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| Subject: MRCC CANCELED WHILE DRIVING WITHOUT ANYTHING AHEAD TO BE DETECTED | Service Alert No.: SA-003/21 |
| | Last Issued: 01/15/2021 |

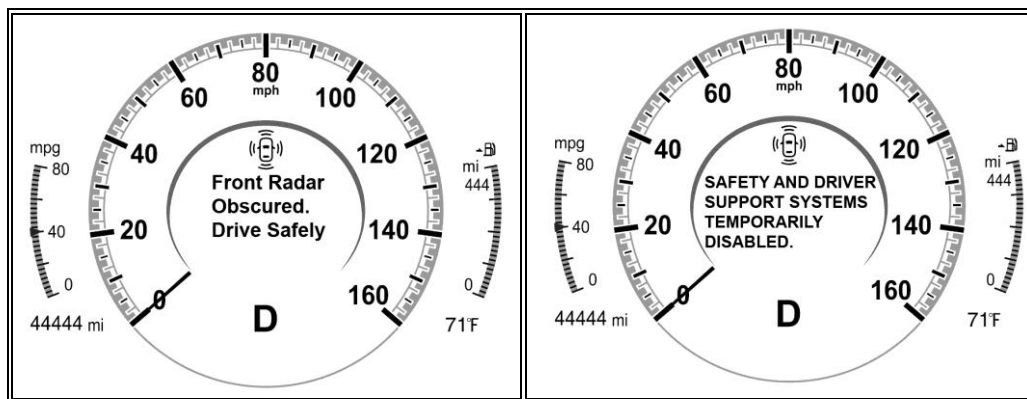
APPLICABLE MODEL(S)/VINS

2019-2021 Mazda3 Japan built with VINS lower than JM1BP*****176406 (produced before April 02, 2020)
 2019-2021 Mazda3 Mexico built with VINS lower than 3MZBP*****207228 (produced before Sept 29, 2020)
 2020-2021 CX-30 with VINS lower than 3MVDM*****218570 (produced before Sept 29, 2020)

DESCRIPTION

Some customers may complain about the following symptoms occurring when driving without anything ahead (no metallic object reflects the radar wave such as a vehicle ahead, an oncoming vehicle, a road sign or a guard rail).

- While using Mazda Radar Cruise Control (MRCC), the MRCC cancels by itself.
- When MRCC is not in use, “Safety and Driver Support Systems Temporarily Disabled. Front Radar Obscured.” message appears in the instrument cluster / “Remove dirt on the front radar sensor” message appears in the center display and related i-ACTIVSENSE functions stop working.



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This is caused by the front radar (under specific road conditions) detecting a false error as if the radar sensor is dirty, resulting in cancellation of the MRCC. (no metallic object reflects the radar wave such as a vehicle ahead, an oncoming vehicle, a road sign or a guard rail).

REPAIR PROCEDURE

1. Verify customer concern.
2. Is the front radar sensor or forward sensing camera dirty?
 - Yes - Clean the front radar sensor and/or forward sensing camera.
 - No - Replace the front radar sensor.
3. Verify repairs.

PARTS INFORMATION

| Parts Number | Description | Qty. | Notes |
|---------------|---------------------|------|---------------------------------|
| BON2-67-XA0-D | Sensor, Radar-Front | 1 | Mazda3 (Japan built) |
| BDTS-67-XA0-D | Sensor, Radar-Front | 1 | Mazda3 (Mexico built) and CX-30 |
| BCKA-50-345 | Nut | 3 | CX-30 only |

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