Keyword Search	Search by Customer Concern	View Content

VIN

_____

or   Select Model

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SA-013/20

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Search Results	Details ✕

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SA-013/20 - 2020 CX-30 SERVICE CAUTIONS FOR NEW AND REVISED FEATURES

🔖

SI121599   Recommend Change   Manage Document

SA NUMBER: SA-013/20

BULLETIN NOTES

This Service Alert supersedes the previously issued bulletin(s) listed below. The changes are noted in Red text.

Previous Service Alerts:	Date(s) Issued:
SA-013/20	02/06/20, 1/24/20 and 1/15/20
SA-051/19	12/18/19, 12/13/19, and 12/03/19

APPLICABLE MODEL(S)/VINS
2020 CX-30

TI SUMMARY

Hotline Instructions
Theft-Deterrent System accidently enabled and DTC's stored.

Go to TI SI121734 (https://portal.mazdausa.com/pokinfoctr/mazdagms3/index?page=detail&id=SI121734)

Ignore text below, used for MGSS search function
Burglar Alarm
Intrusion Sensor
B109F:87
B1182:06
B2002:87
C0077:00
C1A56:16
C1A56:49
C1A56:87
C1A58:16
C1A58:49
C1A58:87
C1A60:16
C1A60:49
C1A60:87
C1A62:16
C1A62:49
C1A62:87
U1033:82

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
Commander Switch Inoperative
Auxiliary Key
Connected Vehicle

Connected Vehicle Maintenance Mode
Mazda Connected Vehicle Viewer (MCVV)
Off-Road Traction Assist
Apple CarPlay™ / Android Auto™ Install Kit
Blind Spot Monitoring System (BSM)
Front Wiper Service Caution
i-ACTIVSENSE Switch
Speed Limit Alert
MAZDA CONNECT Power Function
MAZDA CONNECT Center Display View
In-Vehicle Digital Owner's Manual
Navigation System
SIRIUSXM Data Service
Power Door Locks
Walk-Away Auto Lock Function
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)
Part Replacement
Web-Based Training Courses

Item

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:
   - Fuse F7 (25A) - Equipped with Power Liftgate - Fuse Block Left Side
   - Fuse F15 (15A) - Not equipped with Power Liftgate - Fuse Block Left Side

Note: Check for Connected Vehicle signal after installing room fuses. See the image below for how the connectivity signal bar looks (it's the vertical stack bar on the right bottom corner) not displayed on the "Home" screen. Go into the "Entertainment" or "Navigation" menu to check it. To confirm it is working properly, the bar should be white like the image below.
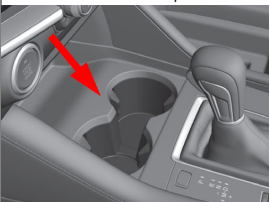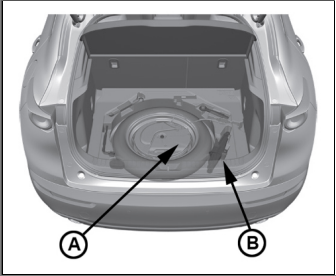

Commander Switch and Steering Wheel Switch Inoperative

Check for missing Audio F13 15A fuse

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 dealer with one transmitter located in the front cup holder* The 2nd transmitter is located near the spare tire (A) or next to the jack (B).

*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.	

NOTE:

- If one auxiliary key is lost, some key machines can trace cut a new replacement key.
- 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@mazd
- VIN
- Replacement part key code.

Transmitter Note:

- If one transmitter is lost, inform the customer to take cautions not to lose the 2nd transmitter.

- If both transmitters are lost, the vehicle will be disabled. Use MDARS to program new transmitters.
- 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 install work properly (malfunction).

Connected Vehicle

1. Connected Vehicle App remote requests below may take up to a minute to complete.
   - Engine Start
   - Engine Stop
   - Door Lock
   - Door Unlock
   - Quick Flash/Horn On
   - Hazard Off

2. Connected Vehicle App status is not updated in real time for the items below. Updates may take several minutes and may require a manual refresh.

