

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b> <b>ENGINE NO START DUE TO LOW BATTERY VOLTAGE</b>	<b>Service Alert No.:</b> SA-054/20
	<b>Last Issued:</b> 08/10/2020

## BULLETIN NOTES

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

Share this information with Dealer Service Advisors and Dealer Call Center

Previous Service Alert	Date(s) Issued
SA-054/20	08/03/20, 07/20/20, 06/26/20 and 06/12/20

## 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.
- No: Go to step 4.

Page 1 of 4

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3. Turn the ignition OFF.

**Is the Mazda Wireless Charger LED indicator is ON?**

- Yes:
  - Mazda3 -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).
  - CX-30 - Go to [MSP57](#)
- No: Go to step 4.



4. Using MDARS, go to Vehicle History - Welcome Lamp. Is the Welcome Lamp activated?

- Yes: Go to Step 5.
- No: Go to Step 7.

**NOTE:** If activated, the vehicle searches for the transmitter periodically after the doors are locked causing excessive parasitic draw.

MDARS Example of Welcome Lamp Activated

Event	Time	Status	Duration
Quick Check > Clear DTCs	5/5/20 11:02 AM	STATUS: SUCCESS	Duration: 247 seconds
Quick Check > Network View (Refresh D---	5/5/20 11:02 AM	Status	Finished
Quick Check > DTC List (Refresh DTCs)	5/5/20 11:02 AM		
Registration for Remote Engine Starter(R-	5/5/20 11:05 AM		
Registration for Remote Engine Starter(R-	5/5/20 11:06 AM		
Burglar Alarm	5/5/20 11:07 AM		
Manual trigger mode setting	5/5/20 11:07 AM		
Datalogger	5/5/20 11:09 AM		
<b>Welcome Lamp</b>	<b>5/5/20 11:12 AM</b>		

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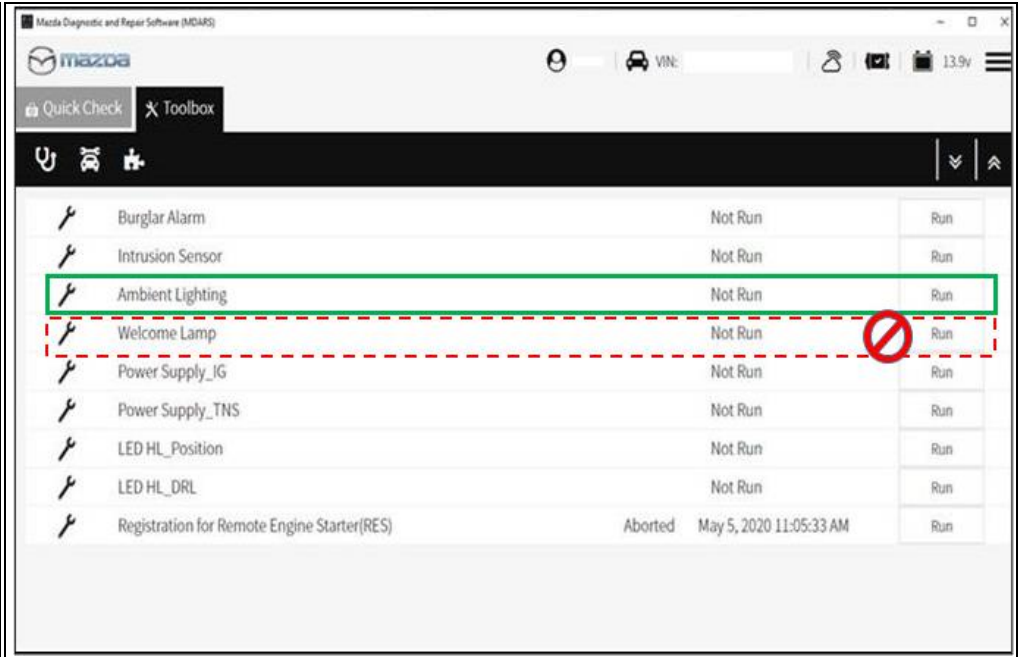
5. Deactivate the Welcome Lamp.



6. Verify deactivation is completed.



**CAUTION:** The Welcome Lamp function is not available in the U.S. market. Do not use MDARS to activate it.



7. Reprogram the following units using MDARS.

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- BCM (Body Control Unit)
- LFU (Low Frequency Unit)
- CCU (Heater control unit).

8. Verify repair.

**NOTE:** Remind the customer to contact Mazda Roadside Assistance if the concern happens again.

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