

Subject: MX-30 SERVICE CAUTIONS FOR NEW AND REVISED FEATURES	Service Alert No.: SA-051/21 Last Issued : 10/25/2021
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APPLICABLE MODEL(S)/VINS

2022 MX-30

DESCRIPTION

The MX-30 Electric Vehicle (EV) 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.

Service technicians who perform any services on an EV (e-SKYACTIV) must be qualified according to the regulation, rules, or guidelines effective in the U.S. market. The requirements for qualification may vary depending on the service (handling of vehicle, handling of SERVICE PLUG at the Lithium-Ion Battery, and more). Contact the training department to see the requirements for the qualification before assigning any technicians to services an EV (e-SKYACTIV).

NOTE: Inner service of the High Voltage Battery (LiB Pack: 355 volts) should NOT be handled by dealer technicians for SAFETY reason.

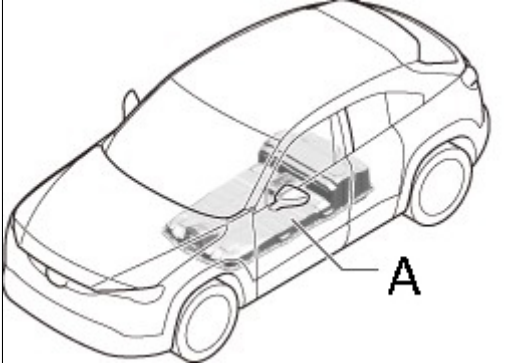
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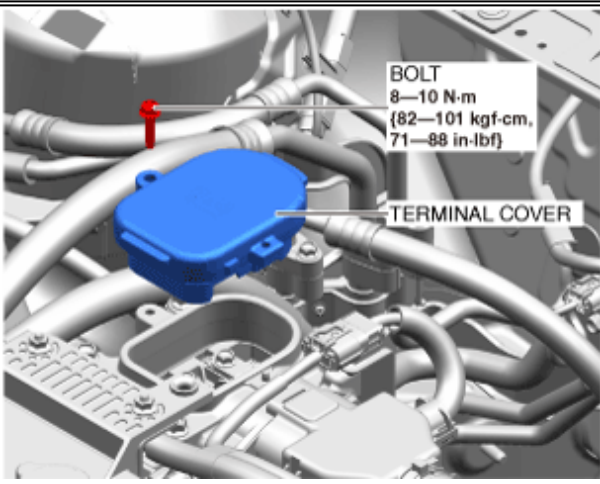
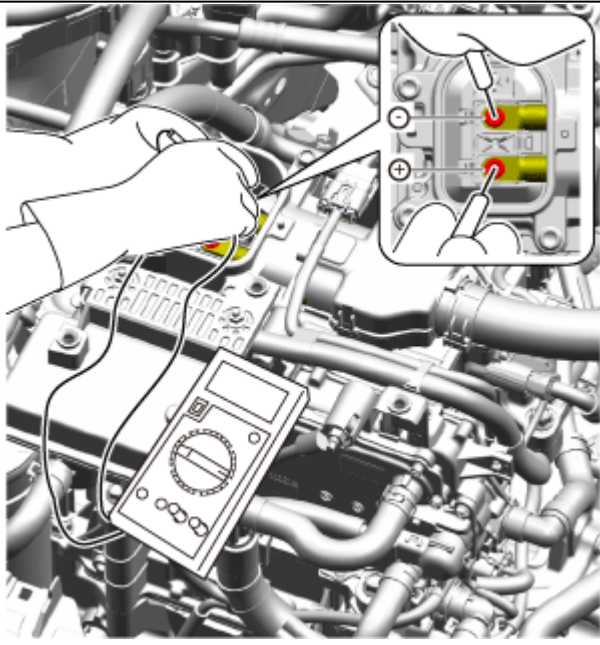
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Front Wiper Service Caution
Web-Based Training Courses

