

Subject:

**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 experience 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.

C-11 (Mazda6, CX-5)

C-12 (Mazda3)

**REPAIR PROCEDURE**

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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.

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