

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b> <b>2019-2020 MAZDA3 SERVICE CAUTIONS FOR NEW AND REVISED FEATURES</b>	<b>Service Alert No.:</b> SA-010/19
	<b>Last Issued:</b> 08/14/2019

## 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	08/06/19, 07/19/19, 07/12/19, 06/13/19, 06/07/19, 05/09/19, 05/02/19, 04/25/19, 04/11/19, 03/29/19, 03/21/19, 03/15/19, 03/08/19, 03/06/19, 03/05/19, 02/25/19

## APPLICABLE MODEL(S)/VINS

2019-2020 Mazda3

## DESCRIPTION

The 2019-2020 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.

## Index

- PDI fuse
- Apple CarPlay™ / Android Auto™ Install Kit
- Blind Spot Monitoring System (BSM)
- Front Wiper Service Caution
- i-ACTIVSENSE Switch
- Traffic Sign Recognition (TSR)
- MAZDA CONNECT Power Function
- MAZDA CONNECT Center Display View
- In-Vehicle Digital Owner's Manual
- Navigation System
- SIRIUSXM Data Service
- Power Door Locks
- Auxiliary Key

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Transmitter Battery Saving Function  
Keyless Entry Using Auxiliary Key  
Rear Door Child Safety Locks Operation  
Theft-Deterrent System  
Link Seat & Climate Control Temperatures  
Seat Warmer Turns OFF  
Electric Parking Brake (EPB)  
A/C Air Temperature Is Not Cold  
Tire Pressure Monitoring System (TPMS)  
Condition Based Maintenance  
M-MDS (MDARS)  
Part Replacement

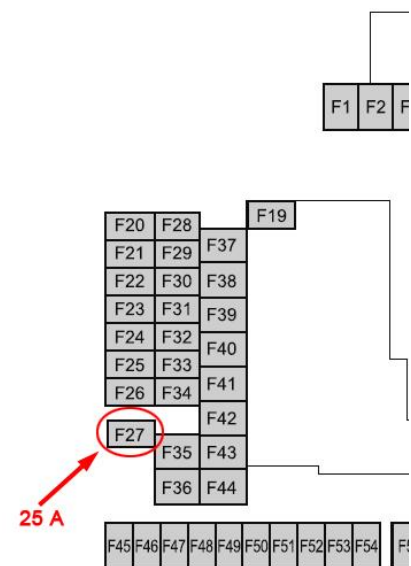
Item	Service Information
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Fuse to be Installed at PDI (JM1 = Japan built)

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.

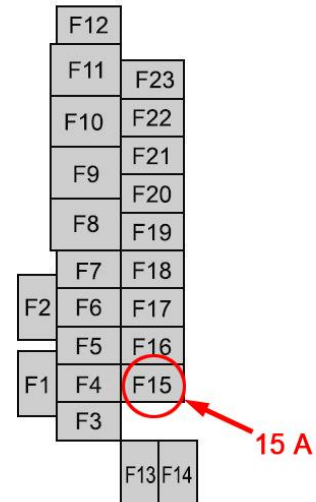
Fuse Block  
(Engine Compartment)



Fuse to be Installed at PDI (3MZ = Mexico built)

1. There are two fuses removed at the factory that should be installed at PDI. They are fuse F27 (25A) and F15 (15A).
2. **NOTE: On some vehicles, fuse F13 (15A) is being removed instead of F15 at the factory. This causes the Commander switch to be inoperative.**
3. The F27 (25A) fuse is stored in the lid of the fuse box with the spare fuses.
4. The F15 (15A) fuse is stored in the lower panel compartment on the left side of the steering wheel.
5. Go to SA-017/19 for details.

Fuse Block  
(Left Side)



Apple CarPlay™ / Android Auto™ Install Kit

1. The Mazda3 sedan (4 door base model) is not equipped with Apple CarPlay™ / Android Auto™.
2. Apple CarPlay™ / Android Auto™ Smartphone Screen Mirroring Kit accessory is not available for the Mazda3 sedan (4 door base model).

