Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

Subject:	**Bulletin No.:** 01-018/19
NO START AFTER DRAINED BATTERY AND IGNITION WILL NOT TURN OFF	**Last Issued:** 11/14/2019

APPLICABLE MODEL(S)/VINS
2019 MAZDA3 (Japan built) vehicles with VINs lower than JM1BP******128935 (produced before Mar. 5, 2019)
2019 MAZDA3 (Mexico built) vehicles with VINs lower than 3MZBP******105242 (produced before Mar. 5, 2019)

DESCRIPTION

Some vehicles that have a drained battery recovered may exhibit that the engine will not start and the ignition switch will not turn off. The following DTC's may also be stored:

- U3000:49 - BCM internal malfunction
- B10E7:12 - IG1 relay circuit malfunction
- P0615:11 - Starter relay circuit malfunction

This concern most likely occurs on vehicles in a show room with frequent door operation and poor battery maintenance. For proper battery maintenance of show room vehicles, refer to SA-043/19.

Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

1. Verify customer concern.
2. Charge the battery or replace it with a good one if required.

- If the engine can be started, this TSB is not applicable.
- If the concern continues, go to next step.

3. If DTC U3000:49 [BCM] is stored, try to clear it (up to 10 times if needed).

- If the DTC was not stored or is stored and cannot be cleared, go to next step.
- If the DTC is stored and can be cleared, reprogram the BCM to the latest version software using Mazda Diagnostic And Repair Software (MDARS), then go to step 5. Refer to "MDARS ECU Reprogramming Procedure".

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NOTE:

- After the reprogramming, pending DTC P2610:00 [PCM] will be stored without MIL illumination. Run the engine and clear the DTC.
- For 5-door HB, if the LFU software is older than one shown below, reprogramming may be needed. Refer to TSB 09-035/19.

BCM	BCM_SUB	LFU
BEMD-66S02-J	B0J8-66S03- (BCKB-66S03 - for later suffix BCM software)	BCWK-66S06-E

4. Replace the BCM with a new one according to MGSS (BODY CONTROL MODULE (BCM) REMOVAL/INSTALLATION).

NOTE:

- The modified software will be installed to the BCM during the configuration process.
- For 5HB vehicles, also perform LFU software update. If LFU reprogramming is not performed, it may result in other concerns as stated in TSB 09-035/19.
- If DTC U2120:00 or/and U2500:82 are stored and i-ACTIVSENSE warning light (amber) turns on after the reprogramming, refer to SA-036/19.
- After replacing the BCM, the wrench light may turn on in the instrument cluster. If the wrench light is on, perform "Reset Oil Change Distance" in the center display:
    - Home screen Information Vehicle Status Monitor Vehicle Maintenance Settings
    - If Reset Oil Change Distance is performed on a customer vehicle, an engine oil change is recommended to keep a proper schedule maintenance.

5. Verify repair.

MDARS ECU Reprogramming Procedure

NOTE: This procedure explains a generic reprogramming for all Electrical Control Units (ECU) such as PCM, BCM, ESU, etc. Be aware that some sentences and screen images below mention a certain control unit such as "PCM" or "BCM" as an example.

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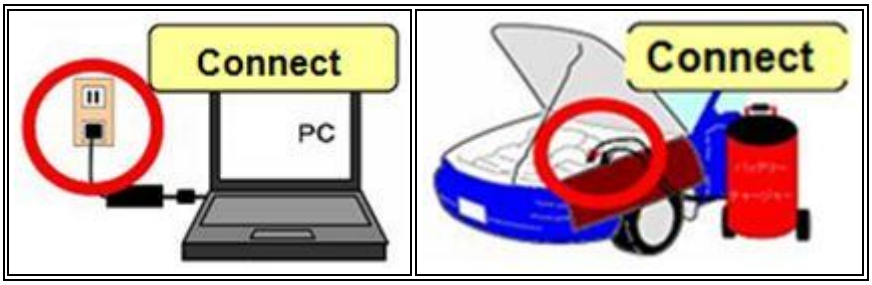
ATTENTION: READ ALL CAUTIONS AND NOTES BEFORE AND AFTER REPROGRAMMING!

