

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: MULTIPLE ELECTRICAL MALFUNCTIONS AFTER BODY REPAIR	Bulletin No.: 09-010/19
	Last Issued: 08/07/2019

BULLETIN NOTES

This bulletin supersedes the previously issued bulletin(s) listed below: The changes are noted below in red.

Previous TSBs:	Date(s) Issued:
09-010/19	02/05/2019
09-035/18	09/14/2018
09-059/16	11/29/2016
09-022/14	05/30/2014, 05/20/2014

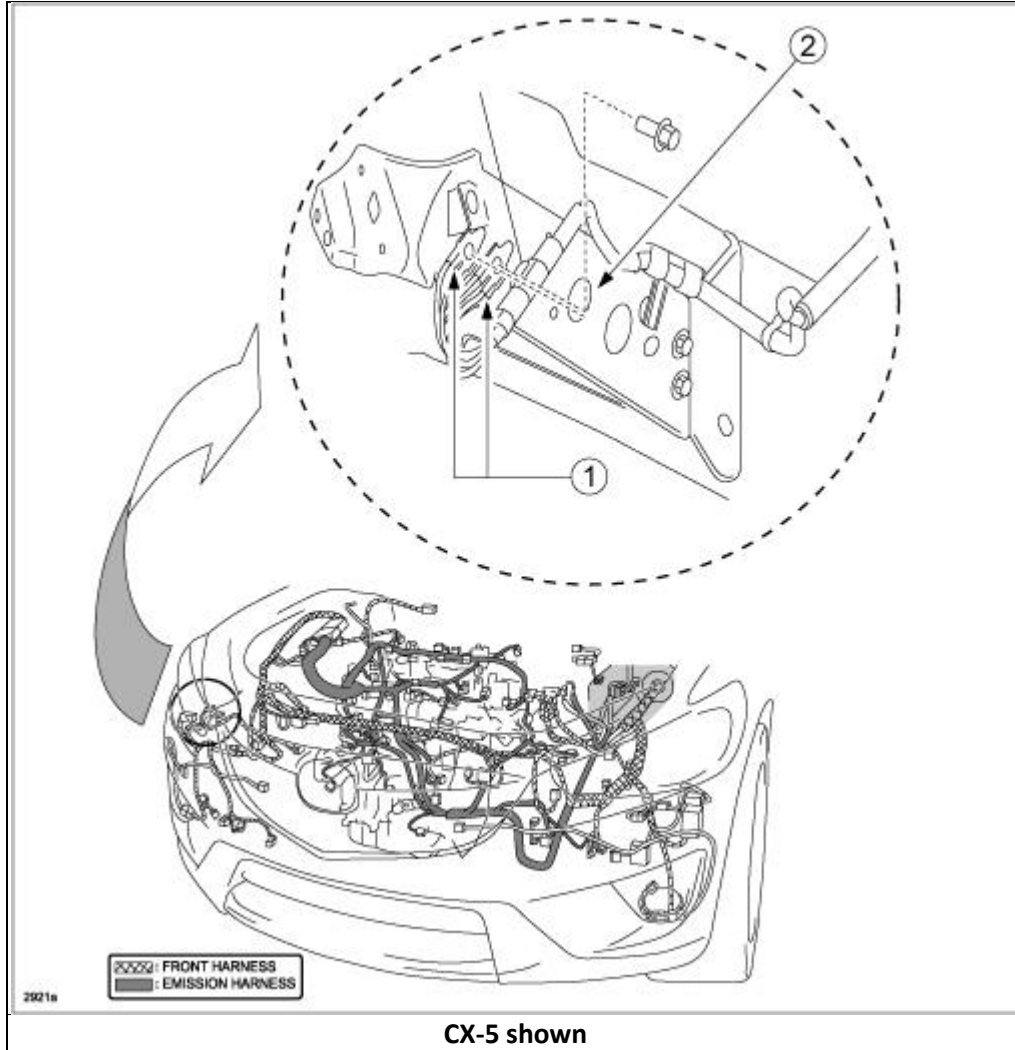
APPLICABLE MODEL(S)/VINS

2016-2019 CX-3
2013-2019 CX-5
2016-2019 Mazda2
2014-2018 Mazda3
2014-2019 Mazda6

DESCRIPTION

Some customers may experience one or more electrical malfunctions after a vehicle body repair. The newly painted fender stay (2) may be causing a poor front harness (1) ground connection.

