

Subject: OPENING SEQUENCE OF INSTRUMENT CLUSTER DOES NOT DISPLAY AFTER IG-ON	Bulletin No.: 09-003/24
	Last Issued : 01/10/2024

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

- 2024 CX-30 (Mexico built) vehicles with VINs lower than 3MV DM**** ** 631099 (Produced before Nov. 17, 2023)
- 2024 Mazda3 (Japan built) vehicles with VINs lower than JM1 BP**** ** 707902 (Produced before Nov. 17, 2023)
- 2024 Mazda3 (Mexico built) vehicles with VINs lower than 3MZ BP**** ** 408726 (Produced before Nov. 17, 2023)

DESCRIPTION

Some vehicles may experience the opening sequence of the instrument cluster is not displayed after IG-ON.

NOTE: Opening sequence of the instrument cluster refers to the display that occurs immediately after ignition is turned on. The vehicle model's logo is shown on the instrument cluster's LCD screen before transitioning to the speedometer display. The sequence also swings the analog meter needle to its maximum.

This concern is caused by improper control software of the BCM. To eliminate this concern, the control software of the BCM control module has been modified.

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

NOTE: CSSU regulation compliance: This Service Information provides the software modification and the software information according to United Nations Regulation on Cybersecurity (CS) and Software Updates (SU).

REPAIR PROCEDURE

1. Verify the customer concern.
2. Reprogram the BCM using the Mazda Diagnostic And Repair Software (MDARS). Refer to MDARS ECU REPROGRAMMING PROCEDURE.

NOTE: Be sure to submit ODR data as it is a required item and will be checked during warranty claim submission. Instructions can be found under M-MDS -> MDARS UPLOADING ODR DATA.

NOTE:

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- Reprogramming is not necessary if current calibration file name in the ECU FILENAME screen is the same as shown in Calibration Files Information or with later suffix.
- The parameter "Battery State of Charge (SOC)" is reset during PCM reprogramming procedure.
- Since the SOC value is necessary when performing "Battery condition initialization setting" after PCM reprogramming to decide whether battery charging is necessary or not, measure and record the PID "BATT_SOC" first by using M-MDS Data logger function before reprogramming the PCM.
- After the reprogramming, pending DTC P2610:00 [PCM] may be stored without MIL illumination. Since this DTC may turn to a current DTC depending on operations after the reprogramming, clear DTC after all repair work is done.

3. After **BCM** reprogramming, conduct the battery condition initial setting (i-stop setting) according to the instructions in MGSS BATTERY CONDITION INITIALIZATION SETTING (i-stop SETTING)

4. Clear the DTC and turn the ignition off and get out of the car.

5. Close and lock the door then wait ten minutes or more.

6. Verify the repair by starting the engine and confirming there is no CHECK ENGINE light ON or abnormal warning lights present.

NOTE: If any DTCs should remain after deleting DTC, diagnose the DTCs according to the appropriate Troubleshooting section on MGSS.

CALIBRATION

MAZDA3:

Spec.	File Name (New)	File Name (Old)	Reprogramming Time
(Japan Built))	BJFN-66S02-C	BJFN-66S02-B	2 minutes
	BJFS-66S02-C	BJFS-66S02-B	
	BKHT-66S02-C	BKHT-66S02-B	
	BKJF-66S02-C	BKJF-66S02-B	
(Mexico Built)	BJGT-66S02-C	BJGT-66S02-B	

CX-30:

Spec.	File Name (New)	File Name (Old)	Reprogramming Time
(Mexico Built)	DNBJ-66S02-D	DNBJ-66S02-C	2 minutes

WARRANTY INFORMATION

NOTE:

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.

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- This repair will be covered under Mazda's New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	65
Damage Code	9W
Causal Part No.	5555-67-560
Quantity	0
Operation No. and Labor Hours	XXWK8XFX / 0.3 Hrs.

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