

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: I-ACTIVSENSE OFF SYMBOL TURNS ON AFTER REPLACING SPEEDOMETER	Bulletin No.: 09-011/22
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BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

For models without i-ACTIVSENSE:

2019-2020 Mazda3 (Japan built) with VINS lower than JM1BP*****150364 (produced before July 31, 2019)

2019-2020 Mazda3 (Mexico built) with VINS lower than 3MZBP*****118754 (produced before July 27, 2019)

DESCRIPTION

Some vehicles without i-ACTIVSENSE may exhibit that the i-ACTIVSENSE OFF symbol turns on in the instrument cluster after replacing the speedometer. Since vehicles without i-ACTIVSENSE do not have an i-ACTIVSENSE switch, there is no way to clear the i-ACTIVSENSE OFF symbol.

i-ACTIVSENSE OFF symbol	i-ACTIVSENSE switch
	

This is caused by a communication error between the new speedometer and the vehicle control module (VCM) due to a software level difference.

Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

1. Verify the concern.
2. Reprogram the VCM to the latest calibration with the Mazda Modular Diagnostic System (M-MDS), using Mazda Diagnostic And Repair Software (MDARS).
3. Verify the 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.

WARRANTY INFORMATION**NOTE:**

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.
- If the speedometer has been replaced, an 0.1 labor hours may be claimed as follows:

Warranty Type	A
Symptom Code	65
Damage Code	9W
Part Number Main Cause	7777-SP-W03
Quantity	0
Operation Number / Labor Hours:	XXW1TXFX / 0.1 Hrs.

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