   - Tire Pressure Status (last key cycle)
   - Doors
   - Trunk/Liftgate
   - Hood
   - Hazard Lights

NOTE: Tire pressures on the app are from the last time data was received before the ignition was turned off.

3. Multiple remote requests failure
   - Only a single request can be processed per minute.
   - Error messages are displayed if multiple requests are sent within 60 seconds.

Resources:

Educational Videos	Other Re
- Overview (https://trainingvideos.mazdausa.com/Sales/CONNECTED_VEHICLE/Connected_Services_Mazda_Overview_FINAL_11.25.2019.mp4) - MyMazda remote (https://trainingvideos.mazdausa.com/Sales/CONNECTED_VEHICLE/Connected_Services_Mazda_Convenience_Remote_FINAL_11.25.19.mp4) - Using MyMazda App (https://trainingvideos.mazdausa.com/Sales/CONNECTED_VEHICLE/Connected_Services_Mazda_UsingMyMazda_FINAL_11.25.19.mp4) - Vehicle Health Notifications (https://trainingvideos.mazdausa.com/Sales/CONNECTED_VEHICLE/Connected_Services_Mazda_PeaceOfMind_FINAL_11.25.19.mp4) - In-car Wi-Fi (https://trainingvideos.mazdausa.com/Sales/CONNECTED_VEHICLE/Connected_Services_Mazda_ConvenienceWiFi_FINAL_11.25.19.mp4) - Saftey features (https://trainingvideos.mazdausa.com/Sales/CONNECTED_VEHICLE/Connected_Services_Mazda_Safety_FINAL_11.25.19.mp4)	- MAZDA CONNECTED SERVI (https://portal.mazdausa.co page=detail&id=SI121652) - MAZDA CONNECT and MAZ Guide (see attachment) - MAZDA CONNECTED VEHIC

Note: Vehicle Maintenance due data is pulled from the vehicles MAZDA CONNECT system. The customer can change the settings at: MAZDA CONNECT -> Information -> Vehicle Status M Settings.

Connected Vehicle Maintenance Mode
When vehicle is being serviced, switch to Restricted Transmitting Mode.
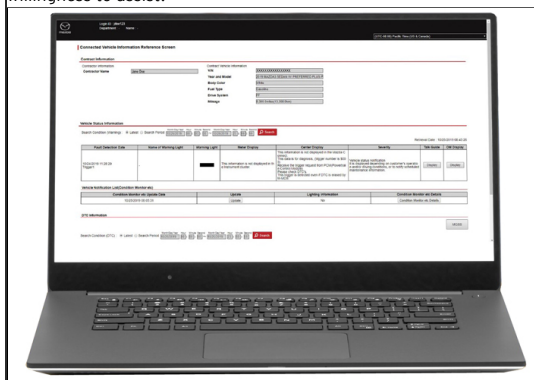   - Restricts MyMazda App remote functions.
   - Prevents error messages being sent to the customer during vehicle service.

Cancel Restricted Transmitting Mode after completing vehicle service.
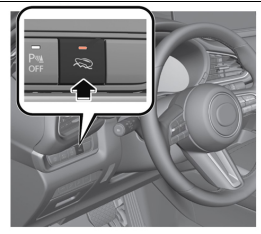
Mazda Connected Vehicle Viewer (MCVV)

The Mazda Connected Vehicle Viewer (MCVV) enhances the Mazda ownership experience by providing Mazda Service Advisors, Technicians and Call Center Associates access to real-time for applicable Mazda connected vehicles.

This powerful tool allows you to proactively understand and diagnose customer concerns and resolve potential issues, demonstrating how well you know the customer's vehicle while esta willingness to assist.

