



Subject: <p style="text-align: center;">ENGINE NO START DUE TO LOW BATTERY VOLTAGE</p>	Service Alert No.: SA-023/23
	Last Issued : 04/14/2023

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2017-2022 CX-5

DESCRIPTION

Some customers may experience any of the following:

- Engine no start due to battery discharge
- Ignition cannot be turned OFF
- Infotainment remains ON after the ignition is turned OFF
- Infotainment display is blank
- Commander switch is inoperative
- Remote transmitters are inoperative

This may be caused by a liquid spill at the front cup holder.

The following DTC's may or may not be stored:

Circuit Malfunction	<ul style="list-style-type: none"> • P0615 - Starter relay circuit malfunction • B1A 69:86-0A: EATC - Error signal received from auto light sensor/humidity sensor/rain sensor • B108E:87-08: CMU - Center display circuit malfunction • B1087:87-08: CMU - Communication error with commander switch • B11F5:86-0A: EATC - Invalid data (humidity sensor temperature) received from humidity sensor • B1143 - IG2 relay control circuit malfunction • C1128: 4A-08: EPB - ELECTRIC PARKING BRAKE SWITCH CIRCUIT MALFUNCTION • C1128: 29-08: EPB - ELECTRIC PARKING BRAKE SWITCH CIRCUIT MALFUNCTION • U210A:86-0A: EATC - Invalid data (windshield temperature) received from humidity sensor • U3004:17-8A: SSU - ACC relay circuit malfunction
Battery Discharge	<ul style="list-style-type: none"> • P1794:16-08: SSU - Start stop unit power supply voltage (terminal 2W) low input • B108E:1C-08: CMU - Low power supply voltage input to center display • U3003:16-08: EATC - Power supply voltage low input • U3003:16-08: EPB - Electric parking brake control module low power supply voltage input • U3003:16-08: R_BCM - Rear body control module (RBCM) power supply voltage low input

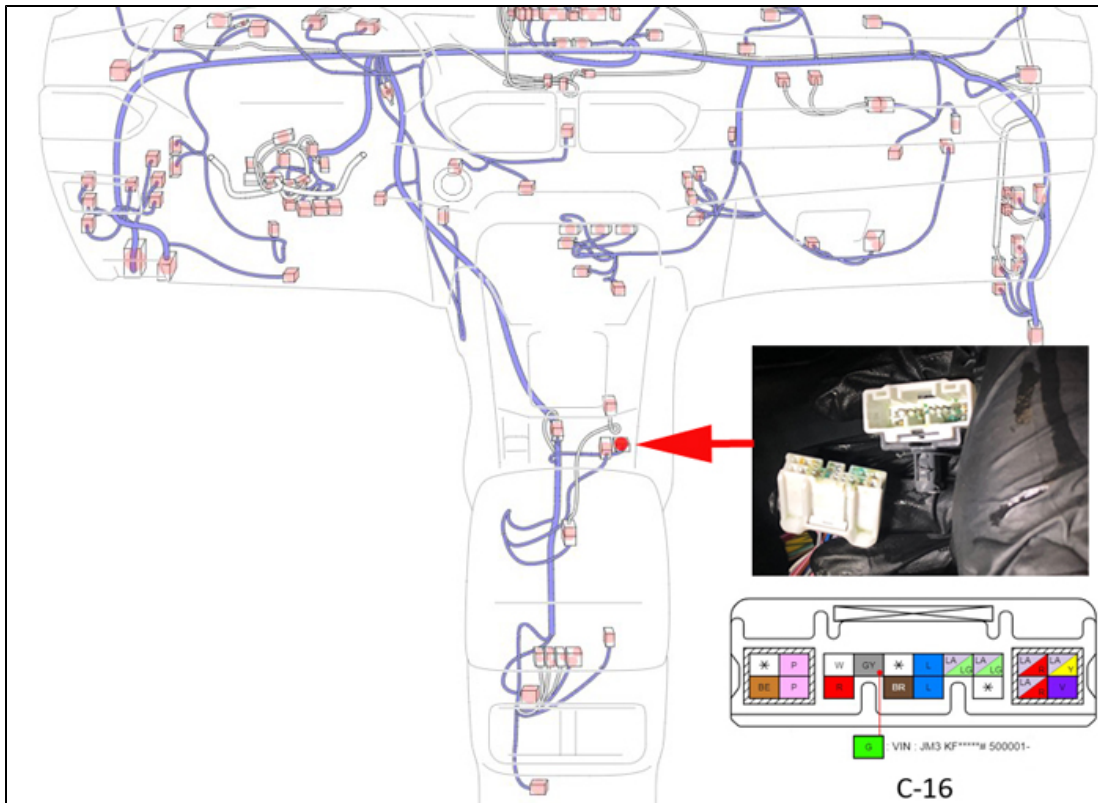
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- U3003:16-08: RCM - Power supply voltage low input
- U3003:16-08: SSU - Start stop unit power supply voltage (terminal 1A) low input
- U3006:01-08: EPB - Electric parking brake control module low power supply voltage input
- U3007:01-08: EPB - Electric parking brake control module low power supply voltage input

REPAIR PROCEDURE

1. Verify the customer concern.
2. Using M-MDS, document any DTC's stored.
3. Inspect the instrument panel harness connector C-16 for liquid spill corrosion.

Is corrosion found at connector C-16?



- **Yes** - Go to next step.
 - **No** - This service information does not apply. Continue with normal MGSS troubleshooting.
4. Repair/replace connector C-16 as needed.
 5. Wrap connector C-16 with electrical tape to protect it from liquid spills.
 6. Verify the repair.

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WARRANTY INFORMATION**WARRANTY COMPLIANCE NOTE:**

Vehicle repairs for this concern are not covered under Mazda's warranty policy.

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