

**Subject:**

**"SAFETY AND DRIVER SUPPORT SYSTEMS TEMPORARILY DISABLED. FRONT RADAR OBSCURED." WARNING MESSAGES WITH NO DTCS STORED**

**Service Alert No.: SA-028/21**

**Last Issued : 04/21/2021**

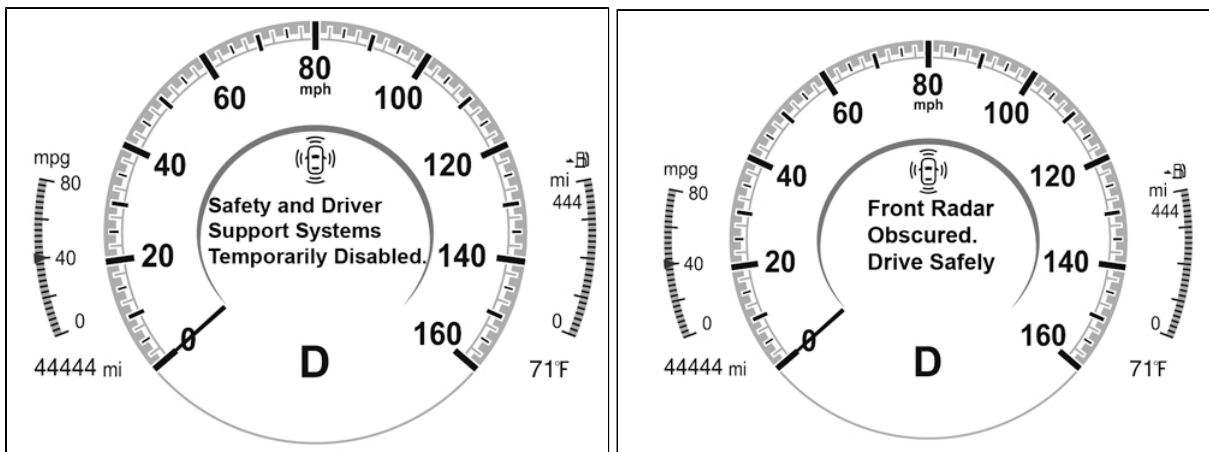
**BULLETIN NOTES****APPLICABLE MODEL(S)/VINS**

2019-2021 Mazda3

2020-2021 CX-30

**DESCRIPTION**

If driving on roads with few vehicles or obstructions ahead for the front radar sensor to detect, and a "Safety and Driver Support Systems Temporarily Disabled. Front Radar Obscured. Drive Safely" message is temporarily displayed, this does not necessarily indicate a problem. The radar sensor may simply need to be cleaned to eliminate the warning message.

**REPAIR PROCEDURE**

1. Verify customer concern.
2. Check for DTC's.

**Are any DTC's stored?**

- **Yes:** This service alert does not apply. Go to MGSS DTC diagnosis.
- **No:** Go to next step.

**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.

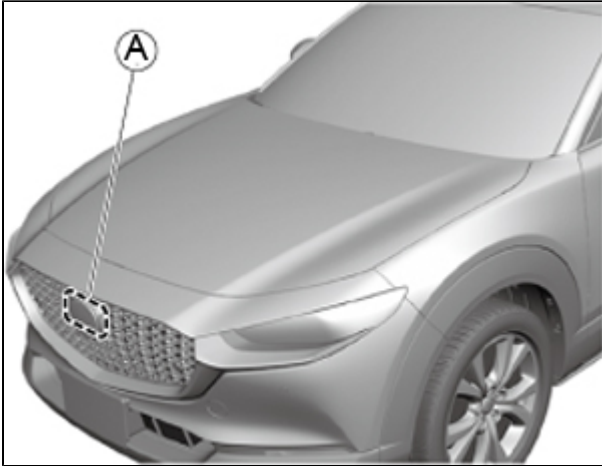
3. Check MRCC operation.

**Did MRCC cancel while driving without anything ahead to be detected?**

- **Yes:** Go to [SA-003/21](#).
- **No:** Go to next step.

4. Check the front radar sensor (A).

**Is the front radar sensor obstructed, damaged or dirty?**



- **Yes:** Repair or clean the front radar sensor (A) as needed. Then, go to next step.

**NOTE:** This information is available for the customer in the Owner's Manual -> When Driving -> i-ACTIVSENSE -> Front Radar Sensor

- **No:** Contact Hotline for technical support.

5. Verify repair.

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