Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

Subject:	
POWER WINDOW AUTO FUNCTION DOES NOT WORK	Service Alert No.: SA-026/21
	Last Issued : 04/02/2021

BULLETIN NOTES
APPLICABLE MODEL(S)/VINS
2020-2021 CX-30
2019-2021 Mazda3

DESCRIPTION

When the power windows are operated many times without being fully closed, small errors of the window position sensor may accumulate and cause improper operation of the jam-safe function. To reduce the risk of this occurrence, the AUTO function is disabled if the power window is operated 10 consecutive times without being fully closed (turning the ignition OFF and then ON does not reset the counting). If the power window is fully closed before the 10th time, the counting restarts and the AUTO function is not deactivated.

To explain this to the customer, refer to the owner's manual or workshop manual.

How to re-activate the AUTO function:
1. Switch the ignition ON.
2. Press the power window switch and open the window completely.
3. Pull the power window switch up and close the window completely and keep pulling the switch up for about two (2) seconds more.

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