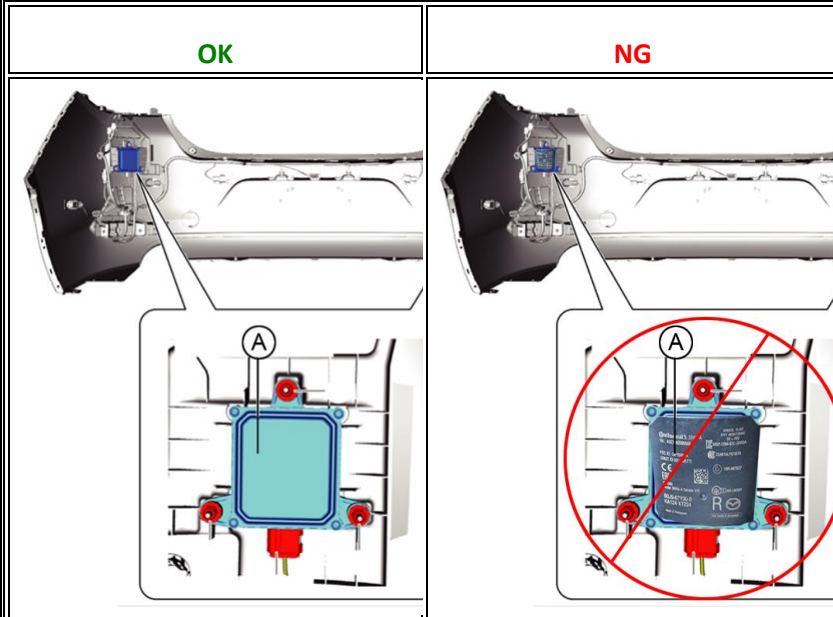
See SA-001/19 - APPLE CARPLAY™ / ANDROID AUTO™ FREQUENTLY ASKED QUESTIONS (FAQ)

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Blind Spot Monitoring (BSM) System

1. BSM system indicates vehicle on the opposite side.
2. i-ACTIVSENSE indicator ring will not turn green
3. Rear Cross Traffic Alert (RCTA) does not work
4. Rear side radar sensor aiming may fail
5. **TPMS DTC(s) stored**

This may be caused by BSM rear side radar sensor(s) installed facing the wrong direction.



Rear side radar sensors (A) part label must not be visible when installed.

Front Wiper Service Caution

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.

See Owner's Manual -  
Maintenance and Care Replacing  
Windshield Wiper Blades

MGSS: WINDSHIELD WIPER ARM  
AND BLADE ADJUSTMENT

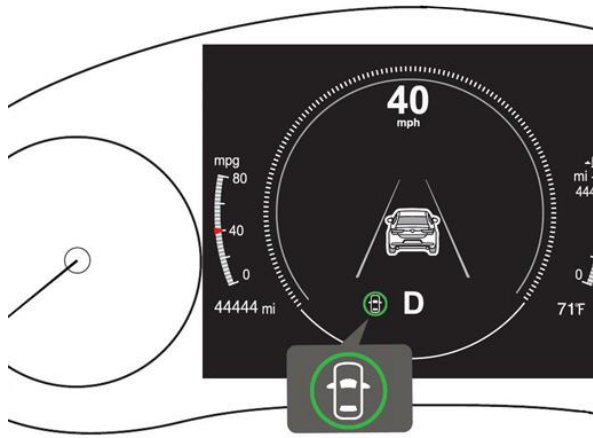
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i-ACTIVSENSE Switch (New)



When i-ACTIVSENSE is in normal operating status, the instrument cluster i-ACTIVSENSE indicator is green.

