

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: MRCC CANCELED AND/OR FRONT RADAR OBSCURED WARNING MESSAGE AND NO DTC'S STORED	Service Alert No.: SA-020/22
	Last Issued : 04/20/2022

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-003/21	05/03/21, 04/27/21 and 01/15/21

APPLICABLE MODEL(S)/VINS

- 2019-2021 Mazda3 Japan built with VINS lower than JM1BP*****176406 (produced before April 02, 2020)
- 2019-2021 Mazda3 Mexico built with VINS lower than 3MZBP*****207228 (produced before Sept 29, 2020)
- 2020-2021 CX-30 with VINS lower than 3MVDM*****218570 (produced before Sept 29, 2020)

DESCRIPTION

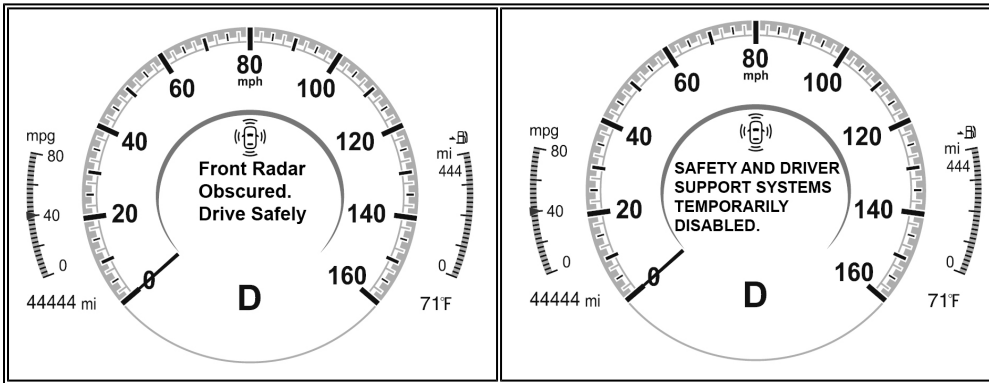
Some customers may complain about the following symptoms occurring when driving without anything ahead (no metallic object reflects the radar wave such as a vehicle ahead, an oncoming vehicle, a road sign or a guard rail).

- While using Mazda Radar Cruise Control (MRCC), the MRCC cancels by itself

NOTE: The customer may misinterpret MRCC cancellation as unintended braking. MRCC cancellation feels the same as the steering wheel cancel button being pressed or the brake pedal being tapped.

- When MRCC is not in use, "Safety and Driver Support Systems Temporarily Disabled. Front Radar Obscured." message appears in the instrument cluster / "Remove dirt on the front radar sensor" message appears in the center display and related i-ACTIVSENSE functions stop working.

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.



This is caused by the front radar (under specific road conditions) detecting a false error as if the radar sensor is dirty, resulting in cancellation of the MRCC. (no metallic object reflects the radar wave such as a vehicle ahead, an oncoming vehicle, a road sign or a guard rail).

REPAIR PROCEDURE

1. Verify customer concern.
2. Check for DTC's.

Are any DTC's stored?

- **Yes:** This service alert does not apply. Go to MGSS DTC diagnosis.
- **No:** Go to next step.

3. Check if the front radar sensor or forward sensing camera is dirty.

Is the front radar sensor or forward sensing camera dirty?

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.



- **Yes:** Clean the front radar sensor and/or windshield, then go to step 5. **This information is available for the customer in the Owner's Manual -> When Driving -> i-ACTIVSENSE -> Front Radar Sensor.**
- **No:** Go to next step.

4. Check with customer if MRCC was canceled without anything ahead (same as Description).

Was the customer driving without anything ahead?

- **Yes:** Remove the front radar sensor and inspect part number label.
 - **If the Part Number has suffix "D" or earlier,** replace the front radar sensor, then go to next step.
 - **If the Part Number has suffix "E" or later, no repair is needed at this time.**
 - Document your inspection results on the repair order.
 - Mazda will take note of the concern and all information gathered will be forwarded for research.
- **No:** No repair is needed at this time.
 - Document your inspection results on the repair order.
 - Mazda will take note of the concern and all information gathered will be forwarded for research.

5. Verify repairs.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
B0N2-67-XA0-E	Sensor, Radar-Front	1	Mazda3 (Japan built)
BDTS-67-XA0-E	Sensor, Radar-Front	1	Mazda3 (Mexico built) and CX-30
BCKA-50-345	Nut	3	CX-30 only

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.