

**Subject:**

**DIAGNOSIS OF SYMPTOMS WHEN THE "TRAFFIC SIGN RECOGNITION (TSR) SYSTEM PERFORMANCE REDUCED" OR "CHECK NAVIGATION" MESSAGE IS DISPLAYED**

**Service Alert No.: SA-035/25**

**Last Issued : 08/06/2025**

**BULLETIN NOTES****APPLICABLE MODEL(S)/VINS**

2019-2026 Mazda3\*

2020-2025 CX-30\*

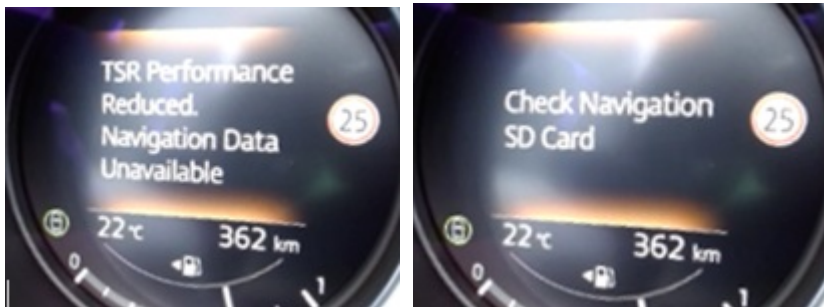
2022-2023 MX-30\*

2024-2025 MX-5\*

\* with navigation

**DESCRIPTION**

Some vehicles may show "TSR system performance is reduced. Navigation Data Unavailable" or "Check Navigation SD Card" in the meter while driving.



This will occur under one of the following conditions:

- Driving immediately after parking in an enclosed area.
- Driving immediately after disembarking from a ferry or loading the vehicle.
- Driving in GPS-denied environments (e.g. long tunnels).

With the navigation SD card inserted and the ACC (accessory power) turned ON, a message will be displayed on the screen when the vehicle speed exceeds 6 mph (10 km/h) and any of the following additional conditions are met:

- The dead reckoning (i.e. vehicle positioning) system does not function properly for more than 30 seconds (e.g., due to an abnormality in the vehicle speed signal, GNSS (Global Navigation Satellite System) position information, or steering angle signal).
- The navigation SD card cannot be recognized (including removal of the navigation SD card).

**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.

- The ACC is turned ON at a location more than 1640 feet (500 meters) away from the location where the ACC was last turned OFF.

In order for the message to turn off, the vehicle needs to be driven on a straight road and the CMU needs to recognize the SD card.

**NOTE:** Due to variability in GPS reception, it may take several minutes for the system to recover, but the display turning off in the meter will confirm it is recovered.

This can be caused by one of the following:

- External electrical components (that impair vehicle performance or compromise regulatory compliance)
- SD card malfunction (including data corruption)
- Defective SD card slot
- GNSS antenna malfunction

To eliminate this concern:

- Check whether any external electrical components are installed.
- Refer to the procedure in MGSS: "MAP IS NOT DISPLAYED".
  - Check for any system DTCs.
  - Perform a visual inspection of the SD card to check for any abnormalities in the appearance.
  - Check if the SD card is valid.
  - Confirm whether the USB/SD card slot/hub/HDMI terminal is defective.
  - Check for problems with the GPS antenna

**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.