

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: A/T SHIFT SHOCK AND/OR ENGINE RPM INCREASE WHEN SETTING MRCC	Service Alert No.: SA-028/19
	Last Issued: 07/01/2019

APPLICABLE MODEL(S)/VINS

2019 Mazda3 (with Cylinder Deactivation)
(VIN ***BP**M*****)

DESCRIPTION

Some customers may complain about a shift shock at 40-60 mph and/or an engine RPM increase when setting the MRCC with no DTCs are stored. This may be caused by improper PCM software. Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

1. Verify customer concern.
2. Is the 8th character in the VIN = **M**

VIN Example:

* * * B p * * **M** * * * * * * * * * *

1 2 3 4 5 6 7 **8** 9 10 11 12 13 14 15 16 17

- Yes - Proceed to Step 3.
 - No - This service alert does not apply. Mazda is aware of this issue and is working on a repair.
3. Update the PCM to the latest software version.
 4. Verify repair.

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