

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: CLOCK CANNOT BE RESET AFTER BATTERY DISCONNECT	Service Alert No.: SA-021/19
	Last Issued: 09/04/2019

BULLETIN NOTES

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

Previous Service Alert:	Date(s) Issued:
SA-021/19	05/23/19

APPLICABLE MODEL(S)/VINS

2007-2012 CX-7
2007-2015 CX-9

DESCRIPTION

Some vehicles may experience a clock failure after a battery disconnect. The clock shows dotted lines and cannot be reset.



Mazda is aware of this issue and is working on a permanent solution. Perform Interim Repair Procedure. This service alert will be revised when a final countermeasure repair is available.

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

Interim Repair Procedure

1. Verify customer concern.
2. Disconnect and reconnect the vehicle battery at the 1:00 hour. Note:
 - If the customer cannot wait for the 1:00 hour to perform this procedure, put the customer in a loaner vehicle.
 - This procedure must be repeated every time the battery is disconnected.
3. Verify repair.

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