CAUTION:

- **A poor connection between the vehicle and M-MDS and/or low voltage may result in abnormal termination and/or data corruption. A low battery voltage may cause a reprogramming failure resulting in unexpected ECU replacement.**
- **Make sure that the following connections are firmly connected, then DO NOT touch the VCM and DLC cable to prevent noise and a poor connection.**
    - **Between the vehicle-side connector and the DLC cable**
    - **Between the PC-side connector and the USB port of the PC**
- **When reprogramming with MDARS, power consumption and voltage fluctuation are greater than with IDS. Use the Power Supply mode in the Battery Management System (GR8) and connect an AC adapter to the PC to stabilize voltage fluctuation.**



BEFORE REPROGRAMMING
NOTE:

- Turn off all electrical loads (i.e. A/C blower, audio system, rear defogger and headlights).
- Perform a self-test and verify no DTCs are stored. If any DTCs are stored, repair the concern and delete the DTCs.
- Disconnect any aftermarket accessories (non-genuine Mazda accessories).
- Terminate all programs other than MDARS on the PC. Running other programs may interfere with the MDARS performance, resulting in the PC freezing or other problems.
- Perform reprogramming with a proper internet connection. When using a wireless network, make sure the connection is strong.
- Make sure to keep enough free space on the PC's hard disc. Insufficient free space (less than 1 GB) may result in the PC freezing during reprogramming.

1. Connect the M-MDS to the vehicle.

2. Launch the Mazda Diagnostic And Repair Software (MDARS).

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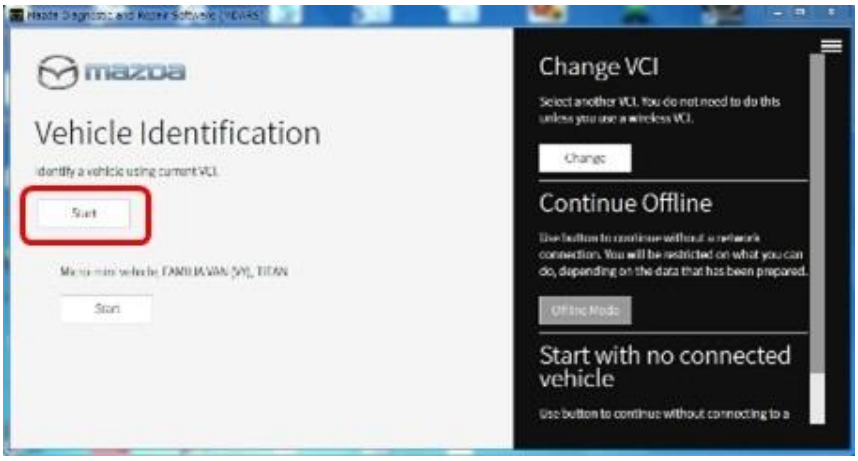
3. Turn the ignition on, then click “Start”.



4. Select the “toolbox” tab.

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5. Select Work Support group.

6. Select “Software update”, then click "Run".

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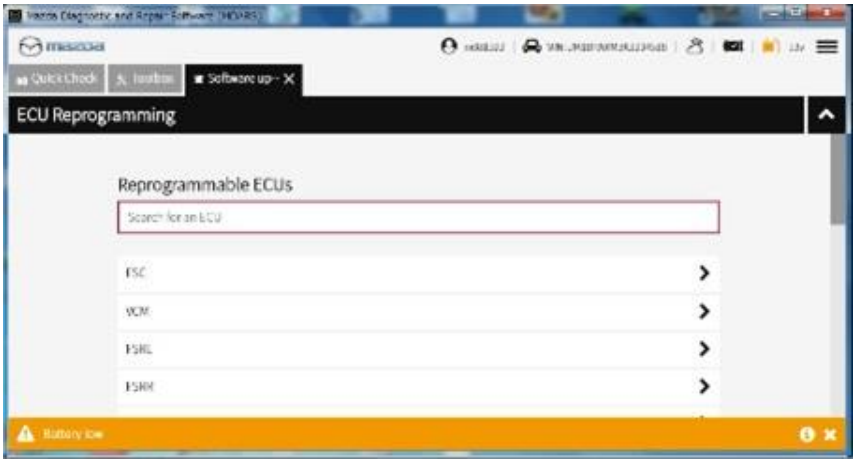
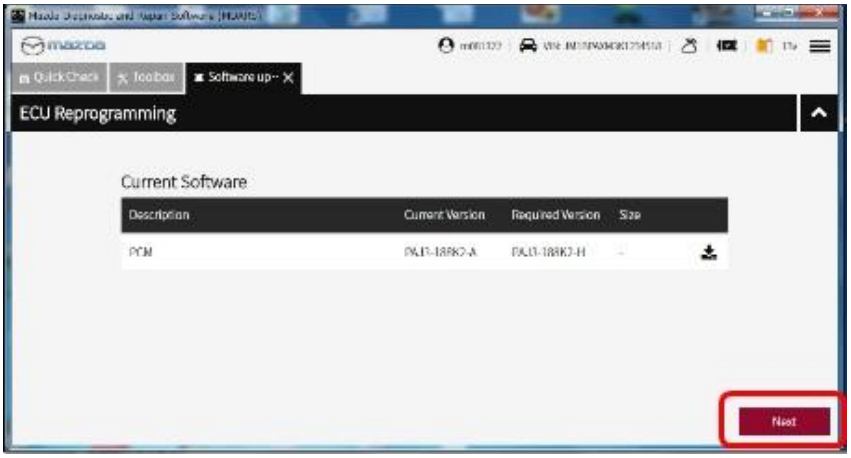
7. Select the ECU to be reprogrammed.



