu equiremen
NOTE:		
 Fuel for winter driving is available. Ask the gas si When refueling, always add at least 2.6 US gal (2 Low outside temperatures When the outside temperature is low, diesel fuel (w the fuel pipe, leading to problems such as the engine region, add winter grade diesel fuel as soon as possi 	LO L, 2.2 Imp gal) of fuel. hich is a light oil) may freeze and clog e not starting. When driving to a cold	

Page 6 of 28

Never use engine starting assist additives

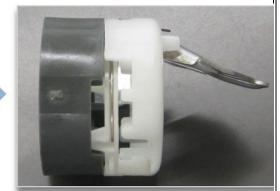
Using engine starting assist additives is dangerous because they may cause a vehicle explosion or a vehicle runaway condition, leading to serious injury or death.

(Technical Background)

1. The flapper is equipped on the fuel filler neck to prevent non-diesel fuel filling. Diesel's wider diameter nozzle can release the lock and open the flapper.



Pushing the two projections will release the lock for the flapper.



Flapper opened

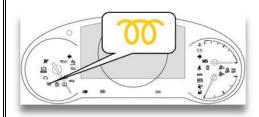
RUN DRY PREVENTION (RDP) CONTROL

To prevent air from flowing into the fuel line when fuel decreases in the fuel tank, the output is intentionally controlled to warn the driver to supply fuel. The PCM stores the output limit or DTC according to the remaining fuel level.

Page 7 of 28

Starting the Engine

- 1. The starter motor will not engage until the glow indicator light turns off.
- If the ignition switch is left ON for a long period of time without the engine running, the glow plugs could have cooled down. The glow plugs may require warming up again, which will illuminate the glow indicator light.
- 3. When starting the engine, do not release the brake pedal until the glow indicator light in the instrument cluster turns off and the engine starts.



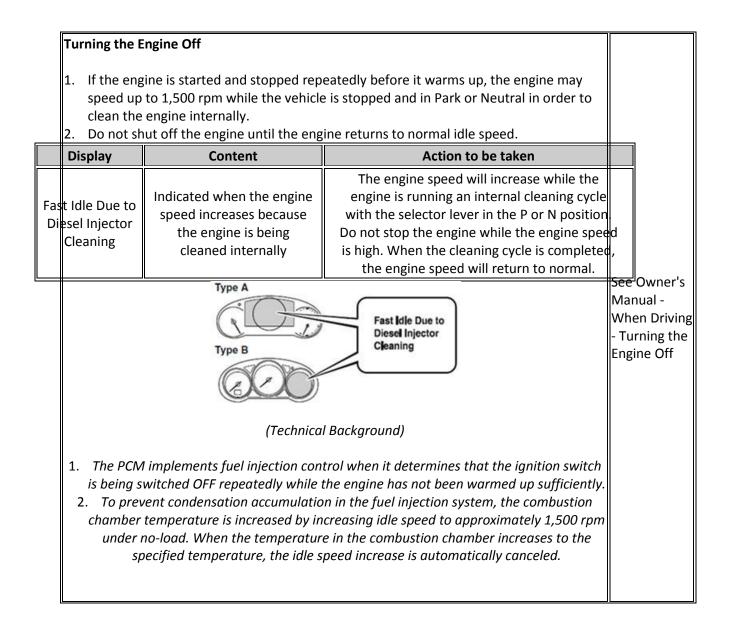
(Technical Background)

- 1. Heating the glow plugs is controlled by the PCM through the glow control module to improve engine start ability.
- 2. Energization time to the glow plugs is determined according to the engine coolant temperature and engine starting conditions.

