

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: BATTERY MAINTENANCE WHILE IN SHOW ROOM	Service Alert No.: SA-043/19
	Last Issued: 10/17/2019

APPLICABLE MODEL(S)/VINS

2019-2020 Mazda3
2020 CX-30

DESCRIPTION

To avoid a drained battery, especially when the vehicle is displayed for customers in a show room (with door operation being more frequent and battery consumption being larger), it is highly recommended to perform more frequent battery maintenance than for previous generation models.

Recommendation of battery maintenance

To maintain the battery condition:

- Connect an external power source
- Charge the battery frequently (at least every 10 days)
- Keep the battery at 12.4 V minimum (recharge if necessary)

To stop excessive battery consumption:

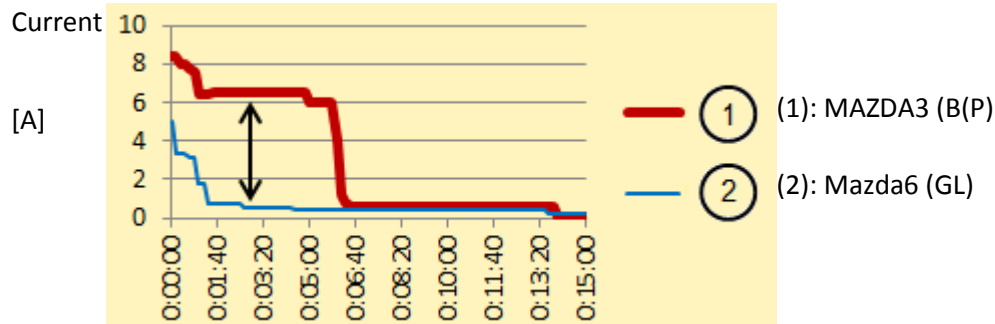
- Avoid frequent door operation
- Avoid light operation
- Turn off the leaving home function
- Lock the doors to put the vehicle to sleep (If doors are unlocked for some reason, keep all key fobs away from the vehicle to put the vehicle to sleep)

NOTE: For vehicles on display (without necessity to show any vehicle functions) or in stock, it is recommended to disconnect the negative battery terminal or to remove the room fuse.

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Background

On 7th generation vehicle (2019-2020 Mazda3 (BP) and 2020 CX-30 (DM)), when the door is opened/closed with the ignition switch off, the battery current is approximately 7A, which is three times larger than previous generation models (2.5A on Mazda6 (GL)). In addition, after the door is closed, a 6A current continues for 6 minutes on 7th generation vehicles. This is why frequent door operation in the show room may result in low battery voltage.



Time after the door is closed
with the ignition switch off and key fob in the vehicle
(Actual current differs depending on equipment)

The reason for the larger current is that the door operation triggers an earlier waking up of the connectivity master unit (CMU), which prepares for an earlier startup of the audio and navigation systems after starting the engine or turning on ACC mode. This change improves customer experience during daily use. On 7th generation vehicles, the navigation screen appears in 19 seconds after the ignition is turned on instead of 42 seconds on previous generation models.