

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: 07/31/2020

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
SA-049/20	4/30/20

APPLICABLE MODEL(S)/VINS

2020 CX-5 equipped with Power Liftgate (PLG) and with VINs JM3 KF*****700008 – 820235 (produced Sept 13, 2019 through March 18, 2020)

2019-2020 CX-9 equipped with Power Liftgate (PLG) and with VINs JM3 TC*****400009 – 422408 (produced September 3, 2019 through March 28, 2020)

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.

NOTE: Before contacting Hotline, confirm that the battery discharge was not caused by the customers actions. Example:

- Vehicle stored for a long period
- Lights left on
- Key(s) left in the vehicle
- Aftermarket accessory
- Device left connected to the USB port

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.