Page 8 of 28

See Owner's Manual -When Driving - Starting the

Engine



Page 9 of 28

Wh	en Driving	See Owner's Manual -
The the dur		When Drivin - Diesel Particulate Filter (DPF)
2. 3. Wh Wh	If the vehicle is driven at 9 mph (15 km/h) or less continuously. If the vehicle is repeatedly driven for a short period of time (10 minute or less) or driven while the engine is cold. If the vehicle is idled for a long time. en "DPF Clogged" is indicated en the particulate matter (PM) cannot be removed automatically and the amount of ected PM has reached a specified amount, perform the following to clear the PM from	
1.	DPF. After the engine has sufficiently warmed up (engine coolant temperature of 176 °F (80 °C) or more), drive the vehicle at a speed of 12 mph (20 km/h) or more for about 15 to 20 minutes. JTION:	
1. 2. NO	If the vehicle continues to be driven with " <i>DPF Clogged</i> " indicated in the display, the particulate matter (PM) increases and the indication may change to " <i>DPF malfunction</i> ". If the indication changes to "DPF malfunction", have the vehicle inspected immediately at an Authorized Mazda Dealer. If the vehicle is not inspected and continues to be driven, the engine may malfunction. TE:	
2.	When "DPF malfunction" is indicated in the display, the engine output is restricted to protect the diesel particulate filter. The engine sound and exhaust gas smell may change when PM is being removed while driving. chnical Background)	
1.	When the amount of accumulated particulate matter (PM) in the diesel particulate filter exceeds a certain value, the PCM controls post fuel injection to combust and eliminate PM.	
2. 3.	Two methods are available to combust and eliminate PM, one is automatic DPF regeneration control which is performed by the PCM automatically. The other method is compulsory DPF regeneration control which can be forcibly performed externally (using the Mazda Modular Diagnostic System (M-MDS)). During DPF regeneration control, fuel is injected after the main injection to increase the	
3.		

Page 10 of 28

during DPF regener	eduction (SCR) System	·			
The SCR system is desig the exhaust gas by inject				gas and purity	
WARNING: Be careful not to allow system will not operate on the multi-informatic to be replenished, add	e normally. When the point of the scr	remaining warning li	DEF is low, a mess ght turns on/flash	age is displayed	
NOTE:					
 information. Normally, the vehic needs to be replened to be replened the driving and envolving the vehicle sound of the Sound sound of the Sound sound	CR system operating m not indicate a problem eduction (SCR) System int of Diesel Exhaust Flu ng indications. The veh at turns off after replen of switch the ignition Of	ay be hear indication uid (DEF) lo ishing the	es (12,000 km) bef e replenished earli oad on the engine od from under the v s owers, the SCR syst may be restricted DEF. To cancel the	ore the DEF er depending on while driving or vehicle, tem notifies the for a while, e vehicle speed	
Status	Warning sound	SCR warning light	Multi- information display indication	Driving restriction	See Owner's Manual - When Driving
Remaining DEF has					- Selective

Page 11 of 28

Remaining DEF is low (Max. driving distance: 400 miles (644 km) or less).	Sound is activated when the ignition is switched ON.	Turns on	Refil DEF Speed Will Be Limited to 30 MPH in 200 Miles	Vehicle speed of 50 mph (80 km/h) or slower.					
Remaining DEF is extremely low (Max. driving distance: 200 miles (322 km) or less).	Sound is activated when the ignition is switched ON.	Flashes	Refill DEF Now Engine Will Go into Forced Idle Mode in 200 Miles	Vehicle speed of 30 mph (48 km/h) or slower.					
No remaining DEF (Max. driving distance: 0 miles (0 km)).	Sound is activated when the remaining distance to empty indication is miles (0 km).	Flashes	Forced Idle Mode On: DEF Empty Refil Now	Creep travel *1					
The vehicle speed may having the vehicle repa	be restricted for a whi ired. To cancel the veh	le, even if t icle speed	The following indications are displayed when there is a problem with the SCR system/DEF. The vehicle speed may be restricted for a while, even if the warning light turned off after having the vehicle repaired. To cancel the vehicle speed restriction immediately, switch the ignition OFF after the warning light turns off, then switch the ignition ON again.						
Status	Warning sound	SCR warning light	Multi- information display indication	Driving restriction					
Status There is a problem with the SCR system/DEF (Max. driving distance 250 miles (402 km) o less).	Sound is activated when there is a h problem.	Flashes	information display	restriction					

