Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

Subject:	**Service Alert No.:** SA-051/19
2020 CX-30 SERVICE CAUTIONS FOR NEW AND REVISED FEATURES	**Last Issued:** 12/03/2019

APPLICABLE MODEL(S)/VINS
2020 CX-30

DESCRIPTION

The 2020 CX-30 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
Auxiliary Key
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
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 Inoperative
Electric Parking Brake (EPB)
Tire Pressure Monitoring System (TPMS)
Condition Based Maintenance
M-MDS (MDARS)

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Part Replacement

Item	Service Information

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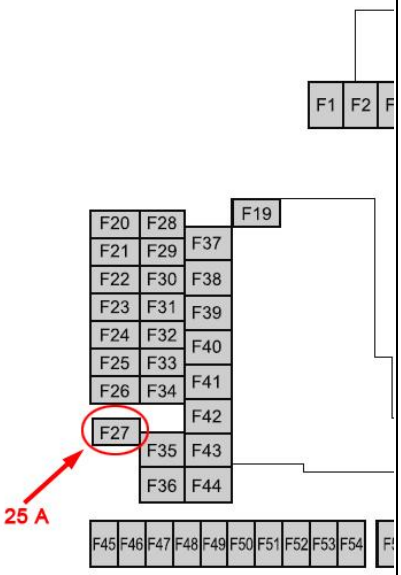
Fuse to be Installed at PDI

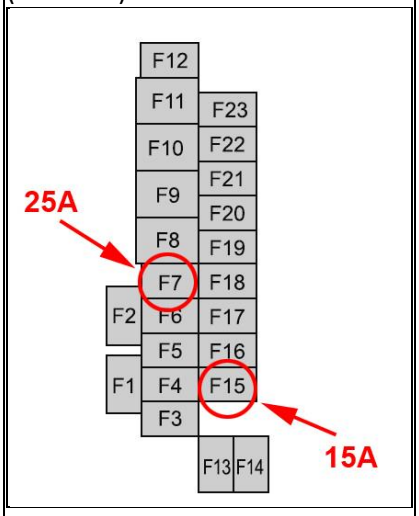
There are 2 fuses removed at the factory that should be installed at PDI.

1. Fuse F27 (25A) - Fuse Block Engine Compartment
2. One of the following:
   1. Fuse F7 (25A) - Equipped with Power Liftgate - Fuse Block Left Side
   2. Fuse F15 (15A) - Not equipped with Power Liftgate - Fuse Block Left Side

Fuse Block
(Engine Compartment)



Fuse Block
(Left Side)



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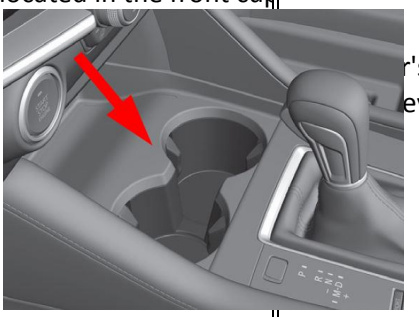
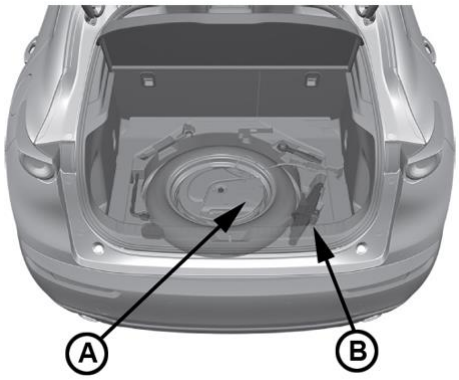
Auxiliary Key
The auxiliary keys need to be inserted into the transmitters during PDI.

