# **Service Alert**

Mazda North American Operations Irvine, CA 92618-2922



Subject:

2019-2020 MAZDA3 SERVICE CAUTIONS FOR NEW AND REVISED FEATURES

Service Alert No.: SA-012/20

Last Issued: 02/28/2020

#### **BULLETIN NOTES**

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

Previous Service Alert(s):	Date(s) Issued:
SA-012/20	02/04/20, 01/24/20 and 01/15/20
SA-010/19	09/16/19, 08/14/19, 08/06/19, 07/19/19, 07/12/19, 06/13/19, 06/07/19,05/09/19,05/02/19, 04/25/19,04/11/19, 03/29/19, 03/21/19, 03/15/19,03/08/19, 03/06/19, 03/05/19, 02/25/19

## **APPLICABLE MODEL(S)/VINS**

2019-2020 Mazda3

#### **DESCRIPTION**

The 2019-2020 Mazda3 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.

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PDI fuse

Apple CarPlay™ / Android Auto™ Install Kit

Blind Spot Monitoring System (BSM)

Front Wiper Service Caution

i-ACTIVSENSE Switch

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MAZDA CONNECT Power Function

MAZDA CONNECT Center Display View

In-Vehicle Digital Owner's Manual

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**Navigation System** SIRIUSXM Data Service Power Door Locks Walk-Away Auto Lock Function **Auxiliary Key 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 Will Not Turn ON After Previous Usage Electric Parking Brake (EPB) Tire Pressure Monitoring System (TPMS) **Condition Based Maintenance** M-MDS (MDARS) Part Replacement

em Service Information
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Apple CarPlay™ / Android Auto™ Install Kit

 The Mazda3 sedan (4 door base model) is not equipped with Apple CarPlay™ / Android Auto™.

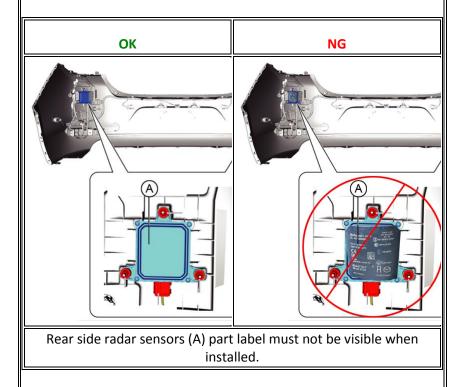
 Apple CarPlay™ / Android Auto™ Smartphone Screen Mirroring Kit accessory is not available for the Mazda3 sedan (4 door base model).

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.



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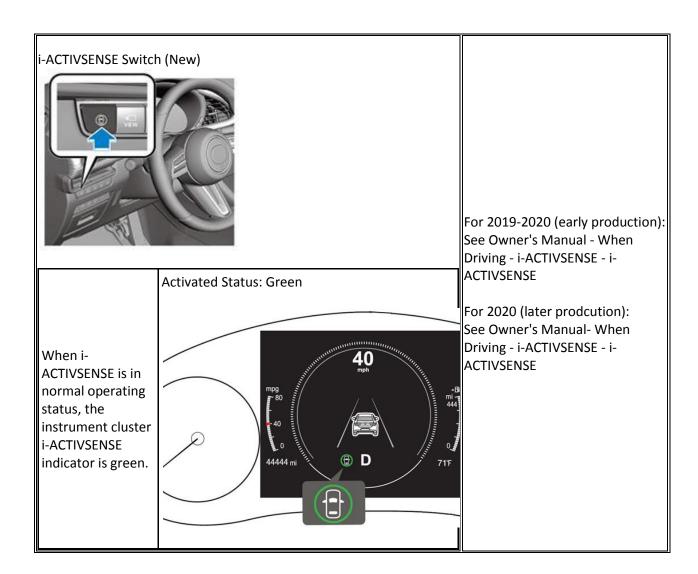
# Front Wiper Service Caution

- 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.