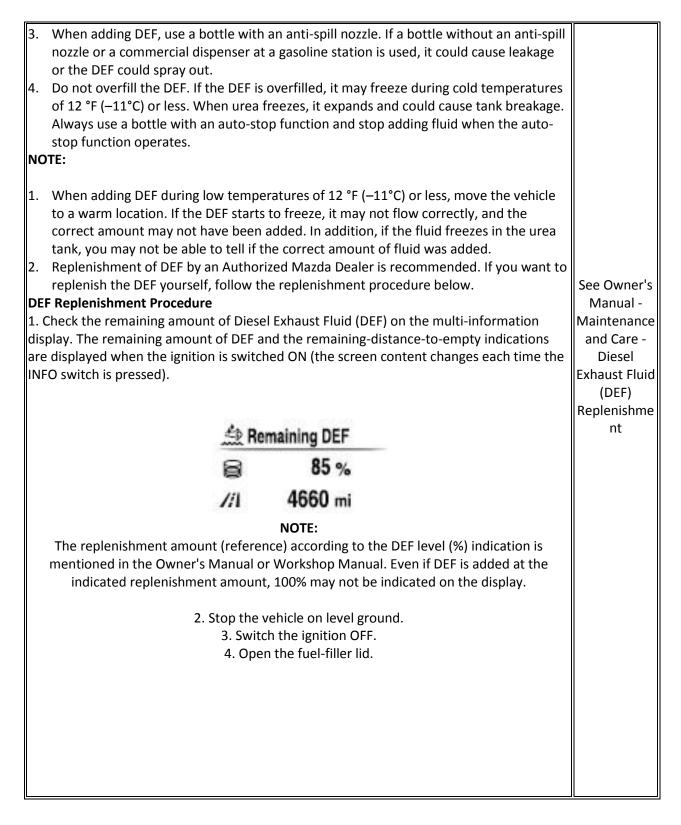
Page 12 of 28

s۷	Condition in which a problem with SCR ystem/DEF continues ax. driving distance: 0 miles (0 km)).	Sound is activated when the remaining distance to empty indication is 0 miles (0 km).	Flashes	Forced Idle Mode On: SCR Malfunction	Creep travel *1
r	DEF has been eplenished over the specified amount.		Turns on	Overfilled DEF Drain Excess DEF as Soon as Possible	None
 If the SCR catalyst temperature exceeds 356 °F, {180 °C}, the NOx sensor is activated, and NOx is detected. The Diesel Exhaust Fluid (DEF) injection function operates according to the purification rate of the catalyst. 					
 The dosing control unit controls the heater (urea tank, urea hose) to keep warm or defrost the Diesel Exhaust Fluid (DEF) according to the surrounding environment and Diesel Exhaust Fluid (DEF) conditions. 					
3.					

