

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: MAZDA CONNECT AND/OR MYMAZDA APP DISPLAYS INCORRECT CLOCK AND/OR TIRE PRESSURES AFTER BATTERY DISCONNECT OR INFOTAINMENT SYSTEM SOFTWARE UPDATE	Service Alert No.: SA-006/23
	Last Issued : 01/23/2023

BULLETIN NOTES

This Service Alert supersedes the previously issued bulletin(s) listed below. The changes are noted in Red text.

Previous Service Alerts:	Date(s) Issued:
SA-012/22	03/15/22
SA-002/21	01/13/22
SA-044/20	04/02/20

APPLICABLE MODEL(S)/VINS

2019-2023 Mazda3
2020-2023 CX-30
2021-2023 CX-5
2023 CX-50
2021-2023 CX-9
2022-2023 MX-30

DESCRIPTION

Some customers may complain about the infotainment system and/or the MyMazda App showing incorrect clock and/or tire pressures and/or tire pressure missing.

This may be caused by:

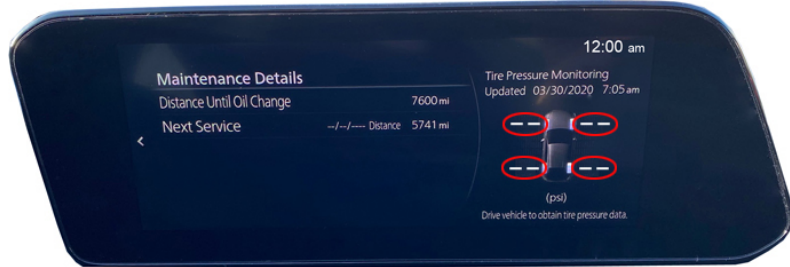
- Incorrect calendar entry (month/day/year) after a battery disconnect
- Infotainment system software update.
- BCM TPMS unlearn during vehicle storage or transport.
- Wheel/Tire change

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.

MAZDA CONNECT

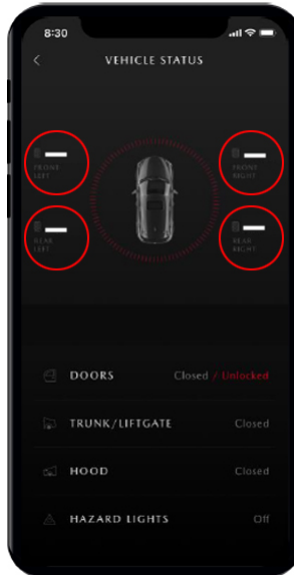


Incorrect Tire Pressure shown



Tire Pressure not shown

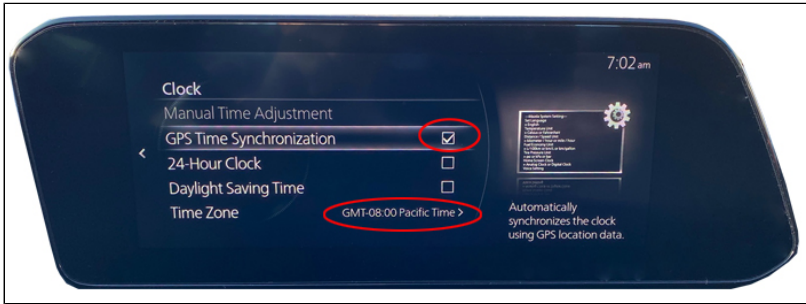
MyMazda App



Tire Pressure not shown

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

Inspection / Action	Repair
<ul style="list-style-type: none"> • PDI inspection • Battery disconnect/reconnect • Infotainment CMU software update 	<ol style="list-style-type: none"> 1. Enable GPS Time Synchronization. This will automatically synchronize the calendar using the GPS location data. <ol style="list-style-type: none"> a. Go to Main Menu -> Settings -> System Settings -> Clock -> GPS Time Synchronization -> Enable. b. Set Time Zone.  <ol style="list-style-type: none"> 2. Drive the vehicle with a clear view of the sky at 16 mph (25 km/h) or faster for 3 minutes or longer. <p>NOTE: If the GPS Time Synchronization was already enabled, do the following:</p> <ol style="list-style-type: none"> a. Uncheck (disable) GPS Time Synchronization. b. Check (enable) GPS Time Synchronization. c. Drive the vehicle with a clear view of the sky at 16 mph (25 km/h) or faster for 3 minutes or longer.
<ul style="list-style-type: none"> • Wheel/Tire change (such as installing winter tires) 	<ol style="list-style-type: none"> 1. Ignition ON. 2. Ignition OFF. 3. Let the vehicle sit for 19 minutes or more. 4. Ignition ON, engine running. 5. Drive the vehicle at 16 mph (25 km/h) or faster for 3 minutes or longer. 6. Confirm the TPMS light is OFF.

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.