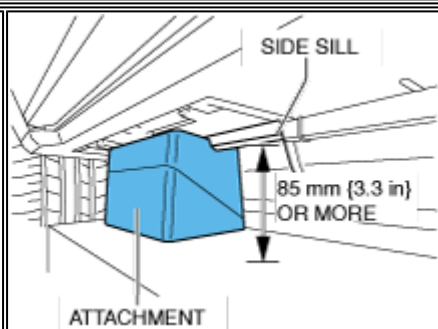
Item	Service Information
High Voltage Battery Service Cautions The Lithium-Ion Battery [LiB: 355 volts] is named the High Voltage Battery (A) and is applied in Mazda e-SKYACTIV (Electric Vehicle) model.  1. Maintenance of the high voltage battery during vehicle storage at the dealer: • If new vehicles arrive at the dealer with the State of Charge (SOC) less than 26%, always make sure to charge to 50%, then charge to 50% every 6 months. • When charging the high voltage battery, always make sure to set the SOC upper limit to 50% using Mazda Connect, then set it back to 90% when delivering the vehicle to the customer. 2. If putting the EV in a paint booth and drying the paint with the high voltage battery on-board, it is necessary to control the temperature so the battery pack does not become too hot (less than 140 F (60 C). Refer to the Bodyshop Manual for more details.	Go to: • TSB 01-006/21 • MGSS HIGH VOLTAGE SERVICE CAUTIONS
High Voltage Shutdown Before Service Always make sure to follow the MGSS High Voltage Shutdown procedure before servicing the vehicle.	Go to MGSS SERVICE PLUG REMOVAL/INSTALLATION

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Junction Box		
• P-N terminals • Volt Meter max DC 450V		
High Voltage Battery Replacement If MGSS diagnosis leads to a high voltage battery replacement, contact Hotline for technical support. CAUTION: DO NOT perform MGSS HIGH VOLTAGE BATTERY REMOVAL/INSTALLATION .		---
Vehicle Lift Cautions The high voltage battery is laid out under the floor, so the undercover is greatly extended downward. Therefore, when trying to use a flat lift, there is a risk of deformation or breakage at the undercover due to interference with the plate of the lift.		Go to MGSS JACKING POSITIONS, VEHICLE LIFT AND SAFETY STAND (RIGID RACK) POSITIONS

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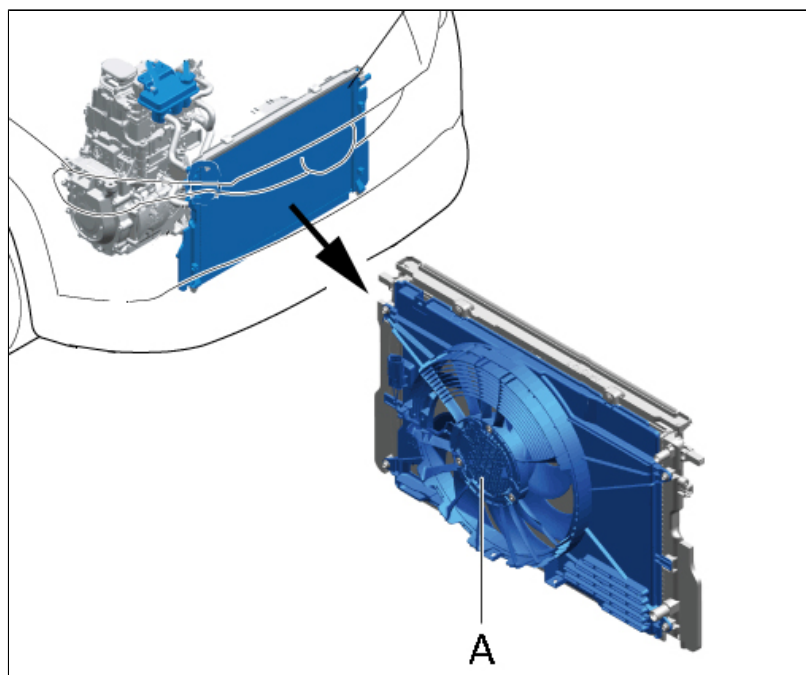
Always make sure to use an attachment of 85 mm height when using the lift.



