

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  SHIFT SHOCK WHILE 2-3 SHIFTING WITH COLD ENGINE (NON-TURBO)	<b>Bulletin No.:</b> 05-006/24
	<b>Last Issued :</b> 10/21/2024

## BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
05-006/24	10/02/24 and 10/08/24

## APPLICABLE MODEL(S)/VINS

2018-2025 CX-5 with SKYACTIV-G and A/T vehicles with VINs lower than JM3 KF\*\*\*\* \*\* 565864 (Produced before Aug. 27, 2024)

## NOTE:

- This Service Information is not applicable to turbo equipped vehicles.
- 2024-2025 CX-5: This Service Information is not applicable to vehicles equipped with variable compressor.

## DESCRIPTION

Some customers may complain of a shift shock when shifting from 2nd to 3rd when the engine is cold. This is caused by improper TCM control logic. To eliminate this concern, the TCM control logic has been modified.

**NOTE:** If the calibration file of the concerned vehicle is not found in the Calibration Files Information below, this Service Information is not applicable.

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

## REPAIR PROCEDURE

1. Verify the customer concern.
2. Reprogram the TCM with IDS or MDARS:
  - 2018-2020 CX-5: Reprogram the TCM with Mazda Modular Diagnostic System (M-MDS) using Mazda Integrated Diagnostic System (IDS) 136.02 or later software. Refer to IDS Reprogramming Procedure.

Page 1 of 3

**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.

- **2021-2025 CX-5:** Reprogram the **TCM** with the Mazda Modular Diagnostic System (M-MDS) using Mazda Diagnostic And Repair Software (**MDARS**) **136.02** or later software. Refer to MDARS ECU Reprogramming Procedure.

**NOTE:**

- **Be sure to submit Diagnostic Information (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 Diagnostic Information (ODR) Data).**
- When TCM has been selected, MDARS will reprogram PCM, ECM and TCM together as one software package, but some vehicles need TCM reprogramming only as PCM and ECM already have modified software at the factory or by reprogramming for other concerns.
- 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.
- After the reprogramming, pending DTC P2610:00 [PCM] may be stored without the CHECK ENGINE light ON. Since this DTC may turn to a current DTC depending on operations after the reprogramming, clear DTC after all repair work is done.

3. Clear any other DTCs.

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

**CALIBRATION**

Spec	Engine	Drive	File Name (Old)	File name (New)
U.S.A., Canada	2.5L	4WD	PYJ3-21PS1-G	PYZ7-21PS1-
			PYJ3-21PS1-H	PYJ3-21PS1-J
	2.5L (D)	4WD	PYB2-21PS1-H	PYZ6-21PS1-
			PYB2-21PS1-J	PYB2-21PS1-K
Mexico	2.5L	2WD	PYJ5-21PS1-D	PYZ8-21PS1-
			PYJ5-21PS1-E	PYJ5-21PS1-F

**NOTE:** 2.5L (D) means "2.5L with cylinder deactivation".

**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 Federal Emission Warranty (Long Term).
- Additional diagnostic time cannot be claimed for this repair.

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Warranty Type	A
Symptom Code	26
Damage Code	9W
Causal Part No.	5555-RP-TCM
Quantity	0
Operation No. and Labor Hours	XXWTAXFX / 0.3 Hrs.

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