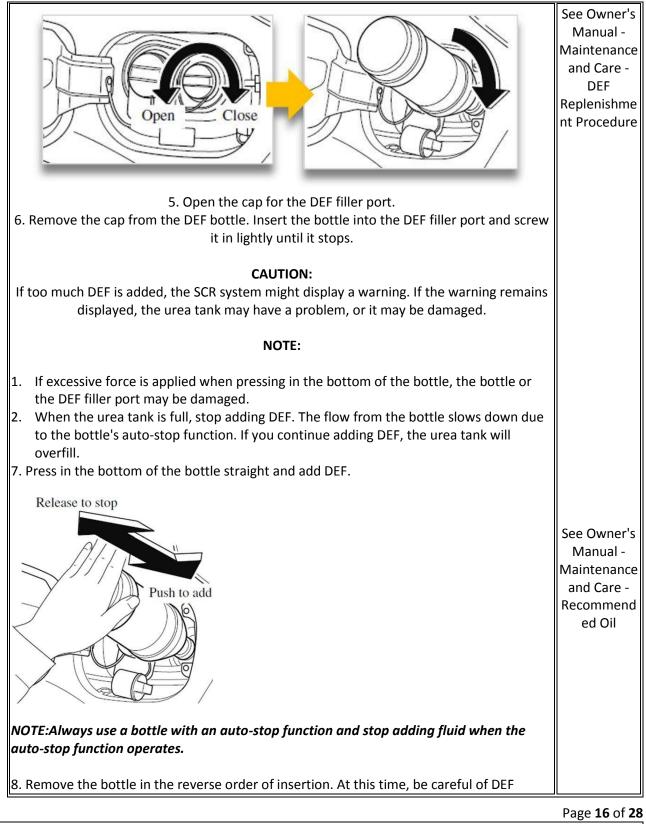
Page 13 of 28

Ma	intenance	See Owner's Manual -
▼D	iesel Exhaust Fluid (DEF) Handling	Maintenance and Care -
,0		Diesel
CAI	JTION:	Exhaust Fluid
		(DEF)
3. 4.	mouth with a large amount of water immediately and seek medical attention. If DEF is mistakenly swallowed, drink 1 to 2 cups of water immediately and seek medical attention. If DEF gets in your eyes, rinse them with running water immediately and seek medical attention. Do not use DEF when 2 years have elapsed from the production date indicated on the container or the use period has expired. If DEF with an expired use period is used, the Selective Catalytic Reduction (SCR) System may not operate normally. Do not store DEF in the vehicle. DEF may deteriorate or the interior may be damaged due to fluid leakage from the container. If DEF gets on the painted surface or the interior, wash it off with water or wipe it off with a wet cloth immediately, otherwise, it may damage the painted surface or the interior. Do not put DEF into a different container. There may be foreign matter in the container. If DEF containing foreign matter is used, it could cause a problem with the SCR system. In addition, changing containers is dangerous because it increases the risk of accidental ingestion.	Handling
	Store DEF in a cool, dark place. DEF freezes at 12 °F (–11 °C), however, when the temperature increases, the DEF returns to its original condition. DEF is a colorless, transparent, odorless, and nonpoisonous solution (urea: 32.5 %, aqueous solution (AUS32)). When opening the container, there may be a smell of ammonia. Open the container in a well-ventilated area. If DEF gets on your hands, wash them with running water immediately. iesel Exhaust Fluid (DEF) Replenishment	
CΑι	JTION:	
1. 2.	Use a Mazda genuine product or a product conforming to ISO22241-1 for DEF. If incompatible DEF is used, the Selective Catalytic Reduction (SCR) system may not operate normally. Do not dilute DEF with water. If diluted DEF is used, it could cause a problem with the SCR system or damage it. Do not add any fluid other than DEF to the urea tank. If any fluid other than DEF is added, it could cause a problem with the SCR system or damage it. Do not add cause a problem with the SCR system or damage it. Do not add cause a problem with the SCR system or damage it. Do not switch the ignition ON, and contact an Authorized Mazda Dealer.	

