Service Alert

Mazda North American Operations Irvine, CA 92618-2922



Subject:

CX-30 SERVICE CAUTIONS FOR NEW AND REVISED FEATURES

Service Alert No.: SA-013/20

Last Issued: 11/16/2020

BULLETIN NOTES

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

Previous Service Alerts:	Date(s) Issued:
SA-013/20	02/28/20, 02/06/20, 1/24/20 and 1/15/20
SA-051/19	12/18/19, 12/13/19, and 12/03/19

APPLICABLE MODEL(S)/VINS

2020-2021CX-30

DESCRIPTION

The CX-30 has new and revised features that are different from previous models, and may be difficult to understand. This Service Alert provides valuable information to support potential dealer and customer concerns.

Index

PDI fuse

Commander Switch Inoperative

Auxiliary Key

Connected Vehicle

Connected Vehicle Maintenance Mode

Mazda Connected Vehicle Viewer (MCVV)

Off-Road Traction Assist

Apple CarPlay™ / Android Auto™ Activation

Blind Spot Monitoring System (BSM)

Front Wiper Service Caution

i-ACTIVSENSE Switch

Traffic Sign Recognition (TSR)(2021 CX-30)

Page **1** of **32**

Excessive Speed Warning Traffic Jam Assist(2021 CX-30) MAZDA CONNECT Power Function MAZDA CONNECT Center Display View In-Vehicle Digital Owner's Manual **Navigation System** SIRIUSXM Data Service **Power Door Locks** Walk-Away Auto Lock Function **Transmitter Battery Saving Function** Keyless Entry Using Auxiliary Key Rear Door Child Safety Locks Operation **Theft-Deterrent System** Link Seat & Climate Control Temperatures

Seat Warmer Inoperative

Electric Parking Brake (EPB)

Tire Pressure Monitoring System (TPMS)

Condition Based Maintenance

M-MDS (MDARS)

Part Replacement

Web-Based Training Courses

Item **Service Information**

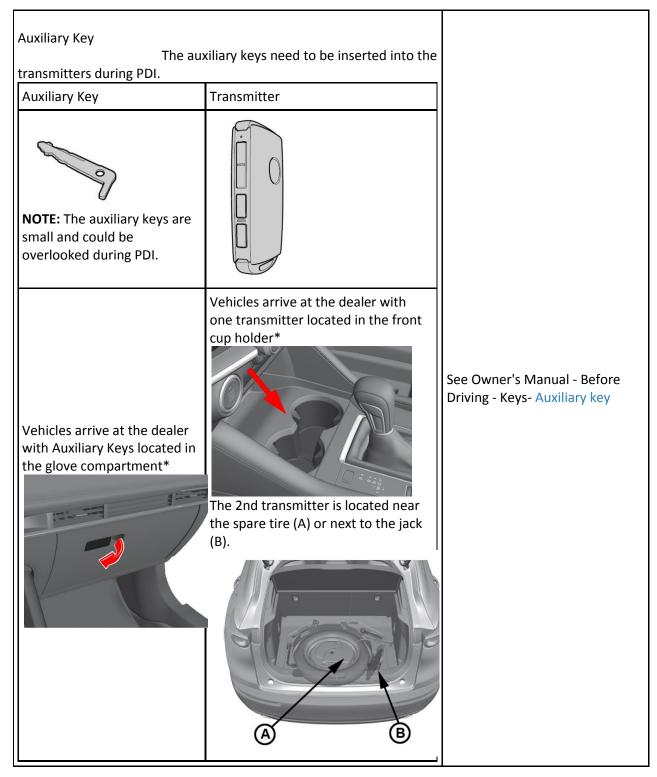
Page 2 of 32

Fuse Block Fuse to be Installed at PDI (Engine Compartment) There are 2 fuses removed at the factory that should be installed at PDI. 1. Fuse F27 (25A) - Fuse Block Engine Compartment 2. One of the following: 1. Fuse F7 (25A) - Equipped with Power Liftgate - Fuse Block Left F19 F20 F28 F37 F21 F29 2. Fuse F15 (15A) - Not equipped with Power Liftgate - Fuse Block F22 F30 F38 Left Side F23 F31 F24 F32 F40 F25 F33 **Note:** Check for Connected Vehicle signal after installing room fuses. F26 F34 See the image below for how the connectivity signal bar looks (it's the F27 vertical stack bar on the right bottom corner). This connectivity signal F43 F35 bar is not displayed on the "Home" screen. Go into the F36 "Entertainment" or "Navigation" menu to check it. To confirm it is 25 A working properly, the bar should be white like the image below. **Fuse Block** (Left Side) 25A 15A **Fuse Block** (Left Side) 15A Commander Switch and Steering Wheel Switch Inoperative F4 F5 F6 F7 Check for missing Audio F13 15A fuse

