

Subject: ENGINE NO START / NO CRANK WITH DTC P0615:12 AND/OR B112A:12 STORED	Service Alert No.: SA-014/25
	Last Issued : 03/06/2025

BULLETIN NOTES

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

Previous Service Alerts:	Date(s) Issued:
SA-051/20	05/11/20

APPLICABLE MODEL(S)/VINS

2017-**2025** CX-5

DESCRIPTION

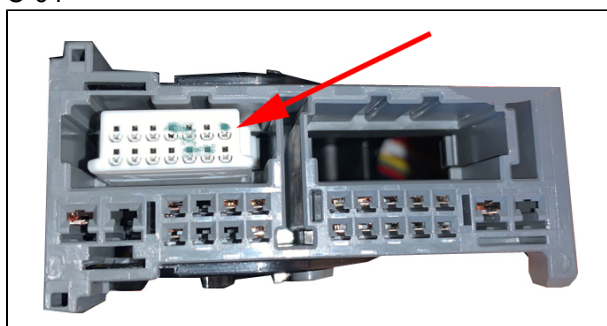
Some vehicles may experience an engine no start/no crank with either of the following DTC's stored:

- P0615:12 - Starter relay circuit malfunction
- B112A:12 - IG2 relay circuit malfunction

This may be caused by water contamination/corrosion at electrical connector C-04 due to:

- Windshield tint installation:
 - Windshield tint installed to block UV light. The water used during the installation of the tint may run down behind the dashboard. Carefully inspect the windshield to see if window tint has been installed or not. Some window tint film appears clear and is for UV light only.
- Windshield repair/replacement:
 - Poor windshield sealing during installation can cause an internal water leak. Water may run down behind the dashboard.

C-04

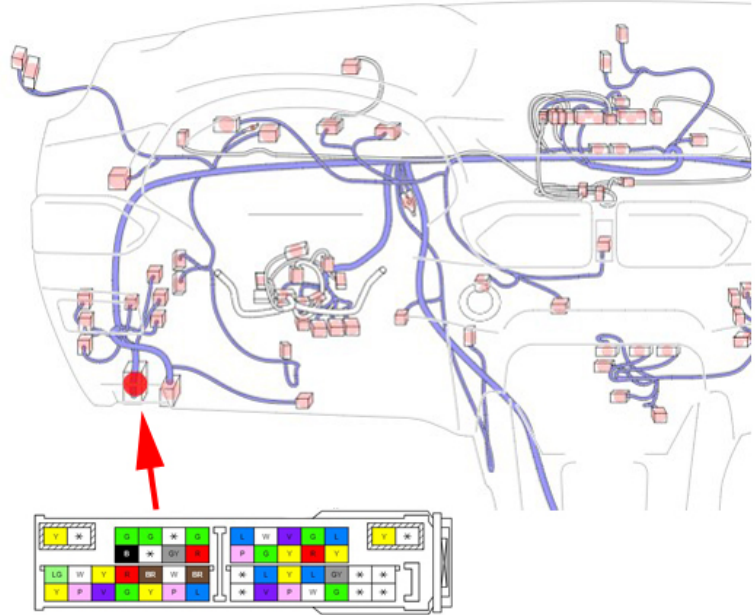


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REPAIR PROCEDURE

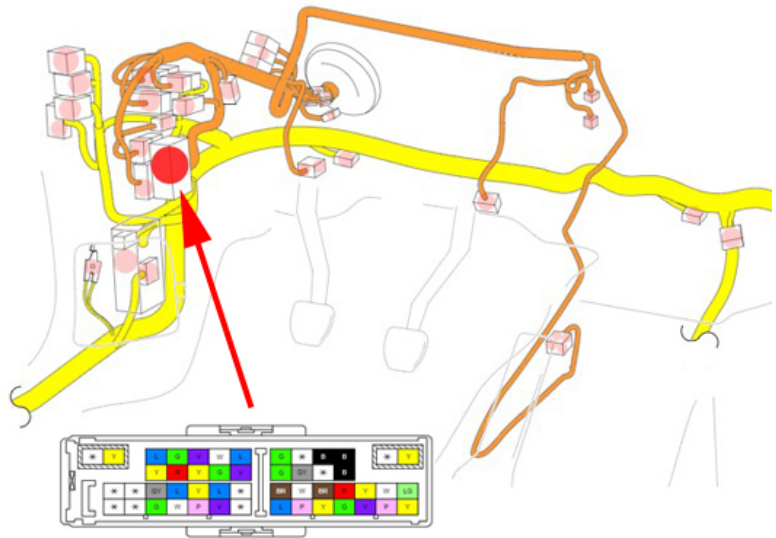
1. Verify customer concern.
2. Inspect electrical connector C-04 for water contamination/corrosion. Is water corrosion present?
 - Yes - Repair or replace connector C-04.
 - No - This service information does not apply. Go to MGSS:
 - [DTC P0615:12 \[START STOP UNIT\]](#)
 - [DTC B112A:12 \[START STOP UNIT\]](#)
3. Verify repair.

Connector C-04 Instrument Harness



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Connector C-04 Front Harness

**WARRANTY INFORMATION****WARRANTY COMPLIANCE NOTE:**

Vehicle repairs for this concern are not covered under Mazda's warranty policy.

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