Page 14 of 28



Page 15 of 28

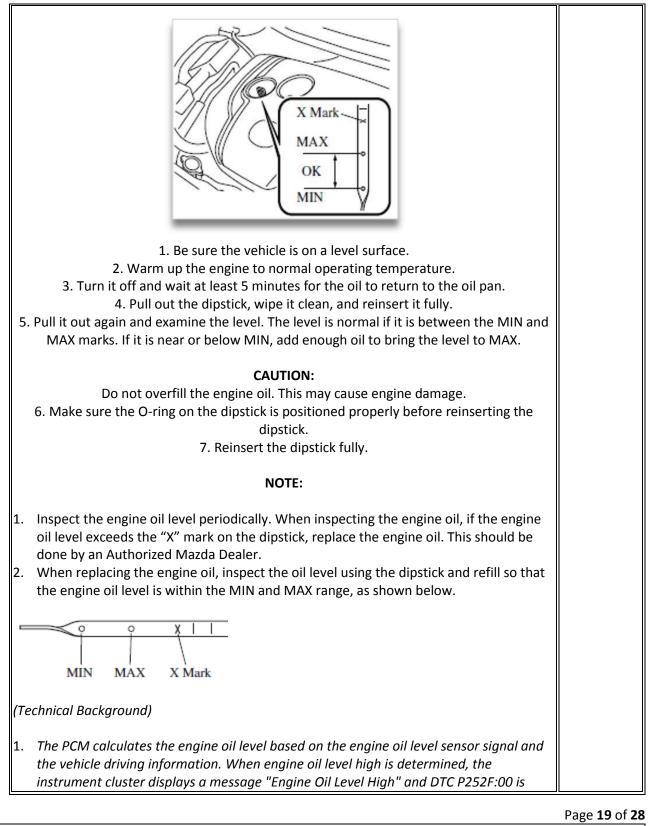


 9. Tighten the cap of the DEF filler port until you hear two or more click sounds. 10. Switch the ignition ON once. 11. Check the following while the vehicle is stopped. 	
 No DEF level warning indication is displayed on the multi-information display. The DEF level (%) indication on the multi-information display shows an increase. Switch the ignition OFF. 	
If the above indications remain unchanged even after one minute has passed with the vehicle stopped:	
(3.8 L, 0.84 Imp gal) of DEF or more and add it following the replenishment procedure.	See Owner's Manual - Maintenance and Care - Inspecting Engine Oil Level
 (Technical Background) 1. Top up with new diesel exhaust fluid in the urea tank once a year. 2. Check the total driving mileage for the last three years. If 12,000 miles (19,200 km) or more, top up with new diesel exhaust fluid in the urea tank. If less than 12,000 miles (19,200 km), replace the diesel exhaust fluid in the urea tank. VRecommended Oil SKYACTIV-D SAE OW-30 engine oil Mazda Genuine Oil is used in your Mazda vehicle and is the recommended SKYACTIV-D SAE 0W-30 lubricant. Mazda Genuine SKYACTIV-D SAE 0W-30 Oil is exclusively for SKYACTIV-D and required to achieve optimum fuel economy and durability for the Diesel Particulate Filter. If Mazda Genuine SKYACTIV-D SAE 0W-30 Oil is not available, ACEA C3 0W-30 may be used for oil level maintenance and oil changes however, it is strongly recommended to replace with Mazda Genuine SKYACTIV-D SAE 0W-30 at the next oil change to maintain optimum performance. 	Level

Page 17 of 28

	See Owner's Manual - Maintenance and Care - Maintenance Monitor (Engine Oil)
SKYACTIV-D 2.2L uses specified oil. Please confirm the specification in owner's manual. If engine oil other than the specified oil is used, the Diesel Particulate Filter effective period of use will be shortened or the Diesel Particulate Filter may be damaged.	
NOTE: Whenever the engine oil is replaced, the vehicles engine control unit needs to be reset as soon as possible. Otherwise, the engine oil warning light or the wrench indicator light may display at the wrong time.	
(Technical Background)	
 During DPF regeneration, soot or particulate matter (PM) inside the DPF is burnt off and as a result, ash accumulates inside the DPF. The main sources of soot comes from engine oil additives. The accumulation of ash in the DPF is an important factor limiting the service life of the DPF. Since the DPF used in the SKYACTIV-D is light and compact, its capacity is relatively small. Therefore, in order to retain DPF longevity, the use of low ash oil is very important. The DPF capacity is diminished when using oils other than Mazda Genuine SKYACTIV-D SAE as they contain too much ash. 	
3. Use of non-specified oils also results in premature oil dilution due to the frequent DPF regeneration attempts to remove the ash.	See Owner's
▼Inspecting Engine Oil Level	Manual - Maintonanco
When inspecting the engine oil level, pull out the dipstick straight without twisting. In addition, when incerting the dipstick, always insert it without twisting so that the "X" mark	Maintenance and Care -
addition, when inserting the dipstick, always insert it without twisting so that the "X" mark faces the front of the vehicle.	Fuel Filter

Page 18 of 28

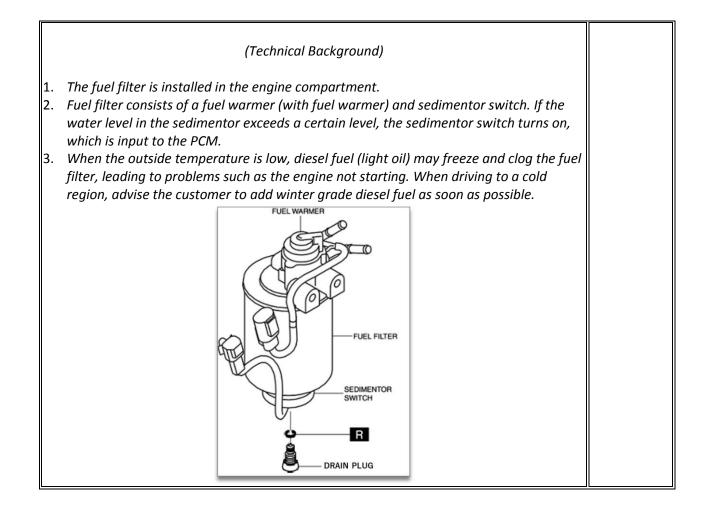


 High". 2. During DPF generative a gradually raise the temperature a gradually raise the VMaintenance Monit The vehicle calculates vehicle lets you know you in the instrument clust 	or (Engine Oil) the remaining oil life based on engine operating conditions. The when an oil change is due by illuminating the wrench indicator light
Item	Explanation
Setting Interval	Oil replacement period can be selected from the flexible setting or fixed setting. Once engine oil flexible maintenance is selected, the vehicle calculates the remaining oil life based on the engine operating conditions. The vehicle lets you know when an oil change is due by illuminating the wrench indication/indicator light in the instrument cluster.
Setting Interval Distance (mile or km) (Displays only in fixed setting)	fixed setting. Once engine oil flexible maintenance is selected, the vehicle calculates the remaining oil life based on the engine operating conditions. The vehicle lets you know when an oil change is due by illuminating