Last Issued: 11/16/2020

Service Alert No.: SA-013/20

Page 3 of 32



Page 4 of 32

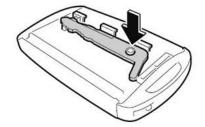
*Vehicles that arrive at the dealer after business hours, one transmitter and auxiliary keys are located in the dealer's early bird key drop box.

Insert the auxiliary key into the transmitter.

Remove the transmitter lower cover by sliding the knob in the direction shown and then sliding the cover in the opposite direction.



Insert the auxiliary key.



Install the transmitter lower cover by inserting the tabs of the lower cover into the slots of the transmitter.



- 1. If one auxiliary key is lost, some key machines can trace cut a new replacement key.
- 2. If both auxiliary keys are lost, key cutting machines do not recognize vehicle key code and will not cut new replacement keys. Replace the front door key cylinder set.

NOTE: If the front door key cylinder set is replaced, eMDCS system key code information will need to be changed. Contact Helpdesk by phone (949 727-6434) or email (HelpDesk@mazdausa.com) and provide:

- 1. VIN
- 2. Replacement part key code.

Page **5** of **32**

Service Alert No.: SA-013/20	Last Issued: 11/16/2020

Transmitter Note:



- 1. If one transmitter is lost, inform the customer to take cautions not to lose the 2nd transmitter.
- 2. If both transmitters are lost, the vehicle will be disabled. Use MDARS to program new transmitters.
- 3. Replacement battery type is CR2032 (3V, 225mAh), which is different then previous 6th generation transmitter battery type CR2025 (3V, 160mAh). If the wrong battery is installed, the transmitter might not work properly (malfunction).

Page 6 of 32

Connected Vehicle

1. Connected Vehicle App remote requests

below may take up to a minute to complete.

- 1. Engine Start
- 2. Engine Stop
- 3. Door Lock
- 4. Door Unlock
- 5. Quick Flash/Horn On
- 6. Hazard Off
- 2. Connected Vehicle App status is not updated in real time for the items below. Updates may take several minutes and may require a manual refresh.
- 1. Tire Pressure Status (last key cycle)
- 2. Doors
- 3. Trunk/Liftgate
- 4. Hood
- 5. Hazard Lights

NOTE: Tire pressures on the app are from the last time data was received before the ignition was turned off.

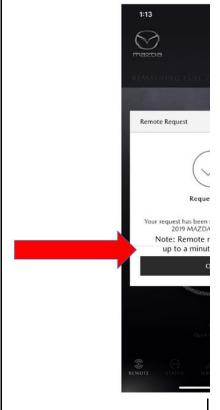
- 3. Multiple remote requests failure
- 1. Only a single request can be processed per minute.
- 2. Error messages are displayed if multiple requests are sent within 60 seconds.

Resources:

Educational Videos			Other Resources
1. 2. 3. 4. 5. 6.	Overview MyMazda remote Using MyMazda App Vehicle Health Notifications In-car Wi-Fi Saftey features	1. 2. 3.	MAZDA CONNECTED SERVICES FAQ MAZDA CONNECT and MAZDA CONNECTED SERVICES User Guide (see attachment) MAZDA CONNECTED VEHICLE VIEWER (see attachment)

Note: Vehicle Maintenance due data is pulled from the vehicles MAZDA CONNECT system. The customer can change the settings at: MAZDA CONNECT - Information - Vehicle Status Monitor - Vehicle Maintenance Settings.





