Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

MAZDA

Subject:	Service Alert No.: SA-043/20
DTC U2120:00 AND/OR U2500:82 STORED AND i-ACTIVSENSE WARNING LIGHT (AMBER) ON AFTER ANY ECU IS PROGRAMMED	**Last Issued:** 04/01/2020

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-036/19	08/16/19

APPLICABLE MODEL(S)/VINS

2019-2020 Mazda3 (Japan built) vehicles with VINs lower than JM1BP******164922 (produced before January 17, 2020)

2019-2020 Mazda3 (Mexico built) vehicles with VINs lower than 3MZ BP******131649 (produced before January 8, 2020)

2020 CX-30 vehicles with VINs lower than 3MV DM******116740 (produced before January 8, 2020)

DESCRIPTION

Some vehicles may exhibit DTC U2120:00 and/or U2500:82 stored in memory and the i-ACTIVSENSE warning light (amber) ON when turning ON the ignition after any electronic control unit (ECU) is reprogramed or configured using MDARS.
NOTE: ECU stands for general units (cameras and modules), all of which can be reprogrammed.

DTC	System malfunction location
U2120:00 [Vehicle Control Module]	Communication error with forward sensing camera (FSC)

| U2500:82 [Vehicle Control Module] | Error signal received from forward sensing camera (FSC) |

i-ACTIVSENSE Warning Light (Amber)

This is caused by a software malfunction of the forward sensing camera (FSC). To correct this issue, the FSC software will be modified.

REPAIR PROCEDURE

1. Verify customer concern.
2. Clear the DTC and put the FSC in sleep mode using one of the following options after any ECU is reprogrammed.

- OPTION 1
    1. Disconnect the negative battery cable and wait for at least one minute.
    2. Reconnect the negative battery cable according to the instructions on MGSS (NEGATIVE BATTERY CABLE DISCONNECTION/CONNECTION).
- OPTION 2
    1. Turn the ignition off and get out of the vehicle.
    2. Close and lock the doors.
    3. Wait for at least ten minutes.

3. Start the engine and confirm that the i-ACTIVSENSE warning light turns off within 20 seconds. If the i-ACTIVSENSE warning light stays ON, perform step 2 again.

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