

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: MAZDA RADAR CRUISE CONTROL (MRCC) DISABLED UNDER 20 MPH	Service Alert No.: SA-067/22
	Last Issued : 10/12/2022

BULLETIN NOTES

This service alert supersedes the previously issued service alert listed below. The changes are noted in Red text.

Previous Service Alert:	Date(s) Issued:
SA-062/20	08/13/2020
SA-014/18	03/07/2018

APPLICABLE MODEL(S)/VINS

All applicable models are equipped with MRCC Stop and Go Function.

2019-2023 Mazda3	2018-2021 Mazda6	2017-2023 CX-5	2018-2023 CX-9
2019-2021 CX-3	2020-2021 CX-30	2022 MX-30	2023 CX-50

DESCRIPTION

Some customers may complain about the following message displayed in the Multi-Information Display:



In the following cases, the MRCC with Stop & Go function system is canceled when the vehicle is traveling at 19 mph (30 km/h) or less:

- The Forward Sensing Camera (FSC) cannot detect target objects due to one of the following:

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- The windshield is dirty
- The FSC lens is foggy
- There is low visibility due to rain, fog or snow
- It is at night and there is not enough light
- There is direct or reflected sunlight on the FSC
- There is problem with the FSC
- There is a problem with the AUTOHOLD control function.
- There is a problem with the electric parking brake (EPB).

REPAIR PROCEDURE

1. Verify customer concern.
2. Check for any DTCs.

Are there any DTC's stored in memory?

- **Yes:** Diagnose according to the instructions on MGSS.
- **No:** In most cases, no repair is needed. Simply clean the windshield and front radar sensor to eliminate the Multi-Information Display message.



3. Verify repair.

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