Motor Compartment Electric Fan Service Caution

The cooling fan (A) may operate at any time even with the main power switch in the OFF position. Keep hands and tools away from the cooling fan even if the cooling fan is not operating to prevent injury, or damage to the cooling fan. When servicing the cooling fan or parts near the cooling fan, ensure the following.

- DO NOT perform normal charging or quick charging
- DO NOT select high voltage battery cooling on center display after EV system stops
- DO NOT open/close doors frequently with main power switched OFF
- Access the connected vehicle maintenance mode (MyMazda App connected vehicle)
- Cancel the climate control timer
- Operate the center display and turn off the battery heater operation



Go to [MGSS COOLING FAN MOTOR REMOVAL/INSTALLATION](#)

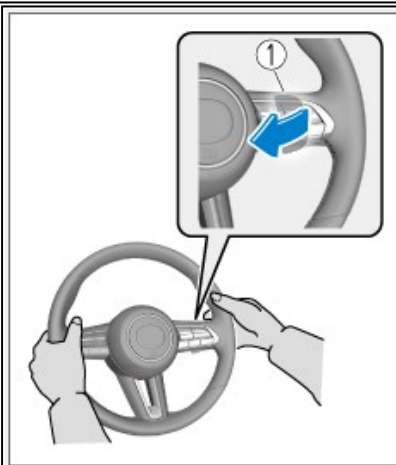
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Steering Wheel Paddle

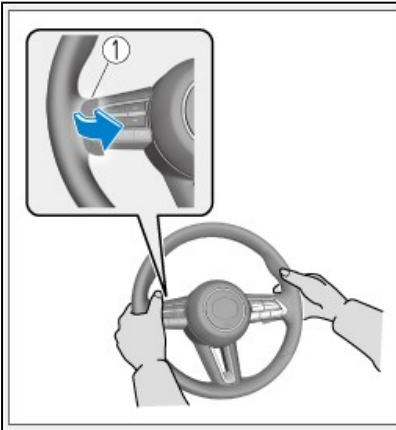
The steering wheel paddle is a function that makes it easy to adjust the vehicle speed according to the accelerator pedal operation.

Acceleration/deceleration is possible according to the various driving conditions such as on an up or down slope, during traffic jams, or high-speed driving.

By operating the plus switch (+/OFF) (1), the regenerative braking force is decreased when releasing the accelerator pedal, and the vehicle accelerates quickly when depressing the accelerator pedal.



By operating the minus switch (-) (1), the regenerative braking force is increased when releasing the accelerator pedal, and the vehicle accelerates slowly when depressing the accelerator pedal.



Go to Owner's Manual -> Before Driving
-> Electric Vehicles -> [Steering Wheel Paddle](#)

Indication	Switch Operation		Regenerative braking force	Acceleration
	Plus Switch (+)	Minus Switch (-)		
	-		Weak	Quickly
			Slightly weak	Slightly quick
			Normal	Normal

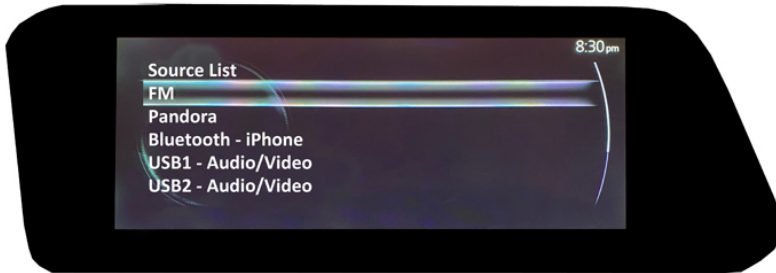
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			Slightly strong	Slightly slow
		-	Strong	Slowly

MAZDA CONNECT

- AM radio is not shown in Infotainment Source List

The vehicle is not equipped with AM radio due to high voltage system interference with AM frequency.

**Automatic Car Wash** (vehicle on a belt conveyor)

During a belt conveyor type automatic car wash, customers may experience a 360° View Monitor display warning and an audio beep. This is a normal automatic car wash function.