Page 7 of 32

Vehicle Status ODOMETER 33rsi DOORS Connected Vehicle Maintenance Mode See SA-056/19 - CONNECTED When vehicle is being serviced, switch to Restricted Transmitting VEHICLE MAINTENANCE MODE Mode. 1. Restricts MyMazda App remote functions. Go to MGSSSERVICE CAUTIONS 2. Prevents error messages being sent to the customer during FOR VEHICLES WITH vehicle service. TELEMATICS COMMUNICATION Cancel Restricted Transmitting Mode after completing vehicle service. SYSTEM [(US)]. Mazda Connected Vehicle Viewer (MCVV) The Mazda Connected Vehicle Viewer (MCVV) enhances the Mazda ownership experience by providing Mazda Service Advisors, MAZDA CONNECTED VEHICLE Technicians and Call Center Associates access to real-time vehicle VIEWER USER GUIDE (MCVV) status information alerts for applicable Mazda connected vehicles. see attachment This powerful tool allows you to proactively understand and diagnose customer concerns and resolve potential issues, demonstrating how well you know the customer's vehicle while establishing your

Page **8** of **32**

readiness and willingness to assist.



Off-Road Traction Assist

- 1. The Off-Road Traction Assist is a function to assist in freeing tires that are stuck when driving on rough ground (such as gravel roads or snow-covered roads).
- 2. The driver can switch the system to operational or nonoperational using the Off-Road Traction Assist switch.



See MGSS OFF-ROAD TRACTION ASSIST

See Owner's Manual - When Driving - ABS/TCS/DSC/Off-Road - Off-Road Traction Assist

Page **9** of **32**

Apple CarPlay™ / Android Auto™ Activation

- 1. The 2020 CX-30 Standard is not equipped with Apple CarPlay™ / Android Auto™ (Equipped on all Option Packages)
- 2. Apple CarPlay™ / Android Auto™ MDARS Activation is available for the 2020 CX-30 Standard.

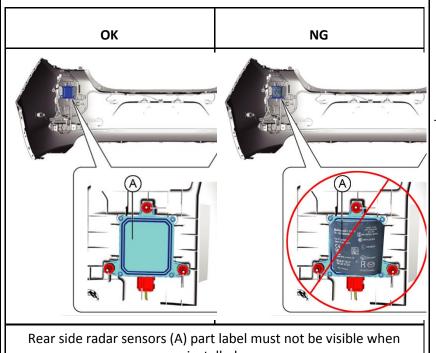
See SA-001/19 - APPLE CARPLAY™ / ANDROID AUTO™ FREQUENTLY ASKED QUESTIONS (FAQ)

SeeApple Carplay / Android Auto **Activation Instructions**

Blind Spot Monitoring (BSM) System

- 1. BSM system indicates vehicle on the opposite side.
- 2. i-ACTIVSENSE indicator ring will not turn green
- 3. Rear Cross Traffic Alert (RCTA) does not work
- 4. Rear side radar sensor aiming may fail
- 5. TPMS DTC(s) stored

This may be caused by BSM rear side radar sensor(s) installed facing the wrong direction.



installed.