Activated Status: Green

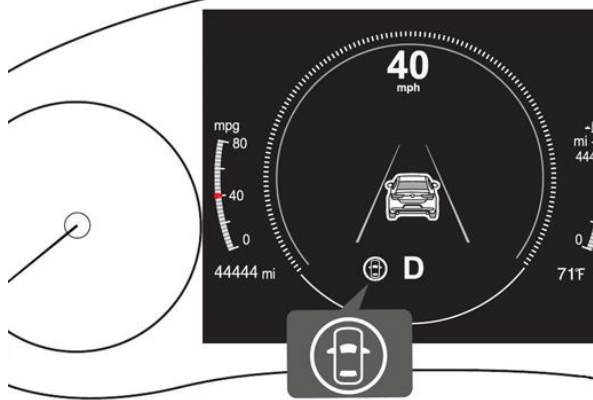


For 2019-2020 (early production):  
See Owner's Manual - When Driving - i-ACTIVSENSE - i-ACTIVSENSE

For 2020 (later production):  
See Owner's Manual - When Driving - i-ACTIVSENSE - i-ACTIVSENSE

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.

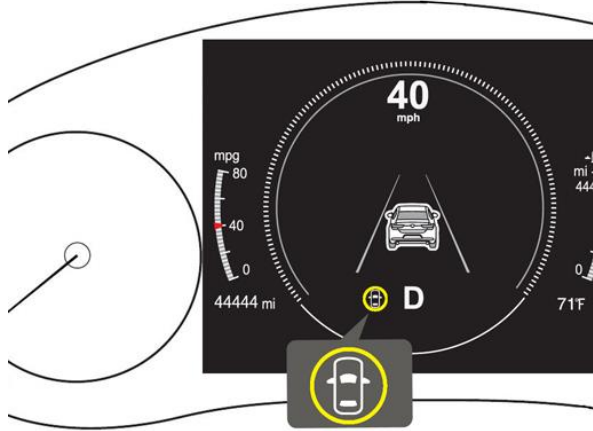
Stand-by Status: White



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When i-  
ACTIVSENSE has a  
fault that needs  
diagnosis by a  
dealership, the  
instrument cluster  
i-ACTIVSENSE  
indicator is amber.

Warning Status: Amber



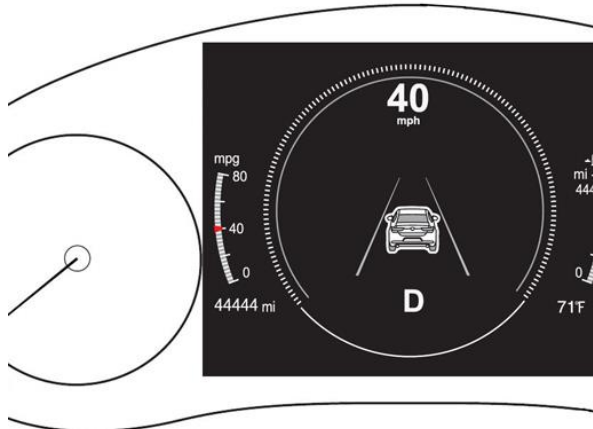
For 2019-2020  
(early production)  
with VINS:

1. JM1BP\*\*\*\*\*  
150231
  2. 3MZBP\*\*\*\*\*  
118757
- and earlier

Partially Cancelled Status:  
INDICATOR IS TURNED OFF

When the i-  
ACTIVSENSE  
switch is pressed  
and released  
immediately, the  
following systems  
are canceled.

1. Lane  
Departure  
Warning  
System  
(LDWS)
2. Blind Spot  
Monitoring  
(BSM)



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3. Distance Speed Alert (DSA)
  4. Rear Cross Traffic Alert (RCTA)
  5. Lane-keep Assist System (LAS)
- To turn the system back to "Activated Status", press the i-ACTIVSENSE switch once.
- NOTE: If MRCC is used, the system will also return to "Activated Status".