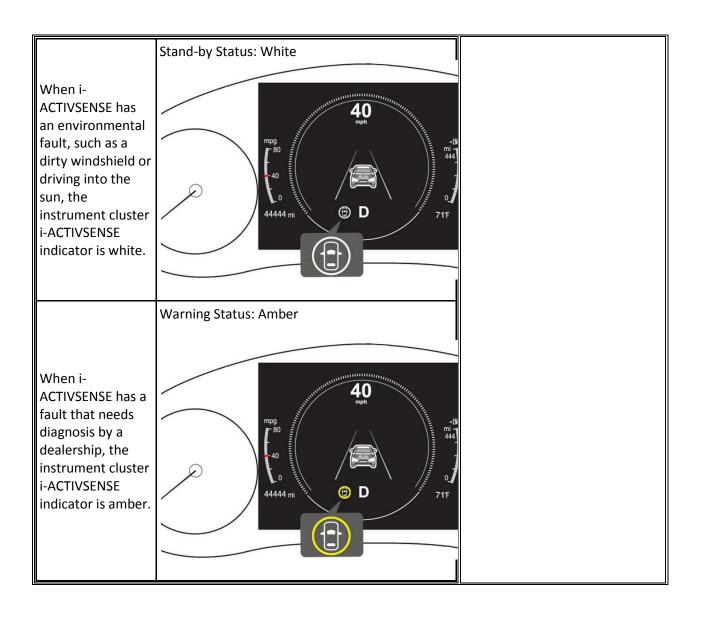
See Owner's Manual -Maintenance and Care Replacing Windshield Wiper Blades

MGSS: WINDSHIELD WIPER ARM
AND BLADE ADJUSTMENT

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Service Alert No.: SA-012/20 Last Issued: 02/28/2020 For 2019-2020 (built July 29, 2019) with VINS: 1. JM1BP\*\*\*\*\* 150231 2. 3MZBP\*\*\*\*\* 118757 and earlier For 2019-2020 with Recall 4219L Open. **OFF** (Partially Cancelled Status): When the i-INDICATOR IS TURNED OFF **ACTIVSENSE** switch is pressed and released immediately, the following systems are **OFF**. 1. Lane Departure 44444 mi 71°F Warning System (LDWS) 2. Blind Spot Monitoring

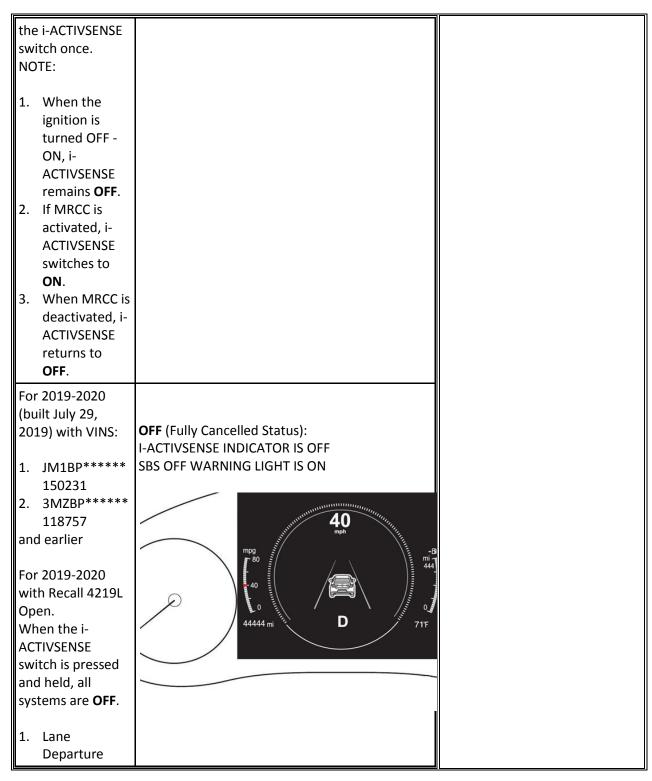
(BSM)