Page **10** of **32**

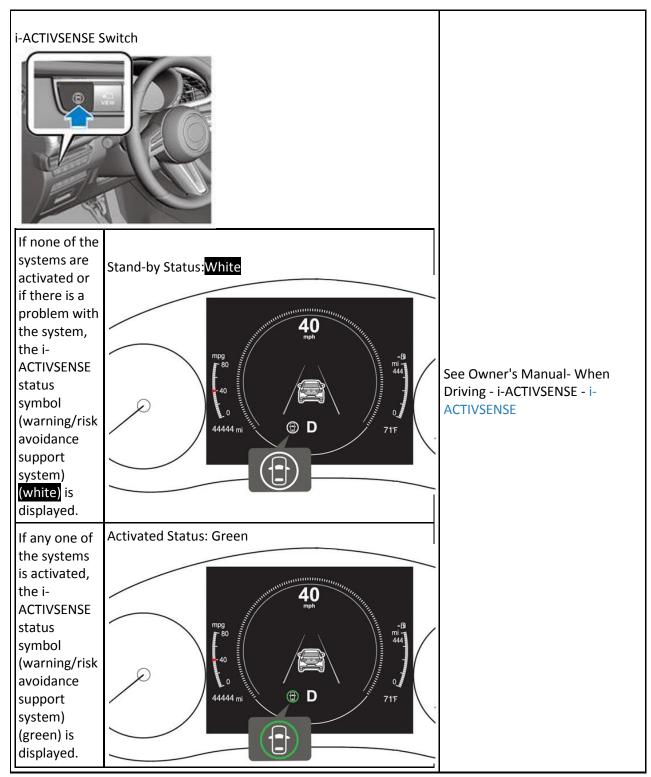
Front Wiper Service Caution

- 1. Wiper arm park position is located under the hood.
- 2. When servicing front wipers, front wiper service mode is required or damage to wiper arms may occur (see Service Information).
- 3. If wiper arms are replaced, M-MDS is needed for wiper arm adjustment (see Service Information)
- 4. DO NOT use wiper arms as markers when in dealer inventory.

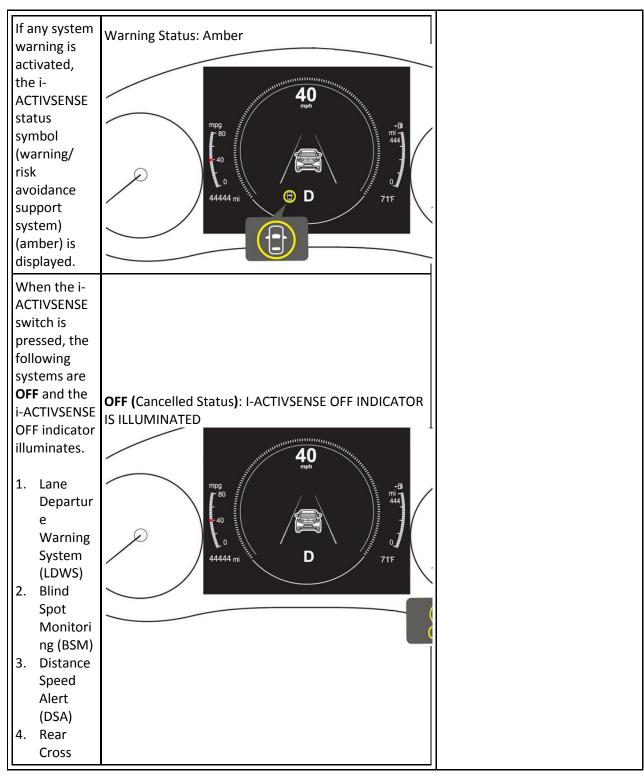
See Owner's Manual -Maintenance and Care Replacing Windshield Wiper Blades

MGSS: WINDSHIELD WIPER ARM AND BLADE ADJUSTMENT

Page **11** of **32**



Page 12 of 32



Page 13 of 32

	Traffic	
	Alert	
	(RCTA)	
5.	Lane-	
	keep	
	Assist	
	System	
	(LAS)	
То	turn the	
sys	tem back	
to	ON , press	
the		
	TIVSENSE	
	itch once.	
NO	TE:	
1.	When	
	the	
	ignition is	
	turned	
	OFF - ON,	
	j-	
	ACTIVSE	
	NSE	
	switches	
	to ON .	
2.	If MRCC	
	is activated	
	, i- ACTIVSE	
	NSE	
	switches	
	to ON .	
3.	When	
	MRCC is	
	deactivat	
	ed, i-	
	ACTIVSE	
	NSE	
Щ		

Last Issued: 11/16/2020

Service Alert No.: SA-013/20

Page **14** of **32**

remains ON. 4. The i- ACTIVSE NSE switch does not cancel SBS. SBS can be deactiva ed using infotain ment system settings.	t				
Traffic Sign R NOTE:	ecogniti	T	021 CX-30)	1	
Year/Model	TSR	Excessive Speed Warning	Display Location	Note	See Owner's Manual - When
2020 CX-30		~	Instrument	- Requires Navigation SD	Driving - i-ACTIVSENSE - i- ACTIVSENSE - Traffic Sign Recognition System (TSR)
2021 CX-30	~		Cluster and Active Driving Display	Card - Disabled by Apple Carplay / Android Auto USB connection	MGSS:Traffic Sign Recognition (TSR)