Off-Road Traction Assist
- The Off-Road Traction Assist is a function to assist in freeing tires that are stuck when driving on rough ground (such as gravel roads or snow-covered roads).
- The driver can switch the system to operational or non-operational using the Off-Road Traction Assist switch.
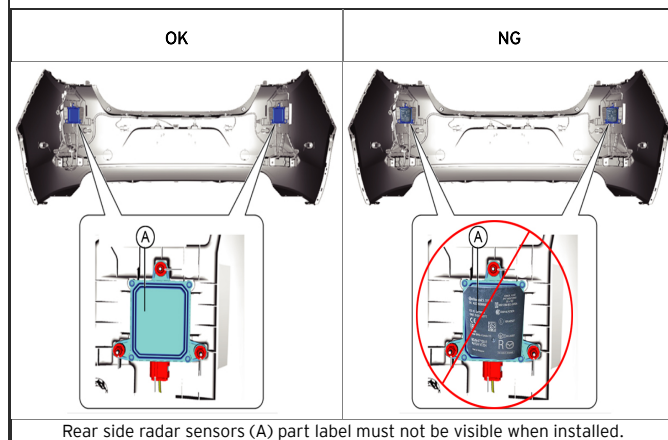

Apple CarPlay™ / Android Auto™ Install Kit

- The CX-30 Standard is not equipped with Apple CarPlay™ / Android Auto™ (Equipped on all Option Packages)
- Apple CarPlay™ / Android Auto™ Smartphone Screen Mirroring Kit accessory is not available for the CX-30 Standard.

Blind Spot Monitoring (BSM) System

- BSM system indicates vehicle on the opposite side.
- i-ACTIVSENSE indicator ring will not turn green
- Rear Cross Traffic Alert (RCTA) does not work
- Rear side radar sensor aiming may fail
- TPMS DTC(s) stored

This may be caused by BSM rear side radar sensor(s) installed facing the wrong direction.

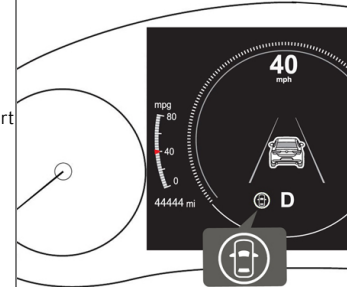| OK	NG
Rear side radar sensors (A) part label must not be visible when installed.	

Front Wiper Service Caution

- Wiper arm park position is located under the hood.
- When servicing front wipers, front wiper service mode is required or damage to wiper arms may occur (see Service Information).
- If wiper arms are replaced, M-MDS is needed for wiper arm adjustment (see Service Information)
- DO NOT use wiper arms as markers when in dealer inventory.

i-ACTIVSENSE Switch
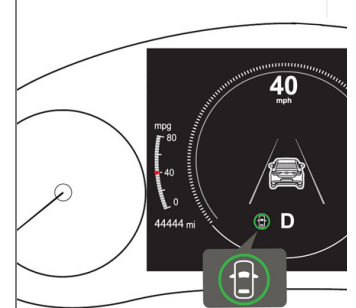

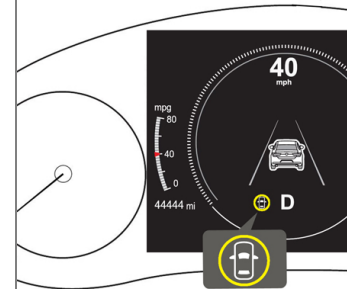|	Stand-by Status: White
If none of the systems are activated or if there is a problem with the system, the i-ACTIVSENSE status symbol (warning/risk avoidance support system) (white) is displayed.	
If any one of the systems is activated, the i-ACTIVSENSE status symbol (warning/risk avoidance support system) (green) is displayed.	Activated Status: Green
If any system warning is activated, the i-ACTIVSENSE status symbol (warning/ risk avoidance support system) (amber) is displayed.	Warning Status: Amber

When the i-ACTIVSENSE switch is pressed, the following systems are **OFF** and the i-ACTIVSENSE OFF indicator illuminates.
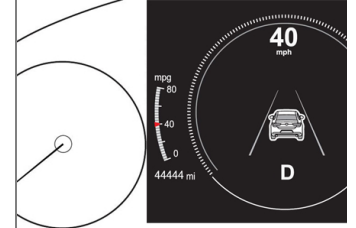
- Lane Departure Warning System (LDWS)
- Blind Spot Monitoring (BSM)
- Distance & Speed Alert (DSA)
- Rear Cross Traffic Alert (RCTA)
- Lane-keep Assist System (LAS)

To turn the system back to **ON**, press the i-ACTIVSENSE switch once.