- 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

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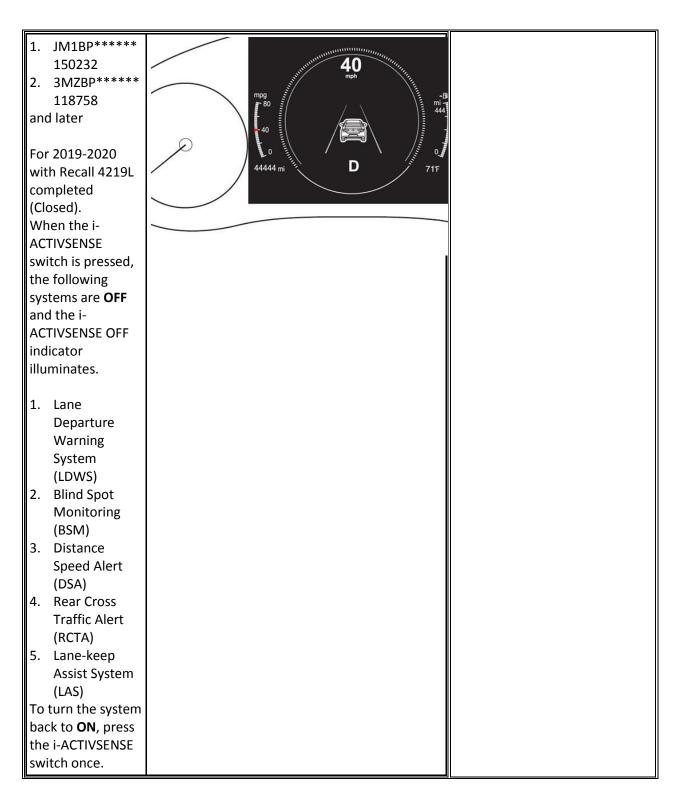
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	Warning		
	System		
	, (LDWS)		
2.	Blind Spot		
	Monitoring		
	(BSM)		
3.	Distance		
	Speed Alert		
	(DSA)		
4.	Rear Cross		
	Traffic Alert		
	(RCTA)		
5.	Lane-keep		
	Assist System		
	(LAS)		
6.	Smart Brake		
	Support (SBS)		
7.	Smart Brake		
	Support [Rear]		
	(SBS-R)		
8.	Smart Brake		
	Support [Rear		
	Crossing] (SBS		
	RC)		
	turn the system		
	ck to <b>ON</b> , press		
Ш	e i-ACTIVSENSE		
SW	itch once.NOTE:		
1.	When the		
	ignition is		
	turned OFF -		
	ON, i-		
	ACTIVSENSE		
	switches to		
	ON.		
For	r 2020 (built	OFF (Cancelled Status):	
	y 30, 2019) with		
VINS:		I-ACTIVSENSE OFF INDICATOR IS ILLUMINATED	
<b>I</b>	-		
III			

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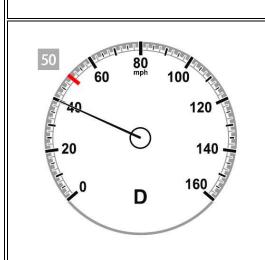
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Traffic Sign Recognition (TSR) \* (2019 Mazda3 Only)

#### 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 includes Speed Limit Alert and is only displayed in the instrument cluster.
- 5. TSR function is disabled when Apple CarPlay™ or Android Auto™ is connected.
- \* Some models

