

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: DOOR OUTER HANDLE TOUCH SENSOR DOES NOT LOCK AND UNLOCK WITH A SPECIFIC OPERATION	Bulletin No.: 09-020/24
	Last Issued : 03/26/2024

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09/46/22	11/21/22

APPLICABLE MODEL(S)/VINS:

- 2019-2022 Mazda3 (Japan build) vehicles with VINs lower than JM1 BP**** ** 511863 (Produced before Jan. 14, 2022)
- 2019-2022 Mazda3 (Mexico build) vehicles with VINs lower than 3MZ BP**** ** 300010 (Produced before Jan. 14, 2022)
- 2020-2022 CX-30 vehicles with VINs lower than 3MV DM**** ** 403344 (Produced before Jan. 14, 2022)
- 2022 MX-30 vehicles with VINs lower than JM1 DR**** ** 100813 (Produced before Jan. 14, 2022)

DESCRIPTION

Some customers may experience that, with a specific operation, the touch sensor of front door outer handle does not lock and unlock the doors but the remote transmitter operates correctly.

Description of the specific operations:

- **Specific Operation 1 [MX-30]:** After using cabin preconditioning or hazard warning lights for approx. 15 minutes.
- **Specific Operation 2 [MAZDA3 and CX-30]:** After using hazard warning lights for approx. 15 minutes.
- **Specific Operation 3 [MAZDA3, CX-30 and MX-30]:** When both touch sensors are touched at once.

Specific Operation 1 and 2 Cause: The touch sensor has been disabled to avoid the unintended locking/unlocking operation caused by rain.

Specific Operation 3 Cause: The control logic is not appropriate.

NOTE: If the concern occurs **without** the specific operation above, refer to TSB 09-019/22 (DOOR OUTER HANDLE TOUCH SENSOR DOES NOT LOCK AND/OR UNLOCK).

To correct this issue, the control software of the LF control unit (LFU) has been modified.

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

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REPAIR PROCEDURE

1. Verify the customer concern.

2. Reprogram the LF Control Unit (LFU) with the Mazda Modular Diagnostic System (M-MDS), refer to Mazda Diagnostic And Repair Software (MDARS).

NOTE:

- If current calibration file name in the ECU FILENAME screen is the same as shown in Calibration Files Information or with later suffix, reprogramming is not necessary.
- 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 the operations after the reprogramming, clear DTC after the repair is completed.
- If DTC U2120:00 or/and U2500:82 are stored and i-ACTIVSENSE warning light (amber) turns on after the reprogramming, refer to SA-043/20 - DTC U2120:00 AND/OR U2500:82 STORED AND i-ACTIVSENSE WARNING LIGHT (AMBER) ON AFTER ANY ECU IS PROGRAMMED.

3. Clear the DTC and turn the ignition off and get out of the vehicle.

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

5. **[MX-30]:** Verify the repair by turning th power ON (READY on) and making sure no abnormal warning lights are ON
[All other vehicles]: Verify the repair by starting the engine and confirming there is no check engine light or any abnormal warning lights present.

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

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CALIBRATION

Model	Year	File Name
Mazda3 (4-Door)	2019-2020	BCKA-66S06-J
	2021	BFVV-66S06-B
Mazda3 (5-Door)	2019-2020	BCWK-66S06-H
	2021	BFWP-66S06-B
CX-30	2020	DFR5-66S06-F
	2021	DEJW-66S06-B
MX-30	2022	DN4J-66S06-E

WARRANTY INFORMATION**NOTE:**

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- 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	61
Damage Code	9W
Part Number Main Cause	5555-67-5U0
Quantity	0
Operation Number / Labor Hours:	XXW6GXFX / 0.3 Hrs.

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