Auxiliary Key	Transmitter
 NOTE: The auxiliary keys are small and could be overlooked during PDI.	
Vehicles arrive at the dealer with Auxiliary Keys located in the glove compartment* 	Vehicles arrive at the d located in the front cup  r's Manual - Before eys- Auxiliary key The 2nd transmitter is (A) or next to the jack (

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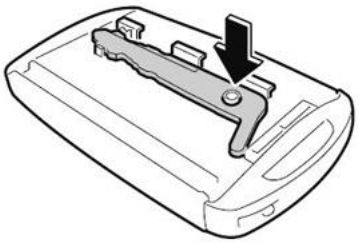
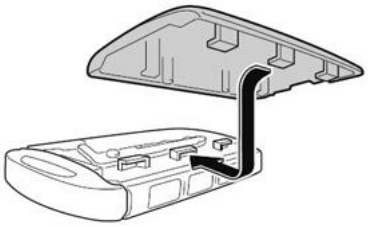
*Vehicles that arrive at the dealer after business hours, one transmitter and auxiliary keys are located in the dealer's early bird key drop box.

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.	
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

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provide: 1. VIN 2. Replacement part key code. Transmitter Note: 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. 3. Replacement battery type is CR2032 (3V, 225mAh), which is different then previous 6th generation transmitter battery type CR2025 (3V, 160mAh). If the wrong battery is installed, the transmitter might not work properly (malfunction).	

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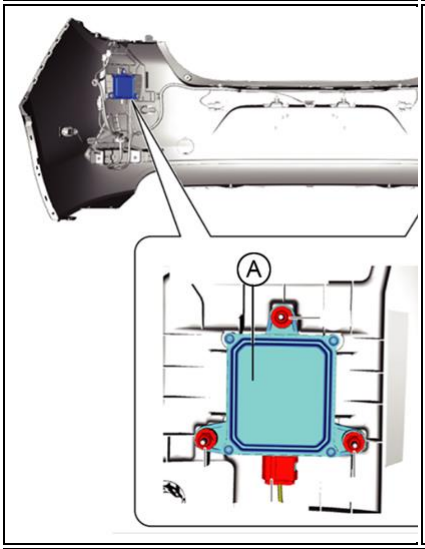
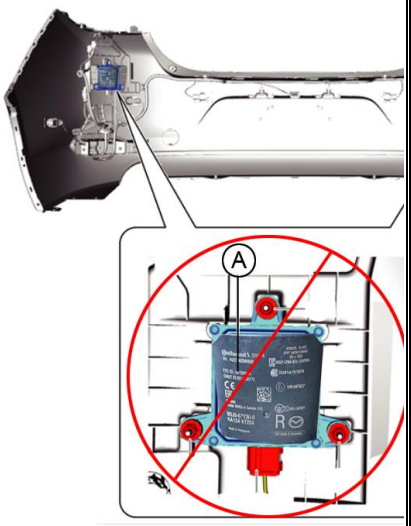
Apple CarPlay™ / Android Auto™ Install Kit 1. The CX-30 Standard is not equipped with Apple CarPlay™ / Android Auto™ (Equipped on all Option Packages) 2. Apple CarPlay™ / Android Auto™ Smartphone Screen Mirroring Kit accessory is not available for the CX-30 Standard.	See SA-001/19 - APPLE CARPLAY™ / ANDROID AUTO™ FREQUENTLY ASKED QUESTIONS (FAQ)
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.	---

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

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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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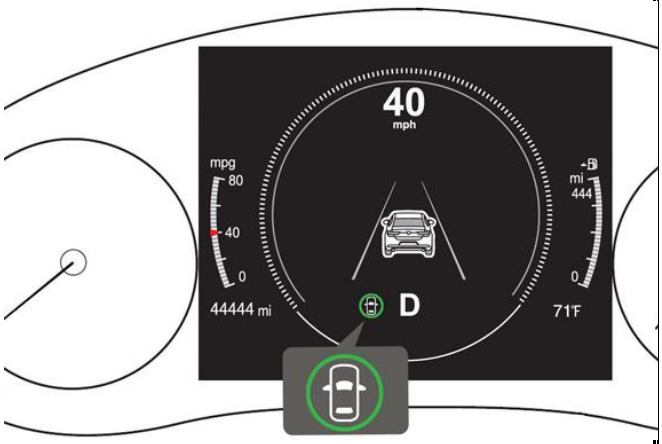
<table>
<tr><td colspan="2">i-ACTIVSENSE Switch
 </td><td rowspan="2">See Owner's Manual- When Driving - i-ACTIVSENSE - i-ACTIVSENSE</td></tr>
<tr><td>When i-ACTIVSENSE is in normal operating status, the instrument cluster i-ACTIVSENSE indicator is green.</td><td>Activated Status: Green
 