Last Issued: 11/16/2020

Service Alert No.: SA-013/20

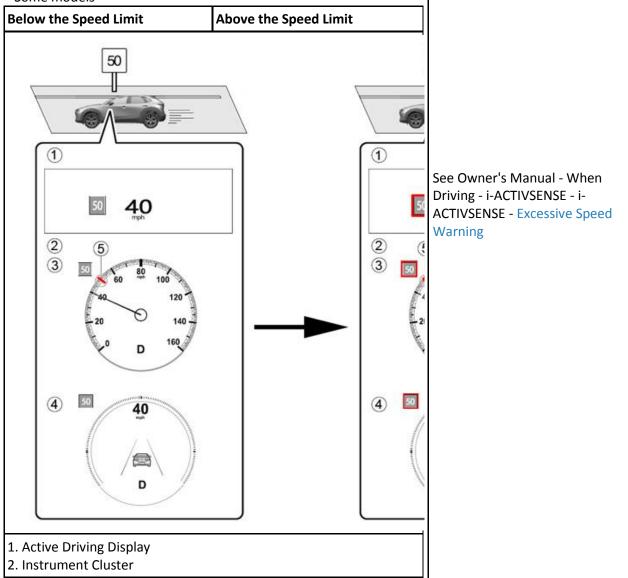
* Some models

Page **15** of **32**

Excessive Speed Warning * NOTE:

- 1. Excessive Speed Warning function is only available with a dealer installed in-vehicle navigation system accessory**.
- 2. Excessive Speed Warning function is displayed in the Instrument Cluster and the Active Driving Display.
- 3. Excessive Speed Warning function is disabled when Apple CarPlay™ or Android Auto™ is connected.

* Some models



Page **16** of **32**

- 3. Basic Display
- 4. i-ACTIVSENSE Display
- 5. Speed Limit Indication

MAZDA CONNECT Excessive Speed Warning Customer Settings

- 1. Speed Limit Settings
 - 1. OFF
 - 2. Visual
 - 3. Visual + Audible
- 2. Speed Limit Threshold Settings
 - 1. 0 mph
 - 2. +5 mph
 - 3. +10 mph
- ** SD Card maps may contain information about the speed limits of the roads. The navigation system is able to warn driver if they exceed the current limit. This information may not be available in some areas or may not be fully correct for all roads on the map.

Traffic Jam Assist (TJA)* (2021 CX-30 only)

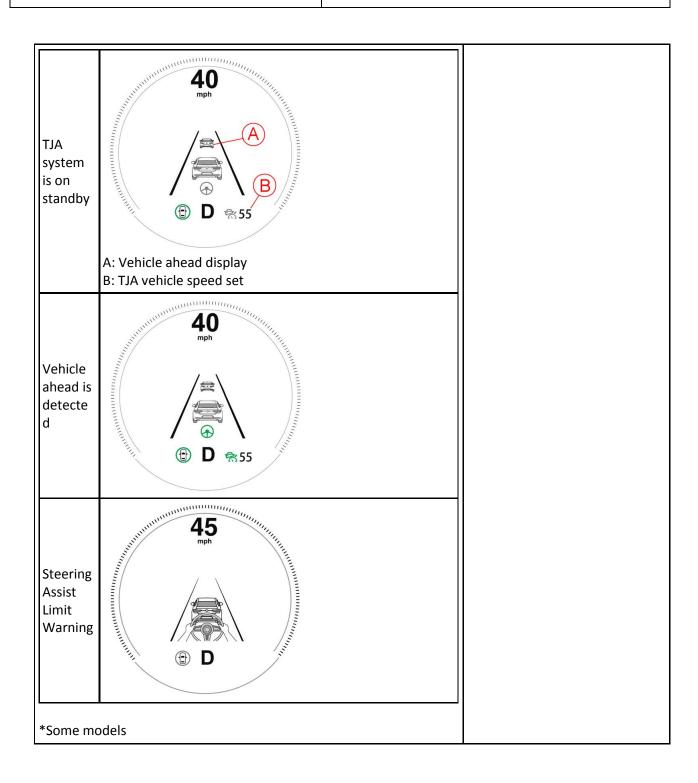
When lane lines are detected, the function assists the driver in keeping the vehicle within the lane lines. If lane lines are not detected, the function provides the driver driving assistance in keeping the vehicle along the motion path with the vehicle ahead. Steering assist function operates below 35 mph.



