



Subject: POWER LIFTGATE INOPERATIVE WITH DTC U3003:16 OR U3003:17	M-Tips No.: MT-003/20
	Last Issued: 08/07/2020

BULLETIN NOTES

This M-Tip supersedes the previously issued M-Tip(s) listed below: The changes are noted in Red.

Previous M-Tips:	Date(s) Issued:
MT-006/18	07/03/18
MT-018/16	2016

APPLICABLE MODEL(S)/VINS

2017-**2021**CX-5 Equipped with Power Liftgate
2016-**2021** CX-9 Equipped with Power Liftgate

DESCRIPTION

Some customers may complain about an inoperative power liftgate (PLG) and the **any of the following DTC's** stored in memory:

- U3003:16 (Power liftgate (PLG) control module power supply voltage low input)
- **U3003:17 (Power liftgate (PLG) control module power supply voltage high input)**

This may be caused by low **or high** vehicle battery voltage.

REPAIR PROCEDURE

1. **Use the GR8 to check the battery and charging system condition.** Recharge the vehicle battery **or repair the charging system as needed.**
2. Confirm the lift gate is closed, disconnect the negative battery terminal.
3. Clear the KAM by stepping on the brake pedal and holding high beam on for one (1) minute.
4. Reconnect the negative terminal and confirm PLG operation.
5. Clear DTC's.



An editorial board comprised of MNAO service staff members generates, collects, and verifies information for this publication.

To contribute repair tip ideas, send an e-mail to mtips@mazdausa.com. All contributions become property of MNAO, which assumes permission to publish them without further consideration.