

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

DTC C1001:92 OR B14F0:92 FORWARD SENSING CAMERA

Service Alert No.: SA-037/20

Last Issued: 03/03/2020

BULLETIN NOTES

This service alert supersedes the previously issued service alert listed below. The changes are noted in Red text.

| Previous Service Alert: | Date(s) Issued: |
|-------------------------|-----------------------|
| SA-003/19 | 07/30/19 and 01/14/19 |
| SA-023/18 | 05/01/18 |
| SA-066/17 | 09/01/17 |

APPLICABLE MODEL(S)/VINS

2014-2020 Mazda3
2014-2020 Mazda6
2016-2020 CX-3
2016-2020 CX-5
2016-2020 CX-9
2016-2020 MX-5
2020 CX-30

DESCRIPTION

Some vehicles may have one of the following DTCs stored in memory:

- C1001:92 - Forward sensing camera (FSC) poor field of view
- B14F0:92 - General temporary failure in forward sensing camera (FSC)

DTC C1001:92 or B14F0:92 set as a past record for low visibility of the Forward Sensing Camera (FSC). It does not mean there is an actual FSC defect.

- In some cases the customer may have a concern with the Lane Departure Warning System (LDWS) and/or High Beam Control system (HBC).
- In other cases this DTC might be found without a related customer concern.

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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.

NOTE: Instrument Cluster Multi-Information Display Warning Messages vary depending on vehicle year/model. See the Owner's Manual for details.

If the vehicle has this DTC, DO NOT replace the FSC. Read below.

The vehicle might store DTC C1001:92 or B14F0:92 and stop the FSC function while driving under the following conditions:

1. At night, when there is NO artificial lighting such as a traffic signal, street light or reflective surfaces.
2. When direct or reflected sunlight makes forward visibility difficult (Backlight).
3. When it's hard to see the traffic lane due to a wet or snow covered road reflecting lights.
4. When visibility is poor in front of the vehicle due to fog.
5. When driving on a road without markings.
6. In conditions where the windshield fogs easily.

If the customer has concerns regarding the LDWS and/or HBC malfunction, confirm when the issue first happened. If the issue happened during one of the driving conditions above, explain the following 2 items to the customer.

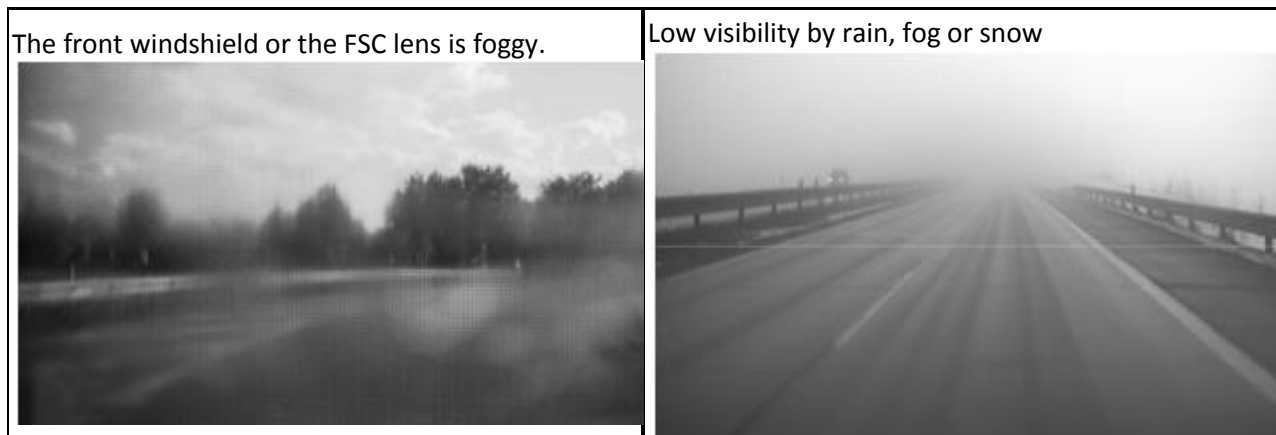
- The FSC stops the LDWS and/or HBC functions temporarily when the FSC can't recognize the traffic lane or decides the front view is obstructed.
- This is not a failure of the FSC, the system is disabled to avoid unintended operation.

NOTE: In the case of HBC, make sure the customer is using the system correctly and is aware of when it will and will not turn on the high beams.

The HBC system switches to low beam when:

- You are approaching a vehicle or a vehicle is approaching in the opposite direction.
- Driving on roads lined with street lights or well-lit cities and towns.
- At speeds lower than 12 mph (20 km/h).

Examples of driving under adverse conditions:



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At night with no traffic light



Direct or reflected sunlight on the FSC



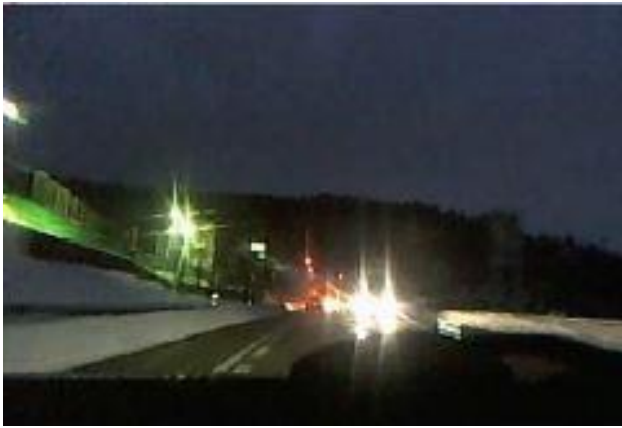
Water splashing



Heavy snow



Strong halo



Backlight from tunnel exit



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