See Owner's Manual - When Driving - i-ACTIVSENSE - i-ACTIVSENSE -Traffic Jam Assist

MGSS: TRAFFIC JAM ASSIST (TJA)

Page **17** of **32**



Page 18 of 32

MAZDA CONNECT New Power Off Function



1. Audio Mute - Short press the volume knob (Press again to cancel)

2. Power Off - Press and hold the volume knob (Press and hold again to Power ON)



See Owner's Manual -Interior Features -Mazda Connect

MGSS: ENTERTAINMENT SYSTEM

Page 19 of 32

MAZDA CONNECT Center Display View

The rear-view monitor does not utilize all of the center display space.



Page **20** of **32**

In-Vehicle Digital Owner's Manual

The in-vehicle digital OM can be displayed on the center display while the vehicle is stopped. Customer can search descriptions and watch videos of vehicle features and functions by operating the commander switch.



NOTE:

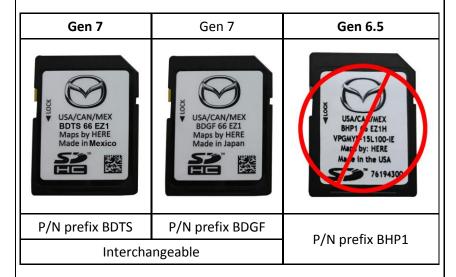
- The digital owner's manual must be installed during PDI. Due to printing deadlines and later updates to the digital manual, the content of the digital manual may differ from the printed manual.
 - 1. DO NOT use the same file as Mazda3. Check MGSS and retrieve the correct file for the CX-30.
- 2. USB memory flash drive FAT16 or FAT32 format is required for installation.
- 3. The vehicle's infotainment system will only accept file names [contents.tar] and [contents.sig]. File names with additional suffixes will not be accepted.
- 4. The infotainment system may inadvertently be powered OFF if the diagnostic assist function buttons are not pressed correctly. Simply press and hold the volume knob to power back ON.

Page **21** of **32**

Navigation System

The 2020 CX-30 7th generation (Gen 7) infotainment system is not equipped with factory installed navigation system, however, it is available as a dealer installed accessory.

NOTE: Gen 6.5 Navi SD card with part number prefix BHP1 (CX-3) installed in the Gen 7 2020 CX-30 will not function.



SIRIUSXM Data Service No Free Trial (Preferred Package and above)

- 1. Only available as a paid subscription.
- 2. SiriusXM Traffic Plus feature requires in-vehicle navigation SD card.
- 3. The 2020 CX-30 is not equipped with a factory installed navigation system, however, it is available as a dealer installed accessory.

See Owner's Manual - Interior Features - Mazda Connect -Appendix

SA-007/19 - SIRIUSXM DATA SERVICES

Page **22** of **32**

Power Door Locks

Doors cannot be unlocked using the outside door handle touch sensor The door handle touch sensor system may not operate normally under the following conditions:

- 1. The front passenger (without key) grabs and holds the outside door handle before the driver (with key) touches the drivers outside door handle unlock touch sensor.
- 2. The driver touches the sensing area of the door lock touch sensor and the sensing area of the door release touch sensor at the same time.

Good No Good

See Owner's Manual -Before Driving - Doors and Locks

Walk-Away Auto Lock Function

A beep sound is heard when all doors and the liftgate are closed while the transmitter is being carried. All the doors, fuel-filler lid, and liftgate are locked automatically when the transmitter is out of the operational range. Also, the hazard warning lights flash once. (Even if the driver is in the operational range, all the doors, fuel-filler lid, and liftgate are locked automatically after about 30 seconds.) If you are out of the

operational range before the doors and the liftgate are completely closed or another transmitter is left

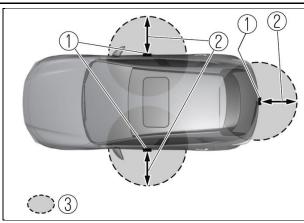
in the vehicle, the walk-away auto lock function will not work. Always make sure that all doors and the

liftgate are closed and locked before leaving the vehicle. The walkaway auto lock function does not close the power windows.

