

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: "BATTERY SAVING MODE. DRIVE VEHICLE TO CHARGE BATTERY." MESSAGE IN INSTRUMENT CLUSTER	Service Alert No.: SA-030/23
	Last Issued : 05/26/2023

BULLETIN NOTES

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

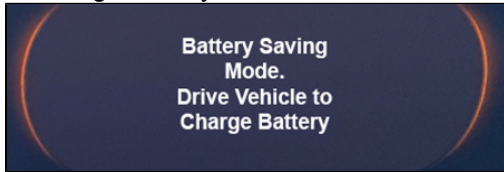
Previous SA:	Date(s) Issued:
SA-030/23	05/16/23

APPLICABLE MODEL(S)/VINS

2024 CX-90

DESCRIPTION

Some customers may experience a warning sound and instrument cluster message "Battery Saving Mode. Drive Vehicle to Charge Battery."



This message may appear under the following conditions:

- Washing Car
- lunch in car with key ON
- Showroom vehicle
- Door left open
- Doors opened several times prior to starting vehicle
- After an external battery charge

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

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. Verify the customer concern.
2. Run the engine for at least 5 minutes.

Did the warning message clear?

- **Yes** - OK to release the vehicle to the customer.
- **No** - Go to next step.

3. Measure the 12V battery voltage with ignition OFF.

Is the battery voltage 12.6V or higher?

- **Yes** - Go to next step.
- **No** - Charge the battery using DCA8000 (01-007/23). Then go to next step.

4. Disconnect and reconnect the battery negative terminal.

Did the warning message clear?

- **Yes** - OK to release the vehicle to the customer.
- **No** - Go to next step.

5. Document the following PID values, then contact Hotline for technical support.

- BATT_SOC %
- BATT_TEMP °F
- BATT_VOLT Voltage

6. Verify the repair.

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