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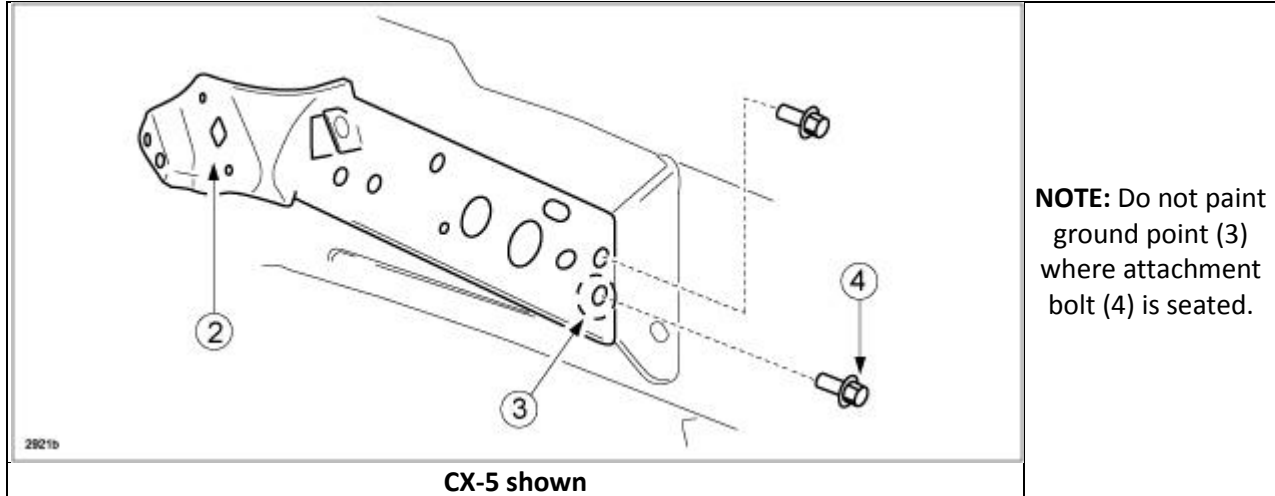


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MODEL	YEAR	SYMPTOMS
CX-5	2013- 2019	<p>Symptom 1:</p> <ul style="list-style-type: none"> • The customer states: <ul style="list-style-type: none"> - Headlights flash ON and OFF - Check engine light ON - Heater blower stopped - Engine stalled • During the dealer visit, the engine had a slow crank and no start. After charging the battery, the engine starts and the symptoms related to headlight and heater blower operation are duplicated.
		<p>Symptom 2:</p> <ul style="list-style-type: none"> • The customer states that the engine stalled while driving and does not restart. • Vehicle inspection finds: <ul style="list-style-type: none"> - M-MDS cannot identify the vehicle - Electric cooling fans are ON - Ignition cannot be turned OFF - Multiple warning lights in the instrument cluster are ON
Mazda3	2014- 2018	<p>Immediately after body repair (front fender stay), the following instrument cluster warning lights are ON:</p> <ul style="list-style-type: none"> • ABS, Brake, DSC TPMS • DTC U3003:16 - Battery Power Supply
Mazda6	2014- 2019	<p>Symptom 1:</p> <ul style="list-style-type: none"> • The customer states that multiple warning lights in the instrument cluster are ON while driving. • Multiple DTCs are stored in multiple modules' memory: <ul style="list-style-type: none"> - C0023:62, C1001:92, U0121:00 [EPS], U0121:00 [IC], U0121:00 [SCB], U0121:00 [PCM], U0121:00 [SSU], U0401 [BSM], U0415:00, U2005:86 [FSC]
		<p>Symptom 2:</p> <ul style="list-style-type: none"> • Gear shift indicator is not activated if vehicle is started by push button start.
Mazda2	2016- 2019	<ul style="list-style-type: none"> • Windshield wipers turn on by themselves when front turn lights or other front lights are on. <ul style="list-style-type: none"> • No DTCs are stored in memory.
CX-3	2016- 2019	<ul style="list-style-type: none"> • Windshield wipers turn on by themselves when front turn lights or other front lights are on. <ul style="list-style-type: none"> • No DTCs are stored in memory.

The front fender stay (2) newly painted surface at ground point (3), where attachment bolt (4) is seated, may create a poor front harness ground connection.