Page 20 of 28

	be illuminated when the remaining distance is less than 600 miles (1,000 km).			
Reset	Resets the remaining distance to the initial value. Once the system turns on, it needs to be reset whenever replacing the engine oil.			
ltem	Explanation			
Setting Interval	Oil replacement period can be selected from the fixed setting. The vehicle lets you know when an oil change is due by illuminating the wrench indicator light in the instrument cluster.			
Distance (mile or km)	Displays the distance until the oil replacement is due. Select this item to set the oil replacement distance. The wrench indication/indicator light in the instrument cluster will be illuminated when the remaining distance is less than 1,000 km or 600 mile (*1).			
Reset	Resets the remaining distance to the initial value. Once the system turns on, it needs to be reset whenever replacing the engine oil.			
 their specifications, it determines that the engine oil replacement period has been reached. Traveled distance Elapsed days (* counts only when room fuse is installed) Engine oil deterioration condition 1. Engine oil data reset can be performed not only on the Reset menu of the Maintenance Monitor, but also by M-MDS, the TEST TERMINAL and the TRIP METER Switch. Refer to Workshop Manual for details. True 				
 Fuel Filter needs to be replaced according to the Scheduled maintenance table. When fuel filter (sedimentor) draining is required, the wrench indication is displayed with the message "Water must be drained from fuel filter" 				
Type A Water must be drained from fuel filter				

Page 21 of 28

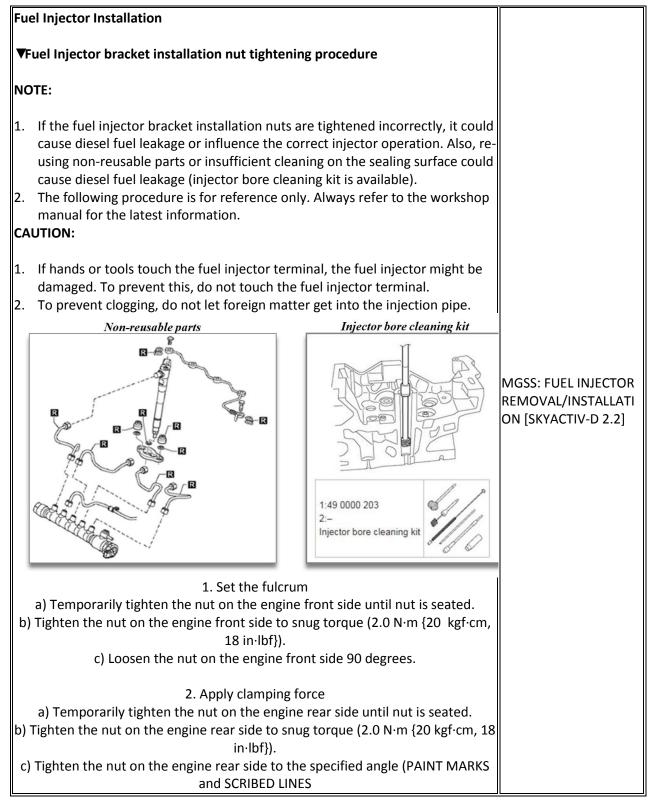


Page 22 of 28

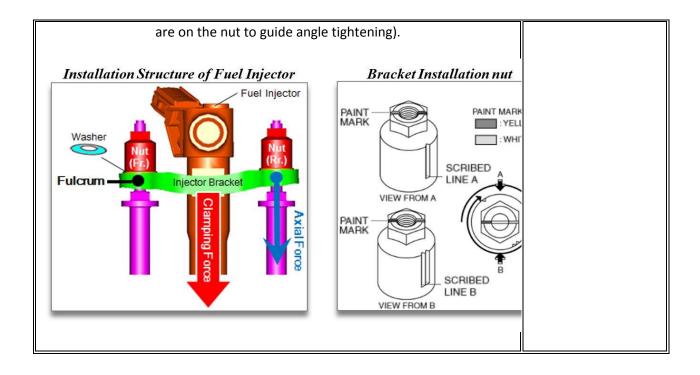
Service Alert No.: SA-026/19	Last Issued: 07/24/2019