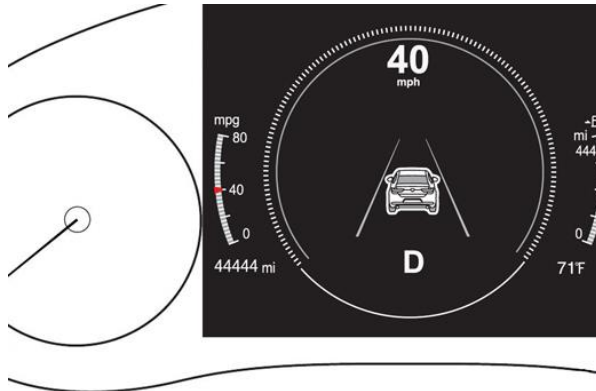
For 2019-2020 (early production) with VINS:

1. JM1BP\*\*\*\*\*  
150231
2. 3MZBP\*\*\*\*\*  
118757

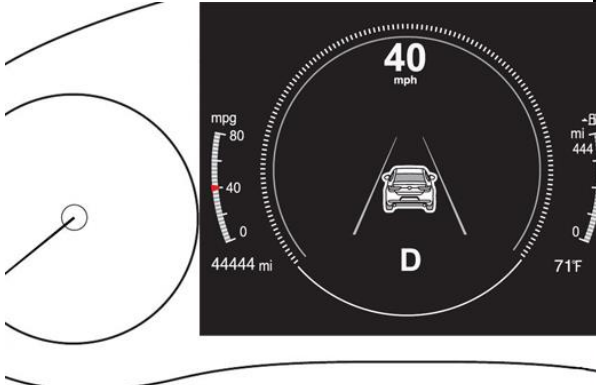
and earlier  
When the i-ACTIVSENSE switch is pressed and held, all systems are canceled.

1. Lane Departure Warning System (LDWS)
2. Blind Spot Monitoring (BSM)

Fully Cancelled Status:  
I-ACTIVSENSE INDICATOR IS OFF  
SBS OFF WARNING LIGHT IS ON



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<ol style="list-style-type: none"> <li>3. Distance Speed Alert (DSA)</li> <li>4. Rear Cross Traffic Alert (RCTA)</li> <li>5. Lane-keep Assist System (LAS)</li> <li>6. Smart Brake Support (SBS)</li> <li>7. Smart Brake Support [Rear] (SBS-R)</li> <li>8. Smart Brake Support [Rear Crossing] (SBS RC)</li> </ol>		
<p>For 2020 (later production) with VINS:</p> <ol style="list-style-type: none"> <li>1. JM1BP*****150232</li> <li>2. 3MZBP*****118758</li> </ol> <p>and later</p> <p>When the i-ACTIVSENSE switch is pressed, the following systems are canceled and the i-ACTIVSENSE OFF indicator turns illuminates.</p> <ol style="list-style-type: none"> <li>1. Lane Departure Warning System (LDWS)</li> </ol>	<p style="text-align: center;">Cancelled Status:</p> <p style="text-align: center;"><b>i-ACTIVSENSE OFF INDICATOR IS ILLUMINATED</b></p> 	

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- 2. Blind Spot Monitoring (BSM)
- 3. Distance Speed Alert (DSA)
- 4. Rear Cross Traffic Alert (RCTA)
- 5. Lane-keep Assist System (LAS)

To turn the system back to "Activated Status", press the i-ACTIVSENSE switch once.

NOTE: If MRCC is used, the system will also return to "Activated Status".

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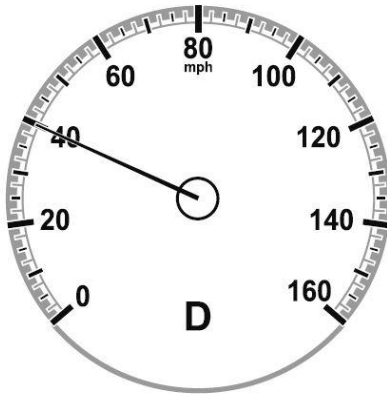
Traffic Sign Recognition (TSR) \*

**NOTE:**

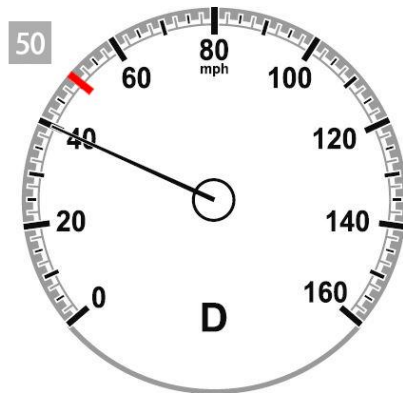
1. TSR function is only available with a dealer installed in-vehicle navigation system accessory.
2. TSR function requires Forward Sensing Camera (FSC) recognition or navigation SD card map data when the vehicle is driven.\*\*
3. TSR function is not displayed in the Active Driving Display.
4. TSR function is disabled when Apple CarPlay™ or Android Auto™ is connected.