</td></tr>
</table>

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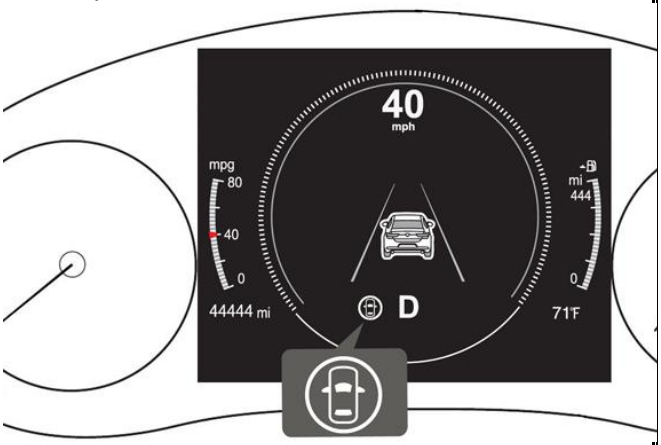
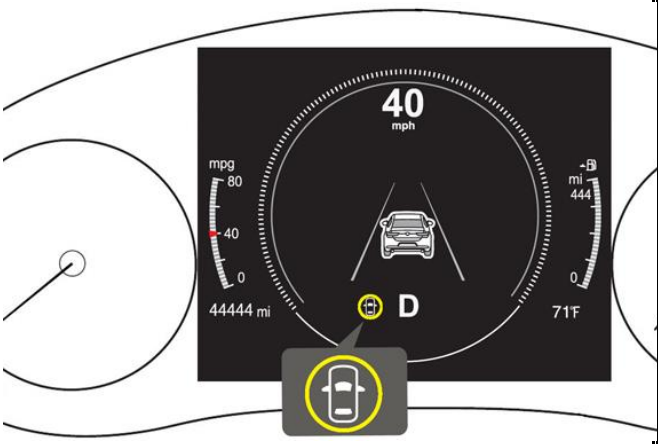
When i-ACTIVSENSE has an environmental fault, such as a dirty windshield or driving into the sun, the instrument cluster i-ACTIVSENSE indicator is white.	Stand-by Status: White 	
When i-ACTIVSENSE has a fault that needs diagnosis by a dealership, the instrument cluster i-ACTIVSENSE indicator is amber.	Warning Status: Amber 	
When the i-ACTIVSENSE switch is pressed, the following systems are **OFF** and the i-ACTIVSENSE OFF indicator illuminates.	**OFF (**Cancelled Status**)**: I-ACTIVSENSE OFF INDICATOR IS ILLUMINATED	

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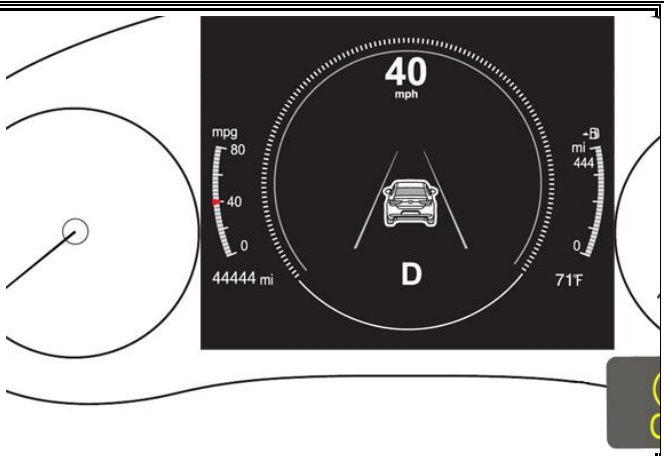
1. Lane Departure Warning System (LDWS) 2. Blind Spot Monitoring (BSM) 3. Distance Speed Alert (DSA) 4. Rear Cross Traffic Alert (RCTA) 5. Lane-keep Assist System (LAS) To turn the system back to **ON**, press the i-ACTIVSENSE switch once. NOTE: 1. When the ignition is turned OFF - ON, i-ACTIVSENSE		

