

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: DO NOT UPDATE BCM WITH MDARS ON 2019-2021 MAZDA3 AND 2020-2021 CX-30	Service Alert No.: SA-003/22
	Last Issued : 02/04/2022

BULLETIN NOTES

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

Previous SAs:	Date(s) Issued:
SA-003/22	01/21/22

APPLICABLE MODEL(S)/VINS

2019-2021 Mazda3

2020-2021 CX-30

DESCRIPTION

Some vehicles may store DTC U0300:57 (Body control module (BCM) internal malfunction) after a BCM replacement or MDARS BCM software update (**NOT with BCM update for SSPC5 or 4621B using MDRT**) and the DTC cannot be erased. This is caused by a BCM-VCM software error. Mazda is aware of the issue and is working on a resolution. If there is an issue with this concern, **contact Hotline for newest repair information.**

- **DO NOT perform BCM software update with MDARS until further notice, including CSP06 and CSP07.**
- **This SA will be updated with the newest repair information as it becomes 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.