Operational Range

See Owner's Manual -Before Driving - Doors and Locks

Page **23** of **32**



- 1. Exterior Antenna
- 2. 31 in (80 cm)
- 3. Operational range

Scenarios Where Walk-Away Lock Function May Not Work

	Scenario	Reason	Solution
1.	Key transmitter is outside of antenna range while any of the doors have not been closed.	1. By the time all the doors are closed, the key transmitter is already out of operational range, causing walk-away lock to not function.	Always make sure the key transmitter holder is in operational range and is the last person to leave after all doors/trunk/liftgate are closed.
2.	Key transmitter holder exits driver's door then opens rear left door to retrieve items.	 Depending on the ke transmitter holder's distance to the antenna when he/sh is closing the driver side rear door, the walk-away lock may or may not function. If standing closer to the rear bumper area when closing the rea door, the key transmitter may be 	Be mindful of the key holder's position in relation to the door exterior antenna (31 in).

Page 24 of 32

Service Alert No.: SA-013/20	Last Issued: 11/16/2020

	out of the operational range, causing walkaway lock to not function. 3. If standing closer to the B-pillar when closing the rear door, the walk-away lock should function correctly.	
Key transmitter holder 3. moves out or operational range too quickly.	 If the key transmitter holder is in a hurry to get out of the car and leaves the operational range too quickly before the audio beep, the walkaway lock function may not work. The key transmitter holder opens the driver's door gets 	beep leaving al range, p sound und to older that etected

Page 25 of 32

Transmitter Battery Saving Function (Key Fob)

The CX-30 has a "power saving" function built into the keyless entry system where <u>some</u> key fob functions are disabled. This feature could accidentally be enabled and some concerns with the vehicle may be:

1. Engine does not start.

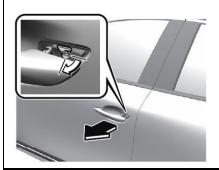
- 2. Engine does not start unless you hold the fob to the start/stop button.
- 3. Doors do not unlock using the door handle, but unlock with the remote.
- 4. Doors do not lock using the door handle, but lock with the remote.
- 5. Transmitter indicator light does not turn on/flash.

See Owner's Manual -

Before Driving - Keys - Power saving function

Keyless Entry Using Auxiliary Key

If the vehicle battery is discharged and/or the key battery is dead, vehicle entry is possible using the auxiliary key.



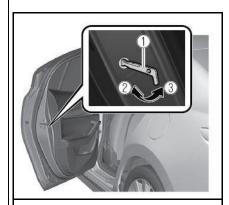
See Owner's Manual -Before Driving - Keys - Auxiliary Key

Then refer to Owner's Manual -Before Driving - Doors and Locks - Unlocking with Auxiliary Key

Page **26** of **32**

Rear Door Child Safety Locks Operation

The auxiliary key is required to enable (lock) and disable (unlock) the rear door child safety locks.



- 1. Auxiliary Key
- 2. Lock
- 3. Unlock

See Owner's Manual Before Driving - Doors and Locks
- Rear Door Child Safety Locks

Page **27** of **32**

Theft-Deterrent System

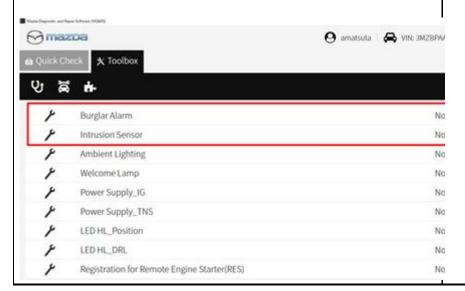


The CX-30 is not equipped with a Theft-Deterrent System. **CAUTION**: DO NOT use MDARS to enable:

- 1. Burglar Alarm
- 2. Intrusion Sensor

The CX-30 does not have the necessary Theft-Deterrent System hardware to function if enabled using MDARS, and MDARS cannot disable the Theft-Deterrent System after it has been enabled. The following DTC's may be stored if the burglar alarm or intrusion sensor are enabled:

- 1. B109F:87 Intrusion Sensor Module
- 2. B2002:87 On Board Charger DC/DC Low Voltage Side Contact Hotline if the Theft-Deterrent System has been accidently enabled.