NOTE:
- When the ignition is turned OFF -> ON, i-ACTIVSENSE switches to **ON**.
- If MRCC is activated, i-ACTIVSENSE switches to **ON**.
- When MRCC is deactivated, i-ACTIVSENSE remains **ON**.
- The i-ACTIVSENSE switch does not cancel SBS. SBS can be deactivated using infotainment system settings.

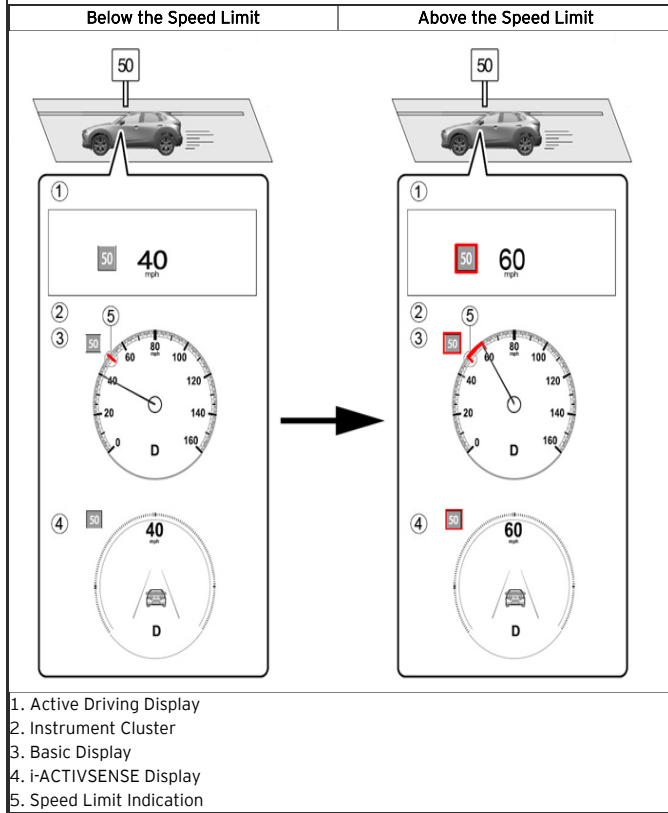**OFF (**Cancelled Status**):**
I-ACTIVSENSE OFF INDICATOR IS ILLUMIN

Speed Limit Alert *

NOTE:

- Speed Limit Alert function is only available with a dealer installed in-vehicle navigation system accessory**.
- Speed Limit Alert function is displayed in the Instrument Cluster and the Active Driving Display.
- Speed Limit Alert function is disabled when Apple CarPlay™ or Android Auto™ is connected.

* Some models

Below the Speed Limit	Above the Speed Limit

1. Active Driving Display
2. Instrument Cluster
3. Basic Display
4. i-ACTIVSENSE Display
5. Speed Limit Indication

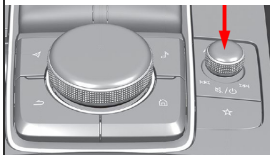**MAZDA CONNECT Speed Limit Alert Customer Settings**

- Speed Limit Alert Settings
  - OFF
  - Visual
  - Visual + Audible
- Speed Limit Alert Threshold
  - 0 mph
  - +5 mph
  - +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 the current limit. This information may not be a be fully correct for all roads on the map.

MAZDA CONNECT New Power Off Function

- Audio Mute - Short press the volume knob (Press again to cancel)
- Power Off - Press and hold the volume knob (Press and hold again to Power ON)

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	

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 ope

> **NOTE:**
>
> - 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 m
>   - DO NOT use the same file as Mazda3. Check MGSS (https://portal.mazdausa.com/pokinfoctr/mazdagms3/index?page=detail&id=SC7) and retrieve the correct file for the C
> - USB memory flash drive FAT16 or FAT32 format is required for installation.
> - The vehicle's infotainment system will only accept file names [contents.tar] and [contents.sig]. File names with additional suffixes will not be accepted.
> - 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.