\* Some models

MAZDA CONNECT  
Speed Limit Alert OFF  
(Default Setting)



No Function

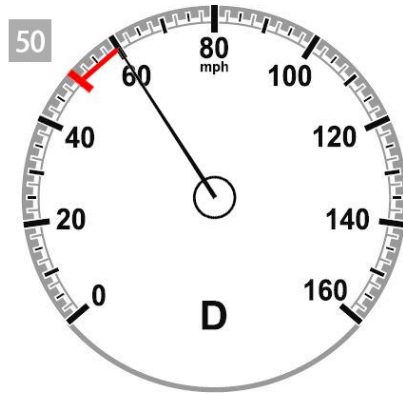


Driving under the speed limit

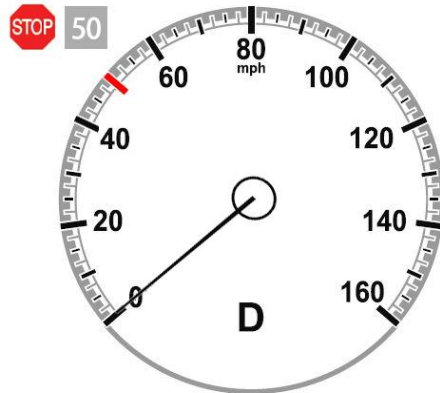
See Owner's Manual - When Driving - i-ACTIVSENSE - i-ACTIVSENSE - Traffic Sign Recognition System (TSR)

MGSS: Traffic Sign Recognition (TSR)

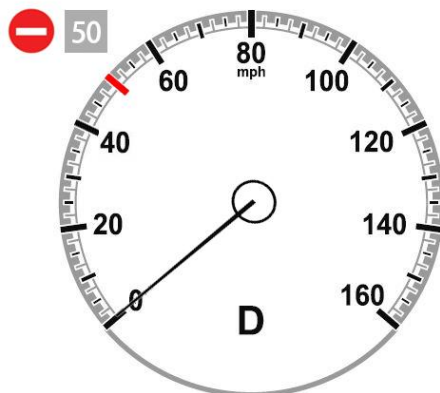
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Driving over the speed limit



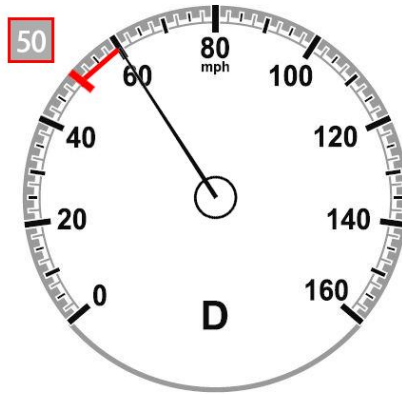
Stop sign and Speed Limit recognized



Do Not Enter sign and Speed Limit recognized

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MAZDA CONNECT  
Speed Limit Alert ON  
(Customer Setting  
Change)



Excessive Speed Warning

#### MAZDA CONNECT Speed Limit Alert Customer Settings

1. Speed Limit Alert Settings
  1. OFF
  2. Visual
  3. Visual + Audible
2. Speed Limit Alert Threshold
  1. 0 mph
  2. +5 mph
  3. +10 mph

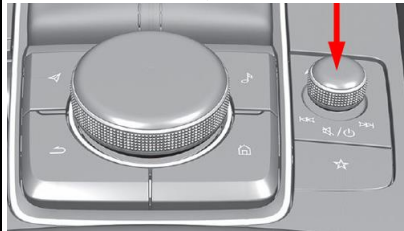
\*\* SD Card maps may contain information about the speed limits of the roads. The navigation system is able to warn driver if they exceed the current limit. This information may not be available in some areas or may not be fully correct for all roads on the map.