Page 28 of 32

Seat Warmer and Heated Steering Wheel Auto Mode
The driver and front passenger's seater warmers* and the heated
steering wheel* can be set to be automatically controlled (turned on
and off) by the climate control system, depending on the set
temperature.

Auto Mode

- 1. Go to MAZDA CONNECT home screen and select "Settings"
- 2. Select "Vehicle Settings".
- 3. Enable "Link Seat Climate Control Temperatures".
- 4. Press the climate control AUTO switch.

Link Seat Climate Control Temperatures
Setting

Vehicle Settings
Rain-Sensing Wipers
Turn Signals
Rear Window Defogger
Link Seat & Climate Control Temperatures
Fuel Door Lock Delay

Climate Control Auto
Switch

Particular Control Auto
Switch

See Owner's Manual -Essential Safety Equipment -Seat Warmer/Heated Steering Wheel - Seat Warmer/ Heated Steering Wheel

* if equipped

Seat Warmer Will Not Turn ON After Previous Usage or being parked under the hot sun.

- 1. DTC B1030:13 (SEAT WARMER UNIT (LH) CIRCUIT MALFUNCTION (HEATER SIDE)) is stored.
- Front seat warmer functions after seat cool down and ignition OFF
 ON cycle.

Contact Hotline for latest repair information.

Page **29** of **32**

Electric Parking Brake (EPB)

Parking Brake Auto Operation

When the ignition is switched OFF, the parking brake will be applied automatically. The EPB indicator light in the instrument cluster and the EPB switch indicator light turn ON.



1. Indicator light

Canceling the Parking Brake Auto Operation
Parking brake auto operation can be canceled using the procedure in

the Owner's Manual.

NOTE: When the ignition is cycled back ON, the parking brake auto operation is restored.

Parking Brake Automatic Release

If the accelerator pedal is depressed with the parking brake applied and all of the following conditions are met, the parking brake is automatically release. When the parking brake is released, the EPB indicator light in the instrument cluster and the EPB switch indicator light turn off.

Engine is running

Driver's door is closed

Driver's seat belt is fastened

Selector lever is in the D, M, or R position

See Owner's Manual - When Driving - Brake - EPB Auto operation

Page 30 of 32

Tire Pressure Monitoring System (TPMS) Change

The TPMS system uses a new rubber type direct TPMS.

NOTE: The new rubber type is not reusable. If the TPMS sensor is removed from the wheel, it must be replaced.



New Rubber Type Old Metal Type

MGSS: TIRE PRESSURE MONITORING SYSTEM (TPMS)

Condition Based Maintenance (Except Canada)

The vehicle calculates the maintenance (oil change) timing.

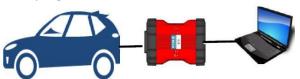
1. This function cannot be turned OFF.

- 2. Distance until the oil change is available in MAZDA CONNECT.
- 3. Reset is required after every oil change.

New M-MDS (MDARS)

A new M-MDS diagnostic tester (MDARS) for 7th generation vehicles (starting with the 2019 Mazda3) is used.

- 1. Performs more maintenance service functions
- 2. Performs more complicated vehicle electrical system diagnostic
- 3. Reprograms more ECU's



MGSS: MAINTENANCE MONITOR OPERATION PROCEDURE

MGSS: BASIC KNOWLEDGE

Page **31** of **32**

Parts Replacement	
When replacing vehicle parts such as ECU's, motors, seats	etc,
always refer to MGSS. Some new components may not op	perate if
MGSS new part replacement procedure is not performed.	

Last Issued: 11/16/2020

2020 CX-30 Web-Based Training Courses

Service Alert No.: SA-013/20

Course	Description
30070	2020 Mazda CX-30 Exclusive Preview
30071	Mazda Premium
30072	Performance: Effortless, Joyful Driving
30073	Exterior: Artful Design
30074	Interior: Human Centricity
30075	Skyactiv [®] Philosophy
30076	Mazda Connect Essentials Web-based Training Course

Page **32** of **32**