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switches to **ON**. 2. If MRCC is activated, i-ACTIVSENSE switches to **ON**. 3. When MRCC is deactivated, i-ACTIVSENSE remains **ON**. 4. The i-ACTIVSENSE switch does not cancel SBS. SBS can be deactivated using infotainment system settings.		

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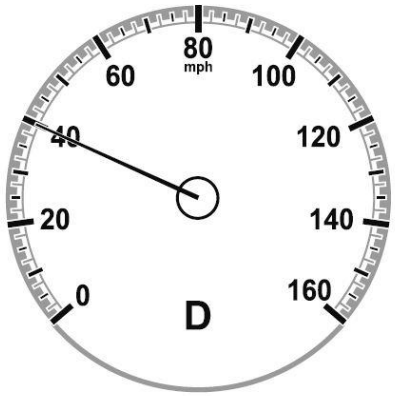
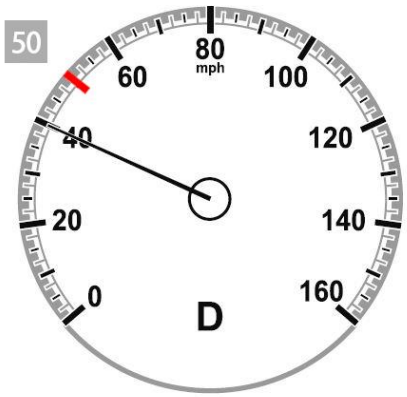
Traffic Sign Recognition (TSR) *

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	See Owner's Manual - When Driving - i-ACTIVSENSE - i-ACTIVSENSE - Traffic Sign Recognition System (TSR) MGSS: Traffic Sign Recognition (TSR)
	 Driving under the speed limit	

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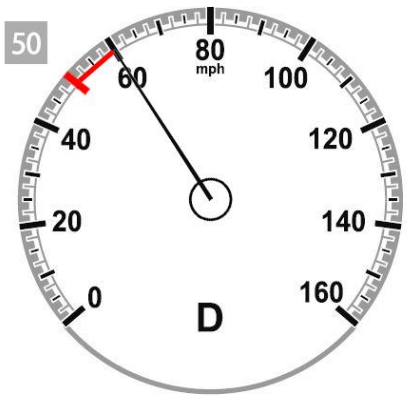
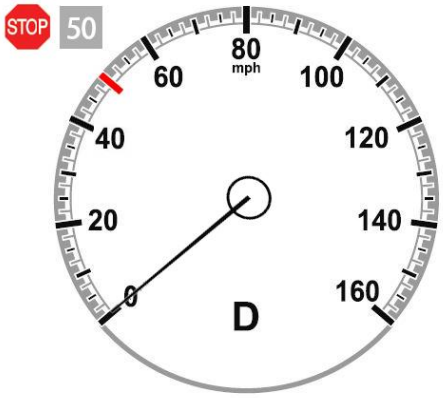