III. REPAIR

Page 23 of 28



Page 24 of 28



Page 25 of 28

Service Alert No.: SA-026/19	Last Issued: 07/24/2019

IV. PRE-DELIVERY INSPECTION (PDI)

Page 26 of 28

Diesel Particulate Filter (DPF) Regeneration	
In order to prevent generating white smoke from the exhaust system after delivery, burn off protective coating by performing a DPF Regeneration as instructed in the PDI CX-5 VEHICLE RECEIVING PROCESS form.	
Within 6 seconds of starting the engine, Press and hold the "TCS OFF" button for 2-5 seconds to start a compulsory DPF Regeneration.	
Note: 1. Do not hold the "TCS OFF" button longer than 10 seconds or DTC C0089:64 will set. 2. DPF Regeneration can take 15-25 min to perform. Make sure there is plenty of	REGENERATION
diesel fuel in the tank before starting DPF Regneration.3. During the DPF Regeneration process the glow plug indicator will flash.	CONTROL [SKYACTIV-D 2.2]
Regeneration history has been logged into the PCM.	
 Check that engine starts with all keys Steering wheel alignment (centered) Brake operation Steering control Engine general performance Heater, defroster, and air conditioner at various mode selections Operation of ventilated front seats* Operation of front/rear parking sensors* Operation of Cruise control system/MRCC* Operation of REMN Blind Spot Monitoring System Operation of seed response auto door lock function Operation of AFS* (Adaptive Front-Lighting System) Operation of (EPB) Electronic Parking Brake Operation of AUTOHOLD feature Squeaks, rattles, & abnormal noises Verify Navigation System receives GPS signal (vehicle follows map)* All warning lights are off (Diesel Only): Within 6 sec. of starting engine, press/hold TCS OFF or DSC OFF button for 2-5 min. to burn off protective coating from what system. 	MGSS: CX-5 STEP 1 VEHICLE RECEIVING PROCESS
15-25 min. to burn off protective coating from exhaust system. Unless the vehicle is scheduled for display or immediate delivery, do not remove the exterior protective film or interior protective covering during inspection VIN	

Page 27 of 28

WARNING:

- 1. High temperature exhaust gas is emitted during DPF regeneration. People near the vehicle could be seriously burned, or flammable objects could catch fire. Always perform compulsory DPF regeneration away from people and flammable objects.
- If large amounts of exhaust gas and/or fumes from the protective coating are inhaled, it may cause carbon monoxide poisoning. Always perform compulsory DPF regeneration outside in a well-ventilated location (DO NOT use an exhaust air duct or perform the compulsory DPF regeneration in a confined area or indoors).
 CAUTION:
- 1. Perform compulsory DPF regeneration with the hood opened to prevent engine compartment overheating.
- If an electrical load is applied, the post injection amount of the fuel injection control changes and compulsory DPF regeneration cannot be performed normally. Do not apply an electrical load such as turning on the headlights or the rear window defroster during compulsory DPF regeneration (A/C cut control is performed during compulsory DPF regeneration, and A/C is stopped).
- 3. If there are obstructions such as a wall around the tailpipe, it will obstruct the exhaust gas passage (airflow), and compulsory DPF regeneration may not be performed correctly due to the increase in exhaust gas temperature. Always perform compulsory DPF regeneration with no obstructions around the tailpipe.
- 4. The temperature in the rear cargo area increases because high temperature exhaust gas is emitted during DPF regeneration. If an object which can be easily damaged by heat is in the rear cargo area, such as an electronic device, it could be damaged by the temperature increase. If compulsory DPF regeneration is performed, do not place objects such as electronic devices which can be easily damaged by heat in the rear cargo area.
- 5. If any DTC other than P2458:00, P2463:00, and P242F:00 is stored, the PCM may inhibit compulsory DPF regeneration. Before performing compulsory DPF regeneration, resolve the malfunction and clear the DTC.

Page 28 of 28