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: Gen 6.5 Navi SD card with part number prefix BHP1 (CX-3) installed in the Gen 7 2020 CX-30 will not function.

Gen 7	Gen 7	Gen 6.5
P/N prefix BDTS	P/N prefix BDGF	P/N prefix BHP1
Interchangeable		

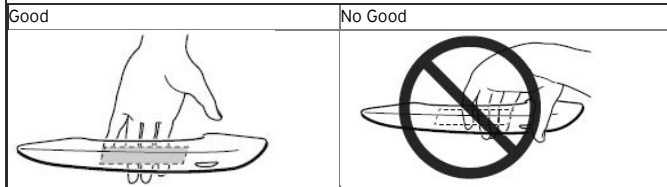**SIRIUSXM Data Service No Free Trial (Preferred Package and above)**

- Only available as a paid subscription.
- SiriusXM Traffic Plus feature requires in-vehicle navigation SD card.
- The 2020 CX-30 is not equipped with a factory installed navigation system, however, it is available as a dealer installed accessory.

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:
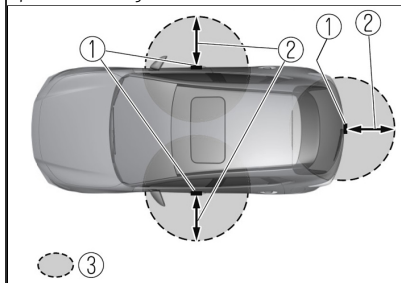
1. The front passenger (without key) grabs and holds the outside door handle before the driver (with key) touches the drivers outside door handle unlock touch sensor.
2. The driver touches the sensing area of the door lock touch sensor and the sensing area of the door release touch sensor at the same time.

Good	No Good

Walk-Away Auto Lock Function

A beep sound is heard when all doors and the liftgate are closed while the transmitter is being carried. All the doors, fuel-filler lid, and liftgate are locked automatically when the transmit range. Also, the hazard warning lights flash once. (Even if the driver is in the operational range, all the doors, fuel-filler lid, and liftgate are locked automatically after about 30 seconds.) operational range before the doors and the liftgate are completely closed or another transmitter is left
in the vehicle, the walk-away auto lock function will not work. Always make sure that all doors and the
liftgate are closed and locked before leaving the vehicle. The walk-away auto lock function does not close the power windows.

Operational Range

1. Exterior Antenna
2. 31 in (80 cm)
3. Operational range

Scenarios Where Walk-Away Lock Function May Not Work

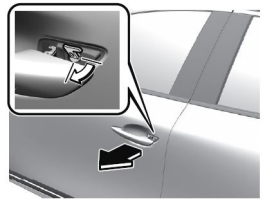|	Scenario	Reason	Solution
1.	Key transmitter is outside of antenna range while any of the doors have not been closed.	• By the time all the doors are closed, the key transmitter is already out of operational range, causing walk-away lock to not function.	Always make sure the key transmitter holder is in operational range and is the last person to leave after all doors/trunk/liftgate are closed.
2.	Key transmitter holder exits driver's door then opens rear left door to retrieve items.	• Depending on the key transmitter holder's distance to the antenna when he/she is closing the driver side rear door, the walk-away lock may or may not function. • If standing closer to the rear bumper area when closing the rear door, the key transmitter may be out of the operational range, causing walk-away lock to not function. • If standing closer to the B-pillar when closing the rear door, the walk-away lock should function correctly.	Be mindful of the key holder's position in relation to the door exterior antenna (31 in).
3.	Key transmitter holder moves out of operational range too quickly.	• If the key transmitter holder is in a hurry to get out of the car and leaves the operational range too quickly before the audio beep, the walkaway lock function may not work. • The key transmitter holder opens the driver's door, gets out, and walks away at a fast pace while shutting the door. It is possible that by the time the door is completely shut, the key transmitter holder is already out of operational range because she/he is moving away too fast, causing walk-away lock to not function.	Slow down and make sure the audio beep sounds before leaving the operational range, the audio beep sound will always sound to alert the key transmitter holder that the key was detected for walk-away door lock function.

