

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: BLIND SPOT MONITORING (BSM) MALFUNCTION DUE TO REAR SIDE RADAR SENSORS INSTALLED FACING WRONG DIRECTION	Service Alert No.: SA-063/24
	Last Issued : 09/06/2024

BULLETIN NOTES

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

Previous SA(s):	Date(s) Issued:
SA-061/22	09/29/22
SA-048/21	10/04/21

APPLICABLE MODEL(S)/VINS

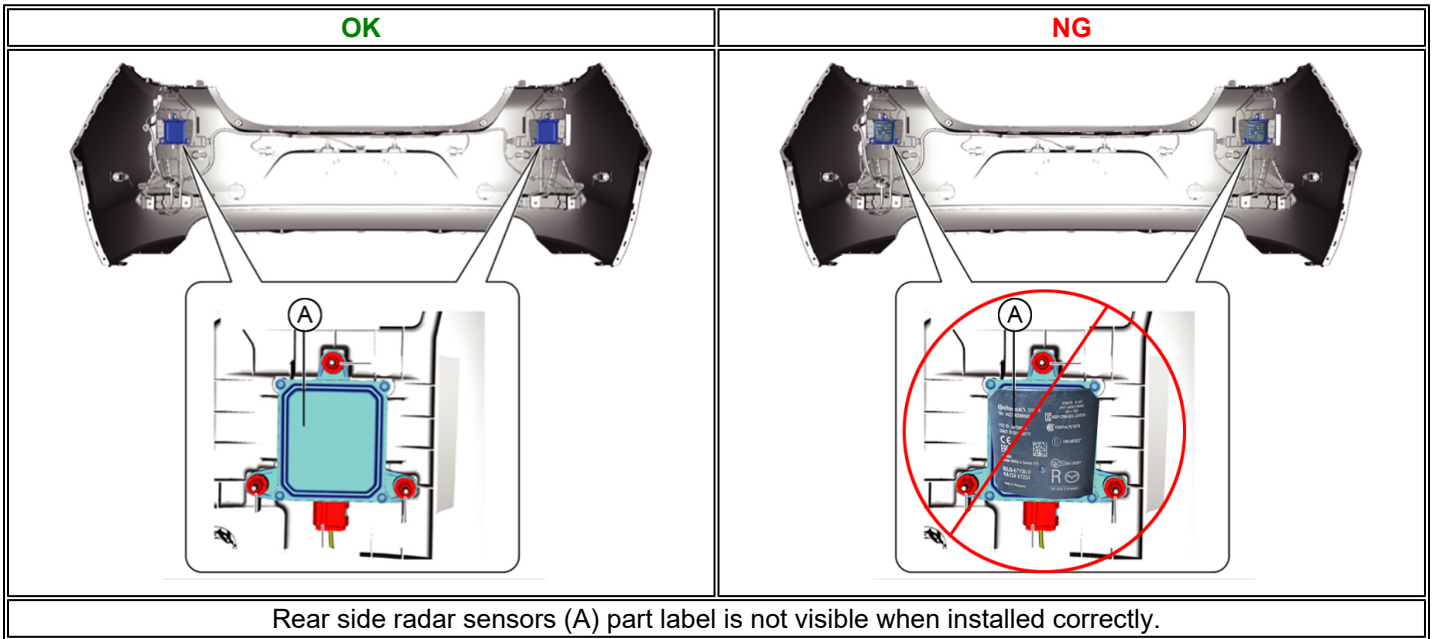
2019-2025 Mazda3
2020-2025 CX-30
2023-2025 CX-50

DESCRIPTION

The Blind Spot Monitoring (BSM) system can malfunction with the following symptoms if the rear side radar sensors are installed facing the wrong direction.

- BSM system indicates vehicle on the opposite side.
- i-ACTIVSENSE indicator ring will not turn green
- Rear Cross Traffic Alert (RCTA) does not work
- Rear side radar sensor aiming may fail
- TPMS DTC(s) stored

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 customer concern.
2. Inspect the rear side radar sensors.

Is the part label visible?

- **Yes:** Remove the rear side radar sensor(s) and install it correctly.
- **No:** This service information does not apply. Continue with normal diagnosis on MGSS.

3. Verify repair.

WARRANTY INFORMATION

NOTE:

- This is considered non-warrantable unless the vehicle has not been sold yet.
- If warranty information is needed for an unsold vehicle, please contact warranty via email or phone (877) 727-6626, Option #3.

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