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### 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 does 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**

The 2019-2020 Mazda3 is not equipped with factory installed navigation system, however, it is available as a dealer installed accessory.

**NOTE:** The 2019-2020 Mazda3 accessory navigation SD is made in Japan instead of USA. If using a made in the USA navigation SD card (for 2014-2018 Mazda3) in the 2019-2020 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. The 2019-2020 Mazda3 is not equipped with a 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.

(Japan built) vehicles with VINs lower than JM1BP\*\*\*\*\*1142789 (produced before May 28, 2019)



DO NOT leave keys in the vehicle. The doors will lock with the keys in the vehicle when the liftgate lock switch is pressed and the 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. The 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. The driver touches 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

Good	No Good

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**Auxiliary Key**  
The auxiliary keys need to be inserted into the transmitters during PDI.

**Auxiliary Key**



**NOTE:** The auxiliary keys are small and could be overlooked during PDI.

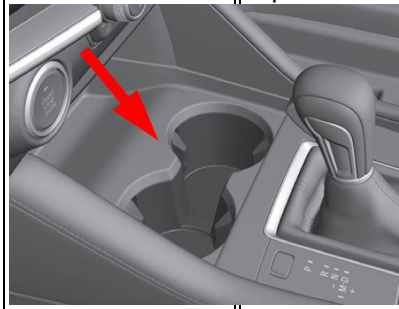
**Transmitter**



Vehicles arrive at the dealer with Auxiliary Keys located in the glove compartment\*



Vehicles arrive at the dealer with Transmitters located in the front cup holder\*



Manual - Before Auxiliary key

\*Vehicles that arrive at the dealer after business hours, transmitters/auxiliary keys are located in the dealer's early bird key drop box.

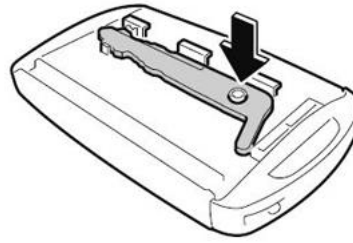
Insert the auxiliary key into the transmitter.

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

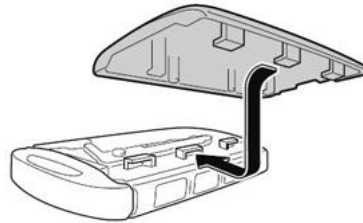


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Insert the auxiliary key.



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



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 cutting machines do not recognize vehicle key code and will not cut new replacement keys. Replace the front door key cylinder set.

**NOTE:** If the front door key cylinder set is replaced, eMDCS system key code information will need to be changed. Contact Helpdesk by phone (949 727-6434) or email (HelpDesk@mazdausa.com) and provide:

1. VIN
2. Replacement part key code.

Transmitter Note:



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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. Use MDARS to program new transmitters.

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Transmitter Battery Saving Function (Key Fob)

The 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 indicator light turns on (for 5

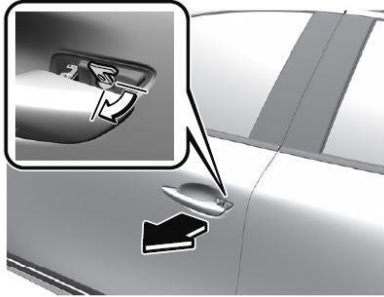
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	<p>seconds).</p> <p>*: with the advanced keyless function</p> <p>Also see Owner's Manual - Before Driving - Keys - Power saving function</p>
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**Keyless Entry Using Auxiliary Key**