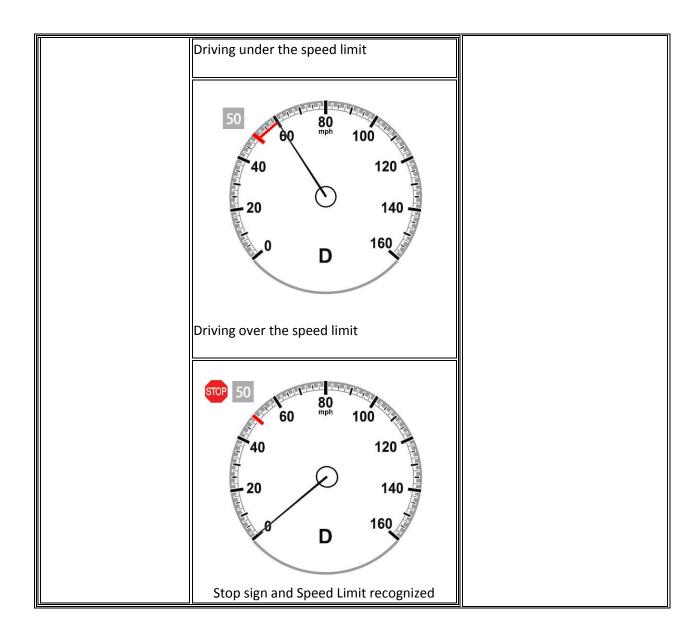
MAZDA CONNECT
Speed Limit Alert OFF
(Default Setting)



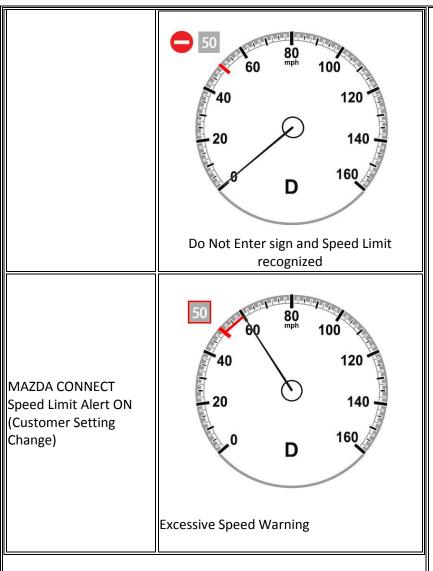
See Owner's Manual - When Driving - i-ACTIVSENSE - i-ACTIVSENSE - Traffic Sign Recognition System (TSR)

MGSS: Traffic Sign Recognition (TSR)

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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

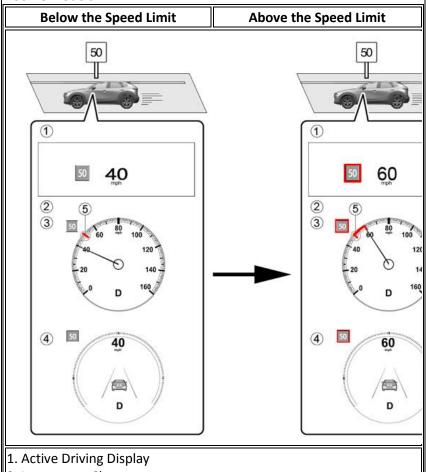
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the current limit. This information may not be available in some areas or may not be fully correct for all roads on the map.

Speed Limit Alert\* (2020 Mazda3 only)

#### NOTE:

- 1. Speed Limit Alert function is only available with a dealer installed in-vehicle navigation system accessory\*\*.
- 2. 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



See Owner's Manual - When Driving - i-ACTIVSENSE - i-ACTIVSENSE - Excessive Speed Warning

- 2. Instrument Cluster
- 3. Basic Display
- 4. i-ACTIVSENSE Display
- Speed Limit Indication

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# 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 the current limit. This information may not be available in some areas or may not be fully correct for all roads on the map.

# MAZDA CONNECT New Power Off Function



1. 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)



See Owner's Manual -Interior Features - Mazda Connect

MGSS: ENTERTAINMENT SYSTEM

In-vehicle Owner's Manual installation

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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:

- 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.
- 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 2019-2020 Mazda3 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 (2014-2018 Mazda3) installed in the Gen 7 2019-2020 Mazda3 will not function.

