

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  SHOCK AT LOW SPEEDS	<b>Bulletin No.:</b> 05-001/23
	<b>Last Issued :</b> 05/03/2023

## BULLETIN NOTES

### APPLICABLE MODEL(S)/VINS

2023 CX-50

## DESCRIPTION

Some customers may experience a shock during driving at low speeds when starting from a stop with the accelerator pedal depressed slightly. This may be caused by improper control software of the TCM causing improper lock up operation. To eliminate this concern, the control software of the TCM has been modified.

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

## REPAIR PROCEDURE

1. Verify customer concern.
2. Reprogram the TCM with the Mazda Modular Diagnostic System (M-MDS), using the Mazda Diagnostic And Repair Software (MDARS). Refer to MDARS ECU Reprogramming Procedure.
  - If the current calibration file name in the ECU FILENAME screen is the same as shown in the Calibration Files Information or with a later suffix, reprogramming is not necessary.
3. Clear the DTC, turn the ignition off, and get out of the vehicle.
4. Close and lock the door.
5. Wait for at least ten minutes.
6. Verify the repair by starting the engine and making sure the Check Engine light is OFF and no abnormal warning lights are ON.

**NOTE:** If any DTC should remain after performing a DTC erase, diagnose the DTC according to the instructions on MGSS.

## CALIBRATION

Spec	File Name
US	PXAC-21PS1-D
Mexico	PXAD-21PS1-D

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**WARRANTY INFORMATION****NOTE:**

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Federal Emission Warranty (long term).
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	26
Damage Code	9X
Part Number Main Cause	5555-21-100
Quantity	0
Operation Number / Labor Hours:	XXWBTXFX / 0.3 Hrs.

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