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

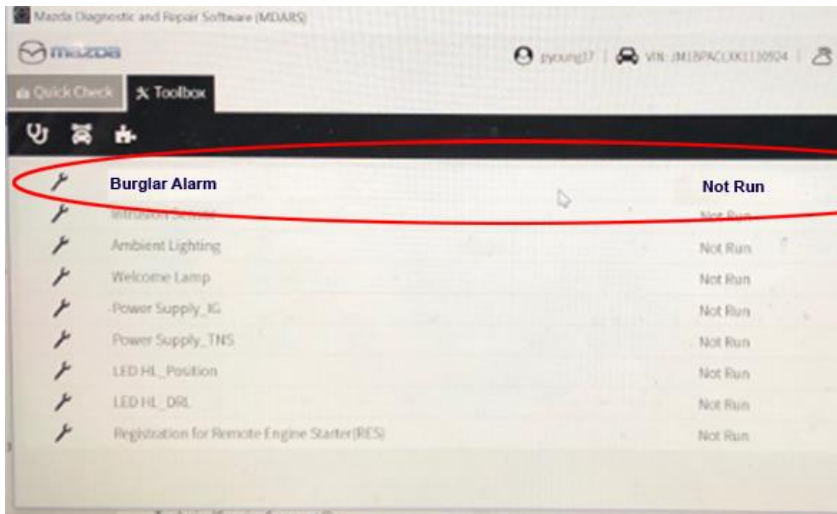
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### Theft-Deterrent System



The Mazda3 is not equipped with a Theft-Deterrent System. **CAUTION: DO NOT** use MDARS to enable the Theft-Deterrent System.

1. The Mazda3 does not have the necessary Theft-Deterrent System hardware to function if enabled using MDARS.
2. MDARS cannot disable the Theft-Deterrent System after it has been enabled.



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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

**Seat Warmer Turns OFF in Manual Mode**  
 JM1 (Japan built) vehicles produced before December 17, 2018  
 3MZ (Mexico built) vehicles produced before March 19, 2019

1. The front seat warmers turn OFF after approximately 10 minutes in manual mode.
2. DTC B1030:13 (SEAT WARMER UNIT (LH) CIRCUIT MALFUNCTION (HEATER SIDE)) is stored.
3. Front seat warmer functions after seat cool down and ignition OFF - ON cycle.

Contact Hotline for latest repair information.

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Seat Warmer Will Not Turn ON After Previous Usage  
JM1 (Japan built) vehicles produced after  
December 17, 2018  
3MZ (Mexico built) vehicles produced after March 19, 2019

1. DTC B1030:13 (SEAT WARMER UNIT (LH) CIRCUIT MALFUNCTION (HEATER SIDE)) is stored.
2. Front seat warmer functions after seat cool down and ignition OFF - ON cycle.

Contact Hotline for latest repair information.

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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.

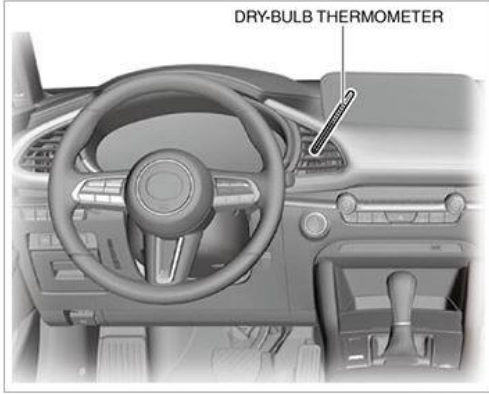
See Owner's Manual - When Driving - Brake - EPB Auto operation

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

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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.

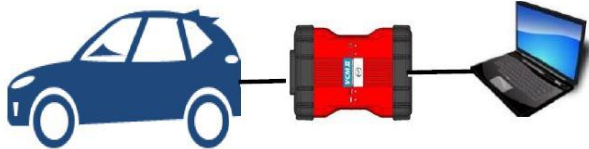


New Rubber Type

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"> <li>1. This function cannot be turned OFF.</li> <li>2. Distance until the oil change is available in MAZDA CONNECT.</li> <li>3. <b>Reset is required after every oil change.</b></li> </ol>	<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"> <li>1. Performs more maintenance service functions</li> <li>2. Performs more complicated vehicle electrical system diagnostic</li> <li>3. Reprograms more ECU's</li> </ol> 	<p>MGSS: BASIC KNOWLEDGE</p>
<p>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.</p>	<p>---</p>

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