8. Confirm the current and new software versions, then click “Next”.
NOTE: When reprogramming the BCM, two softwares will be shown.



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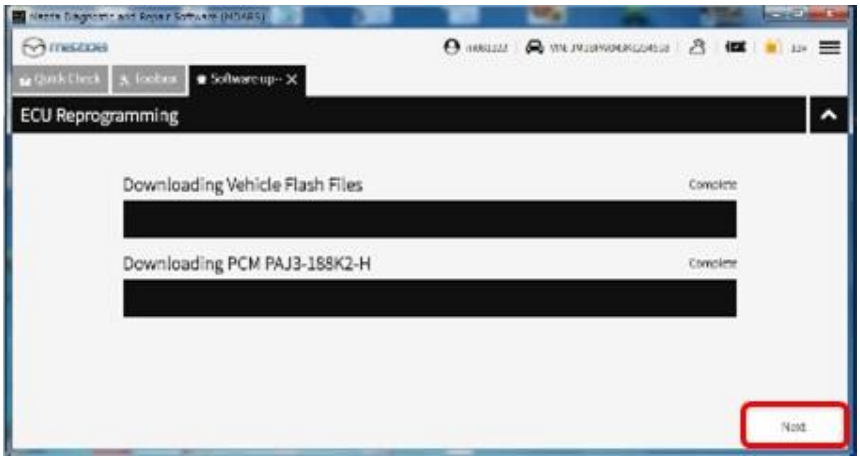
9. Wait for the download, then click “Next”.
NOTE: When reprogramming the BCM, downloading will occur twice.



