

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



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| Subject: GR8 MANUAL MODE FOR MAINTAINING BATTERY VOLTAGE DURING VEHICLE SERVICE | Service Alert No.: SA-063/20 |
| | Last Issued: 08/18/2020 |

APPLICABLE MODEL(S)/VINS

| | | |
|------------------|----------------|-----------------|
| 2013-2021 CX-5 | 2016-2021 CX-3 | 2020-2021 CX-30 |
| 2014-2021 Mazda3 | 2016-2021 CX-9 | |
| 2014-2021 Mazda6 | 2016-2021 MX-5 | |

DESCRIPTION

When performing vehicle services such as control unit software update, control unit registration/activation, CMU log data retrieval, etc., always use the GR8 battery charger SST to maintain battery voltage.

Set the GR8 to "Manual Mode".

- Set Voltage to 14.50 V
- Set Max Time to "CONTINUOUS"

CAUTION:

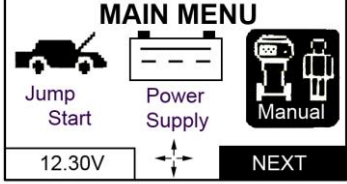
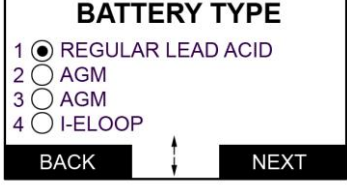
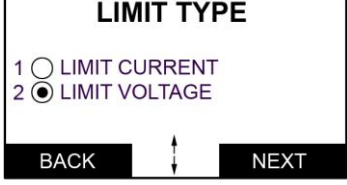
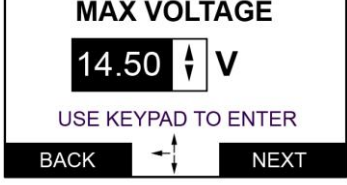
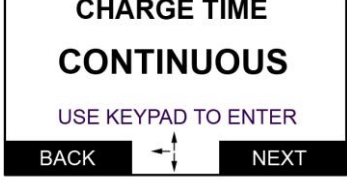
- DO NOT use the "Power Supply Mode." If the "Power Supply Mode" is used and the vehicle battery is low, the GR8 will switch from "Power Supply Mode" to "Diagnostic Mode." Diagnostic Mode 16V charging is too high for a module software update.
- If the vehicle battery is low, charge the battery and only perform a module software update when the GR8 is in "Manual Mode" at 14.50 V charging (see table below).

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.

| | |
|--|---|
| Good | No Good |
| <p>GR8 Display</p> <div style="border: 1px solid black; padding: 5px;"> <p>CHARGING</p> <p>VOLTS: 14.50 AMPS: 27.0 AMP HOURS: 6.0 MAX TIME: —:—</p> <p style="text-align: center;">MANUAL MODE</p> <p>STOP MENU</p> </div> | <p>GR8 Display</p> <div style="border: 1px solid black; padding: 5px;"> <p>CHARGING</p> <p>VOLTS: 13.51 AMPS: 1.1 VOLTAGE SETTING: 13.50 POWER SUPPLY MODE</p> <p>STOP MENU</p> </div> <p style="text-align: center; color: red;">Power Supply Mode</p> <p>GR8 Display</p> <div style="border: 1px solid black; padding: 5px;"> <p>CHARGING</p> <p>VOLTS: 16.01 AMPS: 50.0 AMP HOURS: 0.6 MAX TIME: 44-58 MIN</p> <p style="text-align: center;">DIAGNOSTIC MODE</p> <p>STOP MENU</p> </div> |
| Manual Mode | Diagnostic Mode |

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GR8 Manual Mode Setup

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|---|---|
| <p>1. From the Main Menu, select "Manual"</p> | <p>GR8 Display</p>  |
| <p>2. Select "REGULAR LEAD ACID"</p> | <p>GR8 Display</p>  |
| <p>3. Select "LIMIT VOLTAGE"</p> | <p>GR8 Display</p>  |
| <p>4. Use keypad to enter 14.50 Volts</p> | <p>GR8 Display</p>  |
| <p>5. Use keypad to select "CONTINUOUS".</p> | <p>GR8 Display</p>  |

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