

**Subject:**

**ELECTRIC MOTOR SOUND FROM THE AUDIO SYSTEM IS TOO LOUD**

**Bulletin No.: 30-002/21**

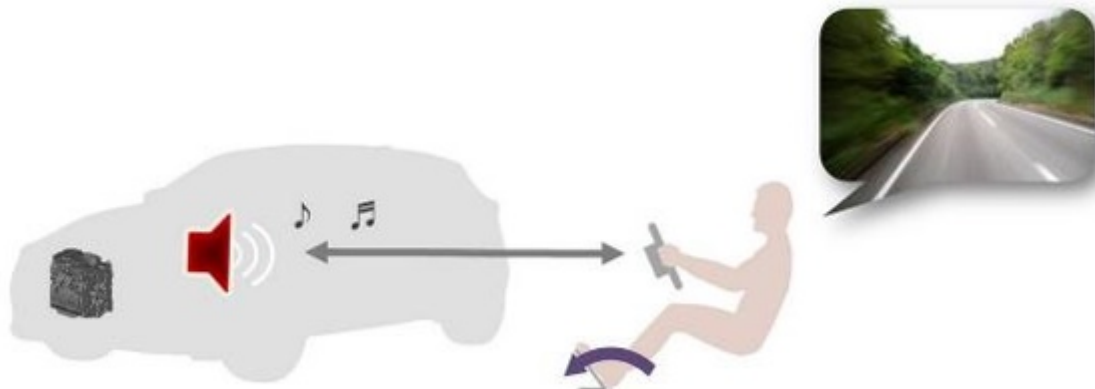
**Last Issued : 12/20/2021**

## APPLICABLE MODEL(S)/VINS

2022 MX-30 with VINS lower than JM1DR\*\*B\*\*\*100475 (produced before October 20, 2021)

## DESCRIPTION

Some customers may complain that the electric motor sound from the audio system is too loud. An electronically generated sound is provided through the audio system (instead of an engine sound) to inform the driver of the vehicle's behavior such as level and changes of motor torque.



The electric motor sound can be annoying to some customers, therefore a way to disable the sound has been created. The control software of the PCM has been modified to add a function to disable/enable the sound.

**NOTE:** The Approaching Vehicle Audible System (AVAS) cannot be disabled. (Sample AVAS sound attached.)

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

## REPAIR PROCEDURE

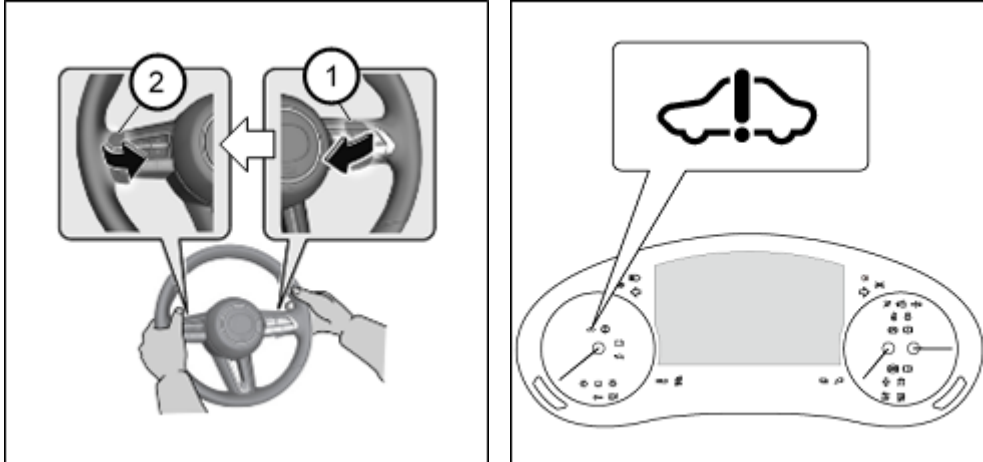
1. Verify customer concern.
2. Reprogram the PCM with the Mazda Modular Diagnostic System (M-MDS), using the Mazda Diagnostic And Repair Software (MDARS). Refer to MDARS ECU Reprogramming Procedure.

**NOTE:** If the current calibration file name in the ECU FILENAME screen is the same as shown in the Calibration Files Information or with a later suffix, reprogramming is not necessary.

3. Clear the DTC, turn the ignition off, and get out of the vehicle.

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4. Close and lock the door.
5. Wait for at least ten minutes.
6. Verify the repair by turning the power ON (READY on) and making sure no abnormal warning lights are ON.  
**NOTE:** If any DTC should remain after performing a DTC erase, diagnose the DTC according to the instructions on MGSS.
7. Disable the electric motor sound using the following steps:
  - a. Turn the power ON (READY off).
  - b. Shift into P.
  - c. Press and hold both the brake and accelerator pedals and, within 10 seconds, perform the following 2 steps.
    - i. Operate the plus switch (1) of the steering wheel paddle 5 times.
    - ii. Operate the minus switch (2) of the steering wheel paddle 5 times.



**NOTE:** After completion of the steps above, the electric motor sound can be switched between “disabled” and “enabled” indicated by the EV system problem warning light flashing three times. No other indication for current status is available.

- d. Release both the brake and accelerator pedals and turn the power OFF.
8. Drive the vehicle to confirm the status of the electric motor sound.

**NOTE:**

- To avoid confusion between the electric motor sound and the approaching vehicle audible system (AVAS) sound:
  - Fully close all windows and avoid driving close to buildings or walls.
  - Accelerate/decelerate at a speed faster than 17 mph (27 km/h) as the AVAS sound stops above this speed.
- While driving without the electric motor sound, high frequency noises such as the inverter operating sound, gear noises, etc. may be more noticeable, but they DO NOT indicate a product failure. (Sample inverter operating sound attached.)

**CALIBRATION**

File Name

MH08-186K2-J

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**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 New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	64
Damage Code	99
Part Number Main Cause	5555-18-881
Quantity	0
Operation Number / Labor Hours:	PCM reprogramming: XXT3BFX / 0.3 Hrs

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