

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: ENGINE NO START WITH DTC B13D3:97 STORED DUE TO ACTIVATION OF PACEMAKER FUNCTION	Service Alert No.: SA-048/20
	Last Issued: 09/21/2020

BULLETIN NOTES

This Service Alert supersedes the previously issued Service Alert(s) listed below: The changes are noted in Red.

Previous Service Alert(s):	Date(s) Issued:
SA-048/20	4/28/20

APPLICABLE MODEL(S)/VINS

2019-2021 Mazda3
2020-2021 CX-30

DESCRIPTION

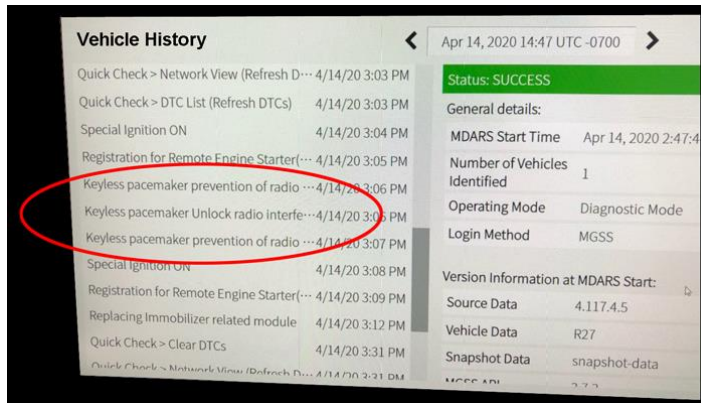
Some customers may experience an engine no start condition where the engine will only start by holding the key transmitter over the Start/Stop button. This may be caused by an accidental activation of the keyless pacemaker function.

NOTE:

- DTC B13D3:97 (Remote transmitter registration work not completed) is stored if key programming is performed when keyless pacemaker function is activated.
- Key programming is not possible when keyless pacemaker function is activated.

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.

Example of Keyless Pacemaker Function activated:



REPAIR PROCEDURE

1. Verify customer concern.
2. Connect MDARS and go to "Vehicle History".

Is the Keyless Pacemaker Function activated?

- YES: Deactivate the Keyless Pacemaker Function.
- NO: This service information does not apply. Go to MGSS [DTC B13D3:97 \[BODY CONTROL MODULE \(BCM\)\]](#).

3. Verify repair.

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