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 wi

- Engine does not start.
- Engine does not start unless you hold the fob to the start/stop button.
- Doors do not unlock using the door handle, but unlock with the remote.
- Doors do not lock using the door handle, but lock with the remote.
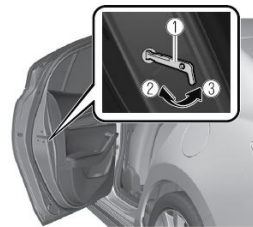- Transmitter indicator light does not turn on/flash.

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.

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

Theft-Deterrent System

The CX-30 is not equipped with a Theft-Deterrent System.
CAUTION: DO NOT use MDARS to enable:
- Burglar Alarm
- 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 en
The following DTC's may be stored if the burglar alarm or intrusion sensor are enabled:
- B109F:87 - Intrusion Sensor Module
- B2002:87 - On Board Charger DC/DC Low Voltage Side

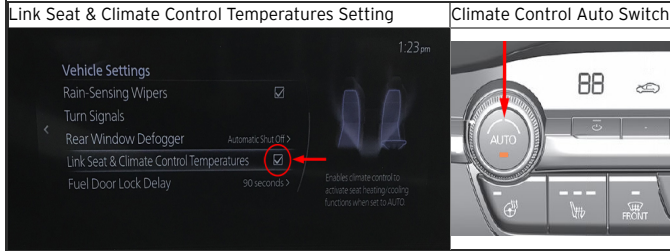Contact Hotline if the Theft-Deterrent System has been accidently enabled.

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

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

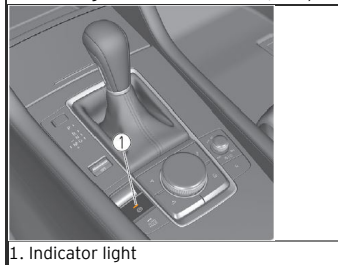### Seat Warmer Will Not Turn ON After Previous Usage or being parked under the hot sun.

- DTC B1030:13 (SEAT WARMER UNIT (LH) CIRCUIT MALFUNCTION (HEATER SIDE)) is stored.
- Front seat warmer functions after seat cool down and ignition OFF -> ON cycle.

Contact Hotline for latest repair information.

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.
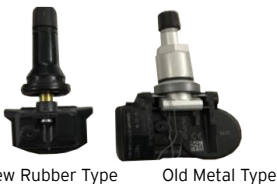
Parking Brake Automatic Release

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 relea
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

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

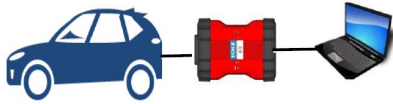### Condition Based Maintenance (Except Canada)

The vehicle calculates the maintenance (oil change) timing.
- This function cannot be turned OFF.
- Distance until the oil change is available in MAZDA CONNECT.
- Reset is required after every oil change.

New M-MDS (MDARS)

A new M-MDS diagnostic tester (MDARS) for 7th generation vehicles (starting with the 2019 Mazda3) is used.
- Performs more maintenance service functions
- Performs more complicated vehicle electrical system diagnostic
- Reprograms more ECU's

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 performe

2020 CX-30 Web-Based Training Courses (https://www.mazdadevelopmentstudio.com/learnerpage.aspx)

Course	Description
30070	2020 Mazda CX-30 Exclusive Preview
30071	Mazda Premium
30072	Performance: Effortless, Joyful Driving
30073	Exterior: Artful Design
30074	Interior: Human Centricity
30075	Skyactiv® Philosophy
30076	Mazda Connect Essentials Web-based Training Course

MAZDA CONNECT AND MAZDA CONNECTED SERVICES USER GUIDE
(https://portal.mazdausa.com/pokweb/resources/sites/MAZDA/content/live/SERVICE_INFORMATION/121000/SI121599/en_US/Mazda%20Connect%20and%20Connected%20Services%20User%2

MAZDA CONNECTED VEHICLE VIEWER
(https://portal.mazdausa.com/pokweb/resources/sites/MAZDA/content/live/SERVICE_INFORMATION/121000/SI121599/en_US/Mazda_Connect_Vehicle_Viewer_12.6.19_FINAL.pdf)

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