

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b> "ENGINE OIL LEVEL HIGH" MESSAGE DISPLAYED IN INSTRUMENT CLUSTER, DTC P24C6	<b>Service Alert No.:</b> SA-023/20
	<b>Last Issued:</b> 02/05/2020

**APPLICABLE MODEL(S)/VINS**  
2019 CX-5 SKYACTIV-D 2.2

## DESCRIPTION

If you encounter a vehicle with "ENGINE OIL LEVEL HIGH" message displayed in the instrument cluster, perform the following inspection:

1. Scan the vehicle for DTCs.
2. Let the vehicle sit with the engine off for a minimum of 10 minutes, then inspect the oil level on the dipstick.
3. Measure the oil level in millimeters from the full mark.
4. Collect the vehicle's Service History.
5. Contact the Technical Hotline for further instructions.

**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.