Gen 7

Gen 6.5

Jusa/can/Mex
BDGF 66 E21
Maps by HERE
Made in Japan

P/N prefix BDGF
Japan built vehicle

Interchangeable

Gen 6.5

Gen 6.5

Gen 6.5

Jusa/can/Mex
BDTS 66 E21
Maps by HERE
Made in Mexico
March Jusa/can/Mex
BDTS 66 E21
Maps by HERE
Made in Mexico
March Jusa/can/Mex
BHP1 6 EZ1H
VPGMY 15L 100-IE
March Jusa/can/Mex
BPTS
Mexico built vehicle

P/N prefix BHP1

Interchangeable

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

- 1. Only available as a paid subscription.
- The 2019-2020 Mazda3 is not equipped with a factory installed navigation system, however, it is available as a dealer installed accessory.
- 3. SiriusXM Traffic Plus feature requires in-vehicle navigation SD card.

See Owner's Manual - Interior Features - Mazda Connect -Appendix

SA-007/19 - SIRIUSXM DATA SERVICES

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#### **Power Door Locks**

Doors Lock With Keys In The Vehicle When Liftgate Lock Switch Is Pressed.

(Japan built) vehicles with VINs lower than JM1BP\*\*\*\*\*1142789 (produced before May 28, 2019)



DO NOT leave keys in the vehicle. The doors will lock with the keys in the vehicle when the liftgate lock switch is pressed and the liftgate is closed, but the liftgate will not lock in the above condition.

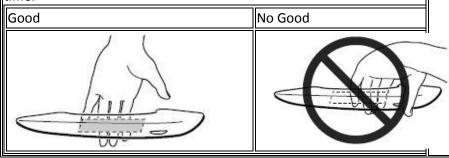
**NOTE:** This is currently under investigation.

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.

Before Driving - Doors and Locks

See Owner's Manual -



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#### Walk-Away Auto Lock Function

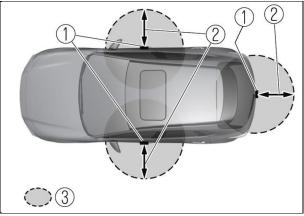
A beep sound is heard when all doors and the liftgate are closed while the transmitter is being carried. All the doors, fuel-filler lid, and liftgate are locked automatically when the transmitter is out of the operational range. Also, the hazard warning lights flash once. (Even if the driver is in the operational range, all the doors, fuel-filler lid, and liftgate are locked automatically after about 30 seconds.) If you are out of the

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 walkaway 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	
1.	Key transmitter is outside of antenna range	the key transmitter is already out of	

See Owner's Manual - Before Driving - Doors and Locks

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operational range, causing walkaway lock to not function.  1. 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.  2. 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.  3. If standing closer to the B-pillar when closing the rear door, the walk-away lock should function correctly.  1. 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.  2. The key transmitter holder opens the driver's door get out and been sound will always.
transmitter der exits ver's door to rieve items.  1. 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. 2. 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. 3. If standing closer to the B-pillar when closing the rear door, the walk-away lock should function correctly.  1. 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.  2. The key transmitter holder opens
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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.  2. 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.  3. If standing closer to the B-pillar when closing the rear door, the walk-away lock should function correctly.  1. 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.  2. The key transmitter holder opens  holder's distance to the antenna when closing the driver side rear door, the walk-away lock to not function.  Be mind ful of the key holder's position in relation antenna (31 in).  For all the key hold er's position in relation antenna (31 in).  Slow down and make sure the audio beep sounds before leaving the operational range, the audio operational range, the audio
when he/she is closing the driver side rear door, the walk-away lock may or may not function.  2. 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.  3. If standing closer to the B-pillar when closing the rear door, the walk-away lock should function correctly.  1. 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.  2. The key transmitter holder opens  when he/she is closing the driver side rear door, the walk-away lock may or may not function.  Be mind ful of the key holder's position in relation antenna (31 in).  Slow down and make sure the audio beep sounds before leaving the operational range, the audio
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.  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.  Transmitter der moves out  side rear door, the walk-away lock may or may not function.  Be mind ful of the key holder's position in relation to the door exterior antenna (31 in).  Slow down and make sure the audio beep sounds before leaving the operational range, the audio
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der moves out 2. The key transmitter holder opens operational range, the audio
der moves out [2. The key transmitter holder opens
the driver's door, gets out, and beep sound will always walks away at a fast pace while sound to
walks away at a fast pace while sound to shutting the door. It is possible that alert the key transmitter
ckly. by the time the door is completely holder that the key was
shut, the key transmitter holder is detected for walk-away door
already out of operational range lock function.
because she/he is moving away too
fast, causing walk-away lock to not
function.