Driving over the speed limit



Stop sign and Speed Limit recognized

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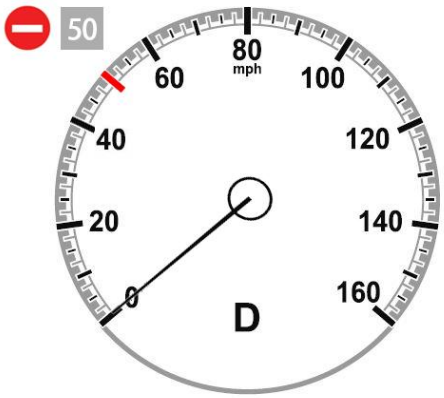
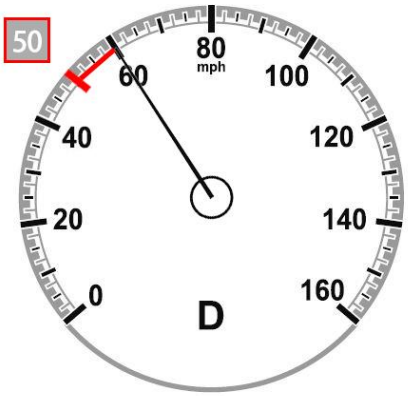
	 Do Not Enter sign and Speed Limit recognized	
MAZDA CONNECT Speed Limit Alert ON (Customer Setting Change)	 Excessive Speed Warning	

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

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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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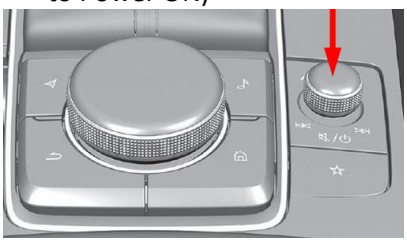
MAZDA CONNECT New Power Off Function 1. Audio Mute - Short press the volume knob (Press again to cancel) 2. Power Off - Press and hold the volume knob (Press and hold again to Power ON) 	See Owner's Manual - Interior Features - Mazda Connect MGSS: ENTERTAINMENT SYSTEM

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MAZDA CONNECT Center Display View
The rear-view monitor does not utilize all of the center display space.

Function	Display
Rear View Monitor	
MAZDA CONNECT FM	
Apple CarPlay	
Android Auto	

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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.
    1. Note: Do not use the same file as Mazda3. Check MGSS and retrieve the correct file for the CX-30.
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 2020 CX-30 7th generation (Gen 7) infotainment system is not equipped with factory installed navigation system, however, it is available as a dealer installed accessory. **NOTE:** The Gen 7 accessory navigation SD card is made in Japan instead of USA. The USA made navigation SD card (Gen 6.5) will not function in a Gen 7 vehicle. 	---
SIRIUSXM Data Service No Free Trial (Preferred Package and above) 1. Only available as a paid subscription. 2. SiriusXM Traffic Plus feature requires in-vehicle navigation SD card. 3. The 2020 CX-30 is not equipped with a factory installed navigation system, however, it is available as a dealer installed accessory.	See Owner's Manual - Interior Features - Mazda Connect - Appendix SA-007/19 - SIRIUSXM DATA SERVICES

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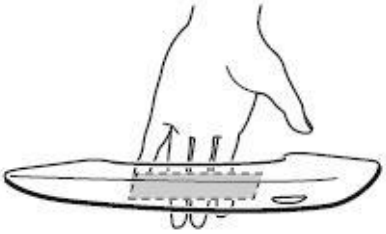
Power Door Locks Doors cannot be unlocked using the outside door handle touch sensor The door handle touch sensor system may not operate normally under the following conditions: 1. The front passenger (without key) grabs and holds the outside door handle before the driver (with key) touches the drivers 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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Transmitter Battery Saving Function (Key Fob) The CX-30 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

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	longer while the operation indicator light turns on (for 5 seconds). *: with the advanced keyless function Also see Owner's Manual - Before Driving - Keys - Power saving function

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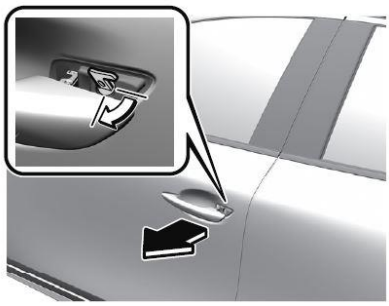
Keyless Entry Using Auxiliary Key If the vehicle battery is discharged and/or the key battery is dead, vehicle entry is possible using the auxiliary key. 	See Owner's Manual - Before Driving - Keys - Auxiliary Key Then refer to Owner's Manual - Before Driving - Doors and Locks - Unlocking with Auxiliary 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

