

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

**MAZDA CONNECT AND/OR MYMAZDA APP DISPLAYS INCORRECT
TIRE PRESSURES AFTER BATTERY DISCONNECT OR
INFOTAINMENT SYSTEM SOFTWARE UPDATE**

Service Alert No.: SA-002/21

Last Issued: 01/13/2021

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-044/20	04/02/20

APPLICABLE MODEL(S)/VINS

2019-**2021** Mazda3

2020-**2021** CX-30

DESCRIPTION

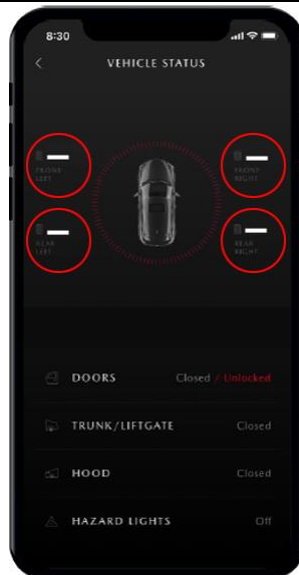
Some vehicles may display incorrect tire pressures in MAZDA CONNECT **and/or the MyMazda App**. This may be caused by an incorrect calendar entry (month/day/year) after a battery disconnect or infotainment system software update.



Page 1 of 3

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.

MyMazda App



Tire Pressure not shown

REPAIR PROCEDURE

1. Verify customer concern.
 2. Go to Main Menu - Information - Vehicle Status Monitor - Maintenance Details.
- Is the calendar out of date? (Example: date is before production date)

- Yes - Go to next step.
- No - This service information does not apply. Go to MGSS [TPMS WARNING LIGHT ILLUMINATES \[DIRECT TIRE PRESSURE MONITORING SYSTEM \(TPMS\)\]](#).



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.

3. Enable GPS Time Synchronization. This will automatically synchronize the calendar using the GPS location data.

- Vehicles not equipped with Navigation SD card.

a. Go to Main Menu - Settings - System Settings - Clock - GPS Time Synchronization - Enable.

b. Set Time Zone.

c. Test drive the vehicle for a few miles with a clear view of the sky.



- Vehicles equipped with Navigation SD card.

a. Go to Main Menu - Settings - System Settings - Clock - GPS Time Synchronization - Enable.

b. Test drive the vehicle for a few miles with a clear view of the sky.



4. Verify repair.

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.