The customer has the option to put the vehicle into Neutral hold mode to eliminate the 360° View Monitor display warning and the audio beep.



Owners Manual -> When Driving -> Selector Lever Position Functions -> [Selector Lever Operation](#) -> Neutral hold mode.

MyMazda App

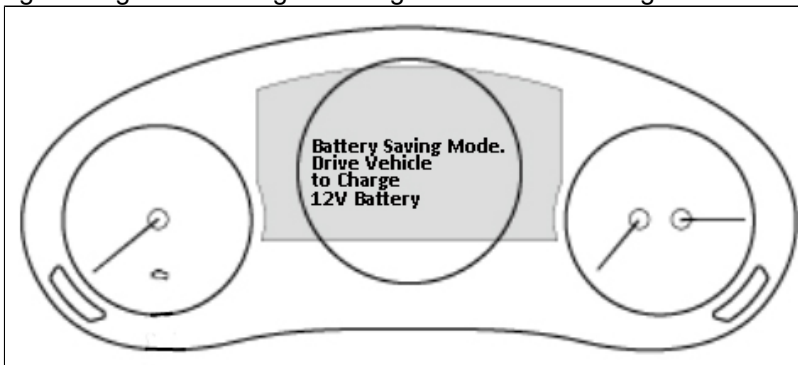
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- EV functions are not shown on the MyMazda App.
 - MyMazda APP software version 8.0 or higher is required.

Connected Vehicle remote functions inoperative

- Vehicle Status Alert
- Remote Engine Start / Stop
- Remote Door Lock / Unlock
- Remote Hazard Lights ON / OFF
- Vehicle Finder (vehicle location mapping function is available)

This may be caused by the vehicle's electrical control area network (CAN) being in "Sleep Mode". Inform the customer that Sleep Mode can be reset by starting the engine and idling or driving for 5 minutes or longer.



See [SA-005/21](#)

Connected Vehicle Maintenance Mode

When the vehicle is being serviced, switch to Connected Vehicle Maintenance Mode.

- Restricts MyMazda App remote functions.
- Prevents error messages being sent to the customer phone during vehicle service.

Cancel Connected Vehicle Maintenance Mode after completing vehicle service.

NOTE: DO NOT use Connected Vehicle Maintenance Mode when programming a module.

Go to MGSS [SERVICE CAUTIONS FOR VEHICLES WITH TELEMATICS COMMUNICATION SYSTEM \[\(US\)\]](#).

Remote Climate Control

The climate control system can be turned on remotely before departing using a smartphone. You can check or change the cabin temperature using your Smartphone while the remote climate control is operating.

Go to Owner's Manual -> Interior Features -> Climate Control System -> Convenient Ways to Use the Climate Control System -> [Turning On the Climate Control System from A Remote Location \(Remote Climate Control\)](#)

HVAC Refrigerant

The MX-30 uses a new A/C refrigerant of HFO-1234yf.

Always make sure to prepare all necessary Equipment such as the air conditioning machine to collect and fill the air conditioner refrigerant gas.

Go to MGSS

- [ROBINAIR AC1234-9 \(MAZ1234-](#)