10. Read the screen instructions, then click “Next”.

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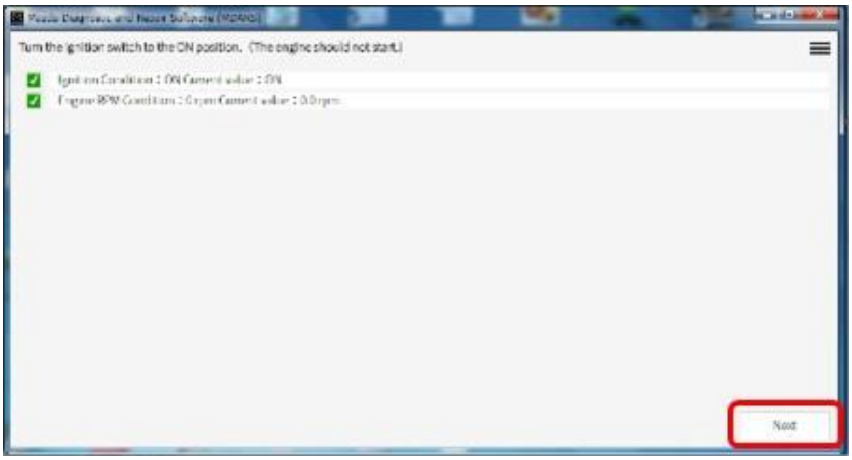
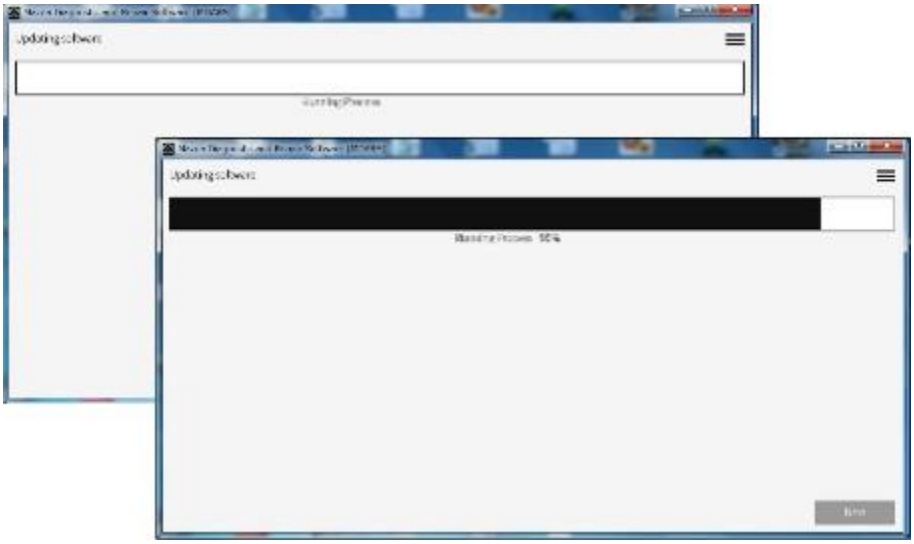
11. Follow the instructions on the screen, then click “Next”.



12. Wait for the reprogramming to complete.
NOTE:

- The progress bar will stay at 90% for 30 seconds. This is not a failure.
- When reprogramming the BCM, this process will occur twice.



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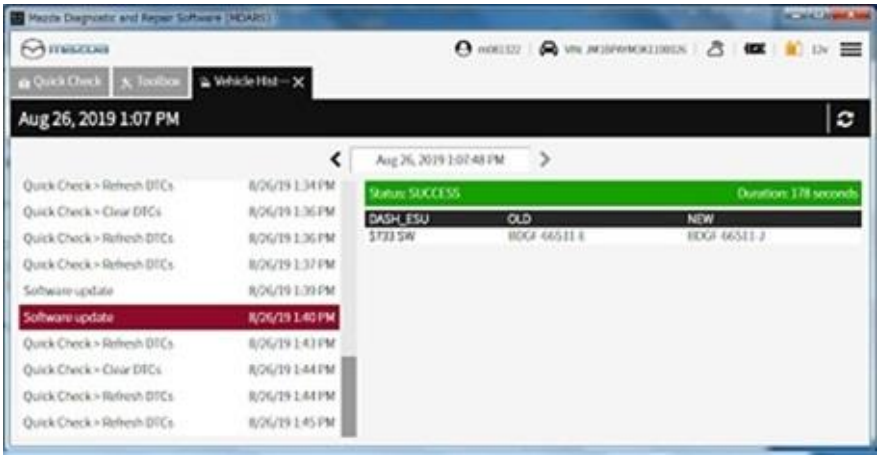
AFTER REPROGRAMMING
NOTE:

- Select “Vehicle History” under “Collect Diagnostic Information”, then click “Run”.

- Confirm the reprogramming on the screen and save the screen copy as a record.



PARTS INFORMATION

Parts Number	Description	Qty.
BCYA-67-560A	Unit, Control-BCM	1

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WARRANTY INFORMATION

NOTE:

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

No parts replacement (Clear DTC and reprogram BCM)

Warranty Type	A
Symptom Code	61
Damage Code	9W
Part Number Main Cause	5555-67-560
Quantity	0
Operation Number / Labor Hours:	XXR8EXFX / 0.2 Hrs.

Replace BCM

Warranty Type	A
Symptom Code	61
Damage Code	9W
Part Number Main Cause	BCYA-67-560A
Quantity	1
Operation Number / Labor Hours:	XXR8EARX / 0.3 Hrs.

NOTE: Charging and replacement of the battery are not covered under warranty.

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