

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: ENGINE NO START DUE TO LOW BATTERY VOLTAGE	Service Alert No.: SA-054/20
	Last Issued: 06/26/2020

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-054/20	06/12/20

Share this information with Dealer Service Advisors and Dealer Call Center

APPLICABLE MODEL(S)/VINS

2019-2020 Mazda3
2020 CX-30

DESCRIPTION

Some customers may experience an engine no start due to low battery voltage on 2019-2020 Mazda3 and 2020 CX30. Inform the customer that Mazda is actively investigating this issue and apologizes for any inconvenience. Mazda would like to request both dealer and customer support to expedite a repair.

Customers having this concern should be instructed to contact Mazda Roadside Assistance and have their vehicle inspected by a local dealer.

REPAIR PROCEDURE

1. Perform GR8 battery test and attach a copy of the printout to the repair order.

NOTE: If GR8 shows "Recharge Battery", proceed with battery charging before proceeding to the next step.

2. Check if the vehicle is equipped with an accessory Mazda Wireless Charger.

Is the vehicle equipped?

- **Yes: Go to step 3.**

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.

- No: Go to step 4.

3. Turn the ignition OFF and check if the Mazda Wireless Charger LED indicator is ON?

Is the indicator ON?

- Yes: The Mazda Wireless Charger installation is incorrect. Replace the Mazda Wireless Charging kit and install it using the North America installation instructions (go to MXConnect - Parts and Accessories - Accessories - Genuine Mazda Accessories (GMA) - Accessory eCatalogue - Wireless Charging - Related Documents - Installation Instructions).
- No: Go to step 4.



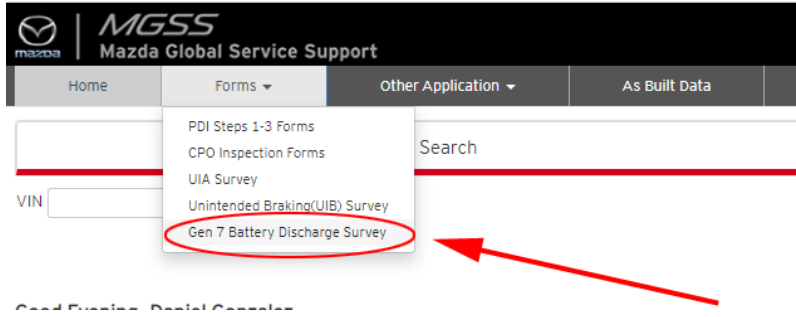
4. Check for excessive parasitic draw. Go to MGSS BATTERY INSPECTION/Parasitic Draw/using a series-type ammeter.

NOTE:

- Excessive battery parasitic draw condition is intermittent.
- When the condition is present, battery parasitic draw exceeds 65 mA (0.065 A) 40 minutes after key OFF.
- Document your results on the repair order and then proceed to the next step.

5. Complete the Battery Discharge Questionnaire (Go to MGSS Home Page - Forms - Gen 7 Battery Discharge Questionnaire) and attach the completed questionnaire to the Repair Order.

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6.Contact Hotline for additional information.**NOTE:** Remind the customer to contact Mazda Roadside Assistance if the concern happens again.

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