

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: MAZDA RADAR CRUISE CONTROL (MRCC) DISABLED UNDER 20 MPH	Service Alert No.: SA-062/20
	Last Issued: 08/13/2020

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-014/18	03/07/2018

APPLICABLE MODEL(S)/VINS

- 2018-2020 Mazda6 equipped with MRCC Stop & Go function
- 2017-2021 Mazda3 equipped with MRCC Stop & Go function
- 2017-2020 CX-5 equipped with MRCC Stop & Go function
- 2018-2020 CX-9 equipped with MRCC Stop & Go function
- 2019-2020 CX-3 equipped with MRCC Stop & Go function
- 2020-2021 CX-30 equipped with MRCC Stop & Go function

DESCRIPTION

Some customers may complain about the following message displayed in the Multi-Information Display:



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.

In the following cases, the MRCC with Stop & Go function system is canceled when the vehicle is traveling at 19 mph (30 km/h) or less:

- The Forward Sensing Camera (FSC) cannot detect target objects due to one of the following:
 - The windshield is dirty
 - The FSC lens is foggy
 - There is low visibility due to rain, fog or snow
 - It is at night and there is not enough light
 - There is direct or reflected sunlight on the FSC
 - There is problem with the FSC
- There is a problem with the AUTOHOLD control function.
- There is a problem with the electric parking brake (EPB).

REPAIR PROCEDURE

1. Verify customer concern.
2. Check for any DTCs.

Are there any DTC's stored in memory?

- **Yes:** Diagnose according to the instructions on MGSS.
- **No:** In most cases, no repair is needed. Simply clean the windshield and front radar sensor to eliminate the Multi-Information Display message.



3. Verify repair.

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