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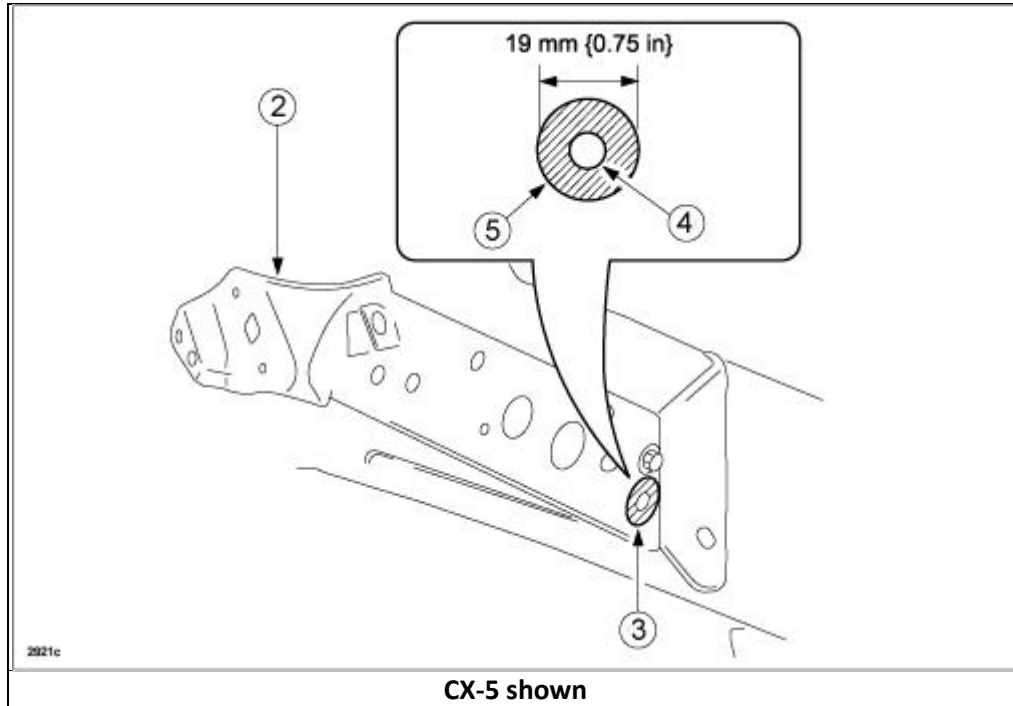


Customers concern can be resolved by sanding off paint at ground point (3) where attachment bolt (4) is seated. After installing the bolt (4), apply touch-up paint to the exposed base material area of the front fender stay.

NEWLY INSTALLED FRONT FENDER STAY NOTE:

CAUTION: If the bolt (4) contact area (3) is painted when the front fender stay (2) is newly replaced, it could cause a malfunction in the PCM. Before painting a newly replaced part, protect the bolt (4) contact area (3) with masking tape (5) as shown in the figure.

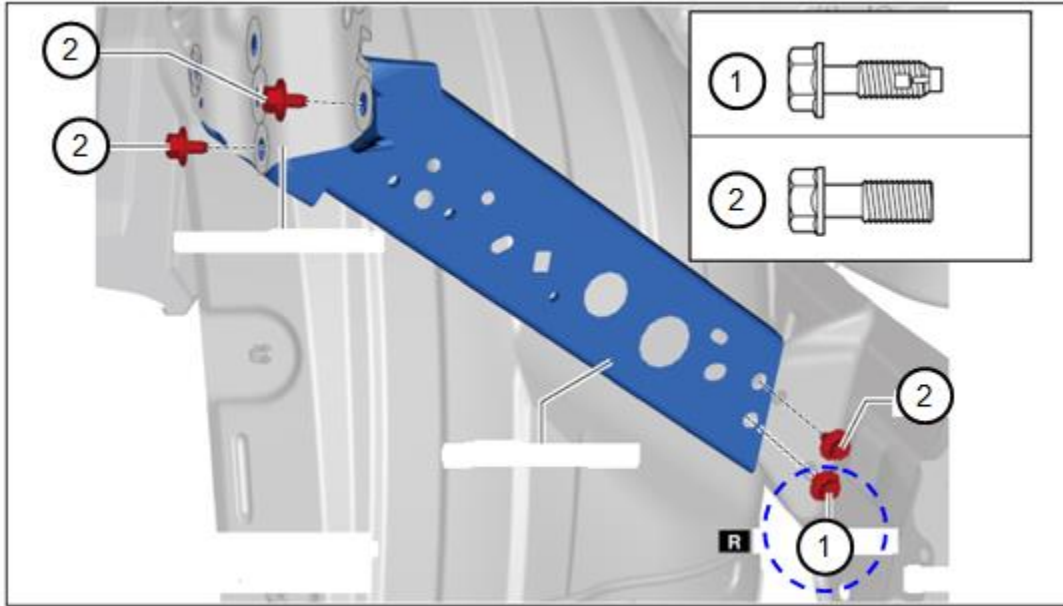
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NOTE: After installing the bolt (4), apply touch-up paint to the exposed base material area of the front fender stay.

NOTE: Always replace the ground bolt (1) if the Workshop Manual or Bodyshop Manual instructs to use the ground bolt for proper grounding.

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Ground bolt (1)
Mounting bolt (2)

WARRANTY COMPLIANCE NOTE:

Vehicle repairs for this concern are not covered under Mazda’s warranty policy.

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