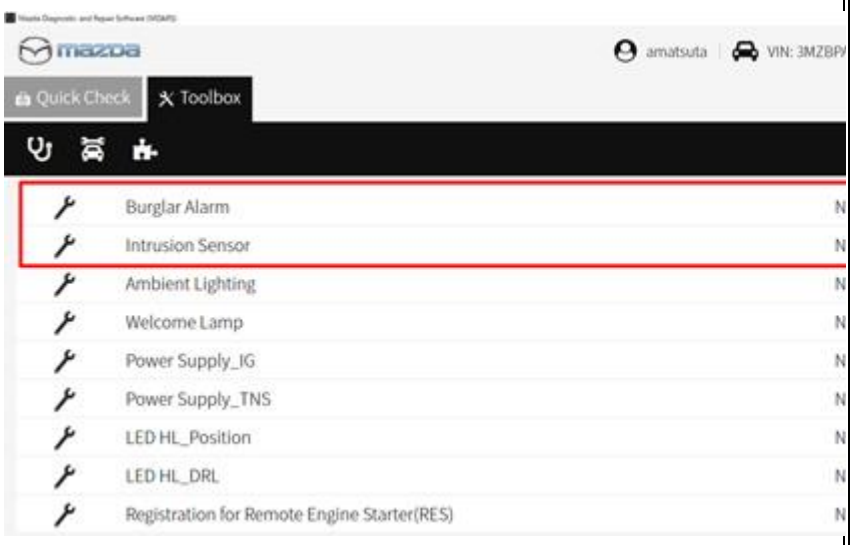
The CX-30 is not equipped with a Theft-Deterrent System.**CAUTION**: DO NOT use MDARS to enable:

1. Burglar Alarm
2. Intrusion Sensor

The CX-30 does not have the necessary Theft-Deterrent System hardware to function if enabled using MDARS, and MDARS cannot disable the Theft-Deterrent System after it has been enabled.
The following DTC's may be stored if the burglar alarm or intrusion sensor are enabled:

1. B109F:87 - Intrusion Sensor Module
2. B2002:87 - On Board Charger DC/DC Low Voltage Side

Contact Hotline if the Theft-Deterrent System has been accidently 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 * if equipped	See Owner's Manual - Essential Safety Equipment - Seat Warmer/Heated Steering Wheel - Seat Warmer / Heated Steering Wheel
Seat Warmer Will Not Turn ON After Previous Usage or being parked under the hot sun. 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.

- Engine is running
- Driver's door is closed
- Driver's seat belt is fastened
- Selector lever is in the D, M, or R position

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

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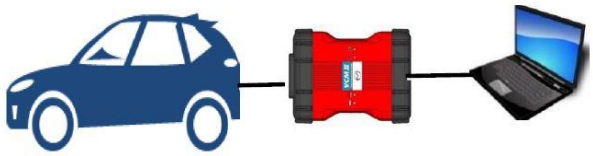
Tire Pressure Monitoring System (TPMS) Change The TPMS system uses a new rubber type direct TPMS. **NOTE:** The new rubber type is not reusable. If the TPMS sensor is removed from the wheel, it must be replaced. New Rubber Type Old Metal Type	MGSS: TIRE PRESSURE MONITORING SYSTEM (TPMS)
Condition Based Maintenance (Except Canada) The vehicle calculates the maintenance (oil change) timing. 1. This function cannot be turned OFF. 2. Distance until the oil change is available in MAZDA CONNECT. 3. **Reset is required after every oil change.**	MGSS: MAINTENANCE MONITOR OPERATION PROCEDURE
New M-MDS (MDARS) A new M-MDS diagnostic tester (MDARS) for 7th generation vehicles (starting with the 2019 Mazda3) is used. 1. Performs more maintenance service functions 2. Performs more complicated vehicle electrical system diagnostic 3. Reprograms more ECU's 	MGSS: BASIC KNOWLEDGE

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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.	---

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