



<b>Subject:</b>  CANNOT GET EPB OUT OF MAINTENANCE MODE	Service Alert No.: SA-011/23
	Last Issued : 03/01/2023

## BULLETIN NOTES

This SA supersedes the previously issued SA(s) listed below. The changes are noted in Red.

Previous SAs:	Date(s) Issued:
SA-055/22	08/15/22

## APPLICABLE MODEL(S)/VINS

2023 CX-50

## DESCRIPTION

If a vehicle is stuck in the EPB (Electronic Parking Brake) maintenance mode or cannot be put into the maintenance mode, use the repair procedure below to continue or complete the repairs. This happens when the **MAINTENANCE MODE** procedure is not followed exactly. CAUTIONS will be added to the WSM procedure, but until then, take note of these CAUTIONS:

### CAUTION #1:

Make sure to push the IG-SW **only** 3 times for the maintenance mode and **NEVER** push it over 4 times because it makes the EPB operation forcibly stop and may cause the issue.

**NOTE: The starting condition = IG-ON, then press 3 times. The condition state will be as follows after each press:**

1. IG-OFF
2. ACC
3. IG-ON

### CAUTION #2:

**DO NOT** perform or operate any of the 3 items listed below until the left and right EPB motors finish operating to provide clearance for maintenance. Wait until you hear the motors stop running. **The motors will run for a *minimum* of 10 seconds.**

- Cycle the ignition switch (IG-SW on/off)
- Disconnect either battery terminal
- Touch the DLC connector or command MDARS to do anything (when using MDARS)

**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. Switch the ignition to **OFF**.
2. Switch the ignition to **ON**.
3. Press and hold the brake pedal, then press and release the EPB switch (turn off), and then release the brake pedal.
4. Pull the EPB switch (turn on) to apply the EPB.
5. Press and hold the brake pedal, then press and release the EPB switch (turn off), and then release the brake pedal.
6. Is the EPB light flashing?

**YES** - Carefully repeat steps 1 through 5.

**NOTE: If you have repeated the steps twice and there is no change, contact the Mazda Technical Ho**

**NO** - Continue with repairs or release the vehicle back to the customer.

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