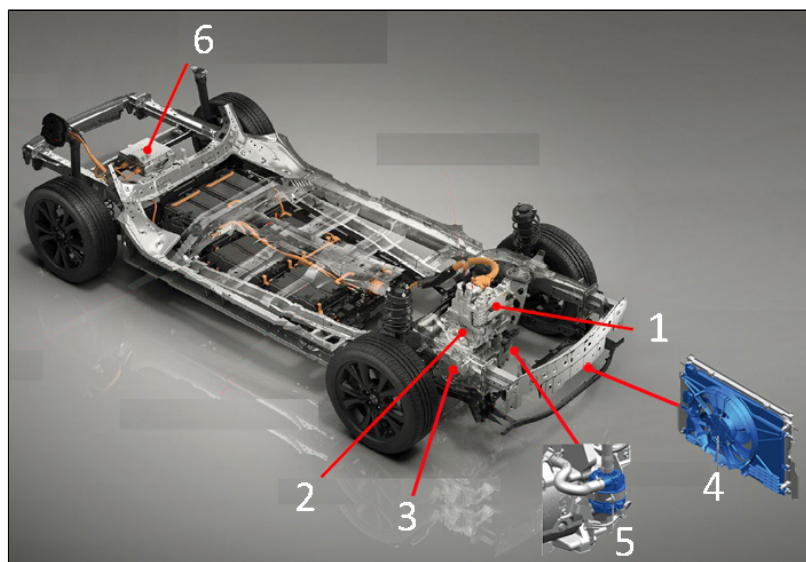
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	9KIT) • REFRIGERANT RECOVERY • REFRIGERANT CHARGING
HVAC Compressor Oil The MX-30 electric A/C compressor requires Polyolester (POE) oil due to the electrical insulation performance. Polyalkyleneglycol (PAG) oil (such as E1Y0-61-K39) cannot be used in an electric A/C compressor. Always make sure to use only Mazda Genuine POE oil (B4YL-61-K39) for the electric A/C compressor. Using any POE Oil other than Mazda Genuine POE oil may cause electric leakage, deteriorated A/C performance, or damages to A/C components. NOTE: A properly adjusted amount of fluorescent agents is used during vehicle production. Never add fluorescent agent into the refrigerant system, otherwise the insulation performance may deteriorate. Never use A/C refrigerant gas containing A/C compressor oil and fluorescent agent, or A/C compressor oil with fluorescent agent.	Go to MGSS • ROBINAIR AC1234-9 (MAZ1234-9KIT) • ELECTRIC COMPRESSOR REMOVAL/INSTALLATION - > Electric Compressor Installation Note
Electric Parking Lock System Malfunction/12V Battery Discharged • If there is a malfunction in the system or the battery is dead, perform the parking lock actuator forced release if the parking lock cannot be released by operating the selector lever. • Block the front and rear wheels. Otherwise, the parking lock may be released and the vehicle may move. Replacing the parking lock actuator • If the initialization procedure is not completed, the parking lock actuator will not operate properly and it might cause an unexpected accident. Therefore, after replacing the parking lock actuator, always perform the initialization procedure to insure proper parking lock actuator operation. • When performing the procedure while the vehicle is on the ground, block the front and rear wheels using wheel blocks. Otherwise, the vehicle may move when the electric parking brake is released.	Go to MGSS • ELECTRIC PARKING LOCK FORCED RELEASE PROCEDURE [A71M] • PARKING LOCK ACTUATOR INITIALIZATION PROCEDURE [A71M]
Coolant Drain Service Caution MOTOR, INVERTER, DCDC Converter, and OBC (On-Board Charger) have the cooling system operated by an electric water pump. Always make sure to implement the air drainage process according to the Workshop Manual after coolant (FL22 type) replacement (motor drain and reuse or replacement). NOTE: There is no method to use Mazda Modular Diagnostic System (M-MDS). Always make sure no coolant is spilled on the parts listed below when	Go to MGSS COOLANT REPLACEMENT

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removing and reinstalling them.

1	DC-DC Converter
2	Traction Motor Inverter
3	Traction Motor
4	Electric Fan
5	Electric Water Pump
6	On-Board Charger (OBC)



Front Wiper Service Caution

- The wiper arm park position is located under the hood.
- When servicing the front wipers, the front wiper service mode is required or damage to the wiper arms may occur.
- If the wiper arms are replaced, M-MDS is needed for wiper arm adjustment.
- DO NOT use the wiper arms as markers when in dealer inventory.

See Owner's Manual -> Maintenance and Care > Owner Maintenance -> Wiper Blades -> [Replacing Windshield Wiper Blades](#)

See MGSS [WINDSHIELD WIPER BLADE AND RUBBER REMOVAL/INSTALLATION](#)

2022 MX-30 [Web-Based Training Courses](#)

Course	Description
40067	Hybrid and EV Safety Essentials WBT
40068	Certification Test 6
40069	Hybrid and EV Theory of Operation WBT
40070	Hybrid and EV Technology IDL
40071	Hybrid and EV Mastery Exam

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