

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: DTC U2120:00 AND/OR U2500:82 STORED AND i-ACTIVSENSE WARNING LIGHT (AMBER) ON AFTER ANY ECU IS PROGRAMMED	Service Alert No.: SA-043/20
	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 reprogrammed 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	Communication error with forward sensing camera (FSC)
[Vehicle Control Module]	

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.

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