Mazda North American Operations Irvine, CA 92618-2922



VEHICLE NO START DUE TO LOOSE CONNECTOR(S) AFTER INSTALLING ACCESSORY DIMMING MIRROR	Service Alert No.: SA-048/19
	Last Issued: 11/18/2019

APPLICABLE MODEL(S)/VINS

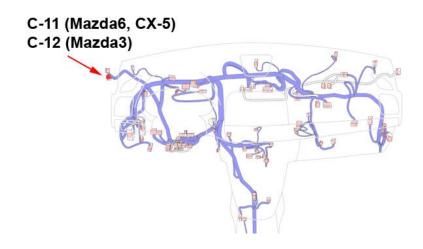
2014-2016 Mazda3 equipped with accessory mirror 2014-2016 Mazda6 equipped with accessory mirror 2013-2016 CX-5 equipped with accessory mirror

DESCRIPTION

Some customers may expierience one or more of the following:

- intermittent no start
- engine stall
- many DTC's stored
- no communication with the PCM

This may be caused by a poor C-11 or C-12 electrical connection.



REPAIR PROCEDURE

Page 1 of 2

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing. 1. Verify customer concern.

2. Is the vehicle equipped with a Mazda accessory mirror?

- Yes Continue to step 3.
- No This service alert does not apply. Go to MGSS for normal diagnosis.

3. Check connector C-11 (CX-5 / Mazda6) and C-12 for (Mazda3) for proper connection. Is the connector properly secured?

- Yes Check all other accessory mirror electrical connectors and repair if necessary. Otherwise, refer to MGSS for normal diagnosis.
- No Repair electrical connection.

4. Verify repair.

Page 2 of 2

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.