

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: ENGINE NO START DUE TO LOW BATTERY VOLTAGE	Service Alert No.: SA-049/20
	Last Issued: 04/30/2020

APPLICABLE MODEL(S)/VINS

2020 CX-5 equipped with Power Liftgate (PLG)

2019-2020 CX-9 equipped with Power Liftgate (PLG) and with VINs JM3TC*****337588 or higher
(produced Oct 11, 2019 or later)

DESCRIPTION

Some customers may experience an engine no start due to low battery voltage. Mazda is aware of the issue and is working on a solution.

NOTE: Battery parasitic draw is intermittent. When the condition is present, battery parasitic draw exceeds 65 mA (0.065 A) 40 minutes after key OFF.

Contact Hotline for latest repair information.

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.