

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  <b>WARNING MESSAGE FOR DIRT ON FRONT RADAR SENSOR SURFACE APPEARS WHILE DRIVING IN SPECIFIC LOCATION</b>	<b>Bulletin No.: 15-004/22</b>
	<b>Last Issued : 06/01/2022</b>

## BULLETIN NOTES

### APPLICABLE MODEL(S)/VINS

2019-2021 Mazda3 (Japan built) vehicles with VINS lower than JM1BP\*\*\*\*\*402772 (produced before August 19, 2021)

2019-2021 Mazda3 (Mexico built) vehicles with VINS lower than 3MZBP\*\*\*\*\*254975 (produced before December 9, 2021)

2020-2021 CX-30 vehicles with VINS lower than 3MVDM\*\*\*\*\*320221 (produced before December 10, 2021)

2022 MX-30 vehicles with VINS lower than JM1DR\*\*B\*\*\*100449 (produced before September 25, 2021)

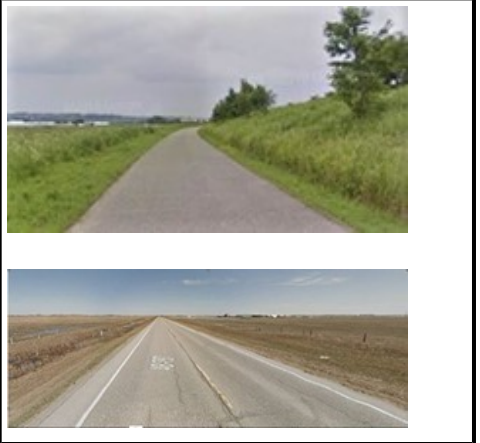
## DESCRIPTION

Some vehicles may exhibit the warning messages “Safety and Driver Support Systems Temporarily Disabled” or “Front Radar Obscured. Drive Safely.” displayed in the instrument cluster despite no dirt on the front radar sensor while driving in specific locations as follows:

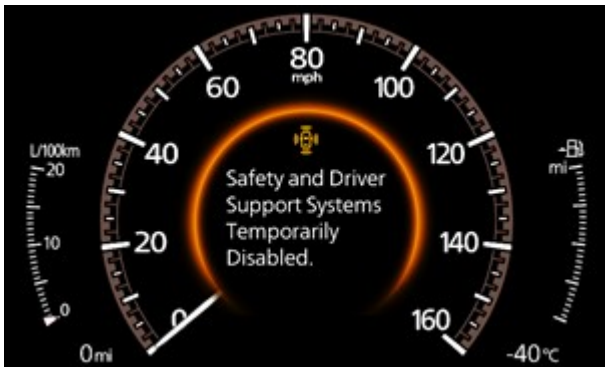
Case	Road conditions	Image
1	Roads with continuous elevated road ways on one side or tall walls on one side	
2	Inside tunnels with an overall rounded shape	

Page 1 of 5

**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	Roads with no reflective objects around	
---	---	---

Warning message



This is caused by inappropriate decision logic of the control software in the front radar sensor. To eliminate this concern, the control software of the front radar sensor has been modified.

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

**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.

**REPAIR PROCEDURE**

1. Verify the customer concern.
2. Replace the front radar sensor with a modified one according to the instructions on MGSS.

**NOTE:** Before replacing parts, be sure to confirm the location of occurrence with the customer, and replace parts only when it occurs in the above-mentioned occurrence cases (1) to (3).

- Mazda3 (FRONT RADAR SENSOR REMOVAL/INSTALLATION)
- CX-30 (FRONT RADAR SENSOR REMOVAL/INSTALLATION)
- MX-30 (FRONT RADAR SENSOR REMOVAL/INSTALLATION)

3. Verify the repair.

**NOTE:** Inform the customer of the following:

- Even after replacement, depending on the surrounding environment, if the reflected wave is very similar to dirt adhesion or if the non-reflective environment continues for a long time, the radar dirt warning message may occur as before the replacement.
- If the front radar is covered with rain, snow, mud, etc., the radar dirt warning message may be displayed. This is not a malfunction, but rather a temporary suspension of radar operation due to conditions that do not allow for normal transmission and reception of radar waves.

**PARTS INFORMATION**

Parts Number	Description	Qty.	Notes
B0N2-67-XA0E	Sensor, Radar-Front	1	Mazda3 (Japan built)
BDTS-67-XA0E	Sensor, Radar-Front	1	Mazda3 (Mexico built) and CX-30
DN4J-67-XA0C	Sensor, Radar-Front	1	MX-30
BCKB-67-Z03	Bolt	3	[R] Mazda3, CX-30 and MX-30
BCKA-50-345	Nut	3	[R] Mazda3

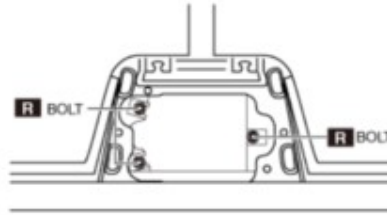
[R]: Replacement parts

**Replacement parts location**

Mazda3 (Nut)	Mazda3 and CX-30 (Bolt)
	

**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.

## MX-30 (Bolt)

**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.

**Mazda3**

Warranty Type	A
Symptom Code	6X
Damage Code	9W
Part Number Main Cause	BDTS-67-XA0E or B0N2-67-XA0E
Quantity	1
Operation Number / Labor Hours:	<p>With 360° view monitor system, 360° view monitor system screen display verification and 360° view monitor system aiming XXW2GERX / 0.8 Hrs.</p> <p>With 360° view monitor system and 360° view monitor system screen display verification only XXW2GHRX / 0.7 Hrs.</p> <p>Without 360° view monitor system XXW2GKRX / 0.7 Hrs.</p>

**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.

**CX-30**

Warranty Type	A
Symptom Code	6X
Damage Code	9W
Part Number Main Cause	BDTS-67-XA0E or B0N2-67-XA0E
Quantity	1
Operation Number / Labor Hours:	<p>With 360° view monitor system, 360° view monitor system screen display verification and 360° view monitor system aiming XXW2GERX / 0.9 Hrs.</p> <p>With 360° view monitor system and 360° view monitor system screen display verification only XXW2GGRX / 0.8 Hrs..</p> <p>Without 360° view monitor system XXW2GKRX / 0.8 Hrs.</p>

**MX-30**

Warranty Type	A
Symptom Code	6X
Damage Code	9W
Part Number Main Cause	DN4J-67-XA0C
Quantity	1
Operation Number / Labor Hours:	<p>With 360° view monitor system, 360° view monitor system screen display verification and 360° view monitor system aiming XXW2GMRX / 0.9 Hrs.</p> <p>With 360° view monitor system and 360° view monitor system screen display verification only Without 360° view monitor system XXW2GNRX / 0.8 Hrs. (with Front Cross Traffic Alert) XXW2GPRX / 0.7 Hrs. (without Front Cross Traffic Alert)</p>

**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.