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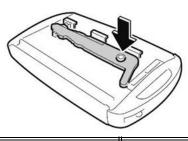
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Insert the auxiliary key.

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.
- 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 provide:

- 1. VIN
- 2. Replacement part key code.

Transmitter Note:



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	. 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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Transmitter Battery Saving Function (Key Fob)

The Mazda3 has a "power saving" function built into the keyless entry system where <u>some</u> 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

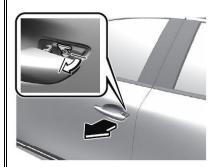
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	longer while the operation indicator light turns on (for 5 seconds).
	*: with the advanced keyless function
	Also see Owner's Manual - Before Driving - Keys - Power saving function

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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

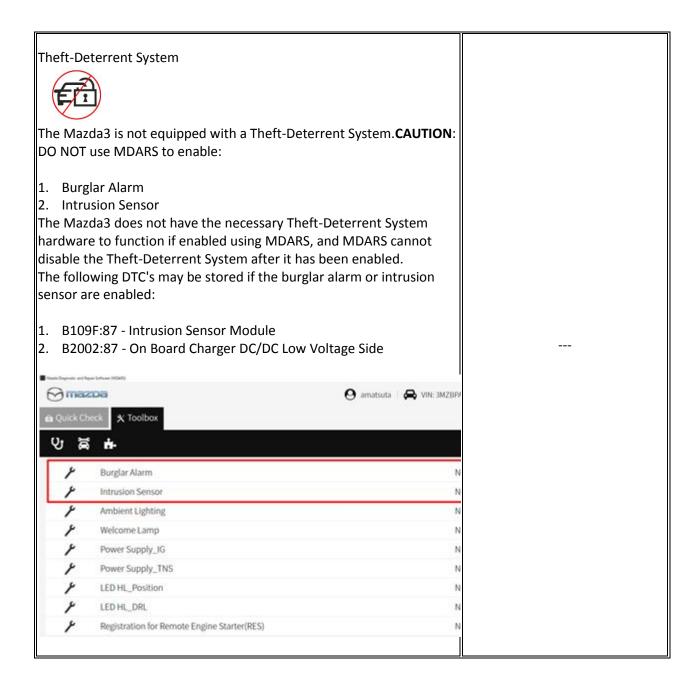
The auxiliary key is required to enable (lock) and disable (unlock) the rear door child safety locks.



- 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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Service Alert No.: SA-012/20 Last Issued: 02/28/2020 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 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. See Owner's Manual -Essential Safety Equipment - Seat Link Seat Climate Control Temperatures Climate Control Auto Warmer/Heated Steering Wheel Switch Setting Seat Warmer / Heated Steering Wheel Vehicle Settings Rain-Sensing Wipers Turn Signals \* if equipped Seat Warmer Will Not Turn ON After Previous Usage JM1 (Japan built) vehicles produced after

December 17, 2018

3MZ (Mexico built) vehicles produced after March 19, 2019 After SA-059/19 repair.

- 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.

A/T	M/T	
Engine is running		
Driver's door is closed		
Driver's seat belt is fastened		
Selector lever is in the D, M, or R position	Shift lever is in a position othen neutral	
position	Clutch pedal is depressed half	

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. always refer to MGSS. Some new components may not ope MGSS new part replacement procedure is not performed.	erate if

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