

**Subject:**

ARTIFICIAL MOTOR SOUND NOT HEARD

**Bulletin No.:** 30-002/23

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## BULLETIN NOTES

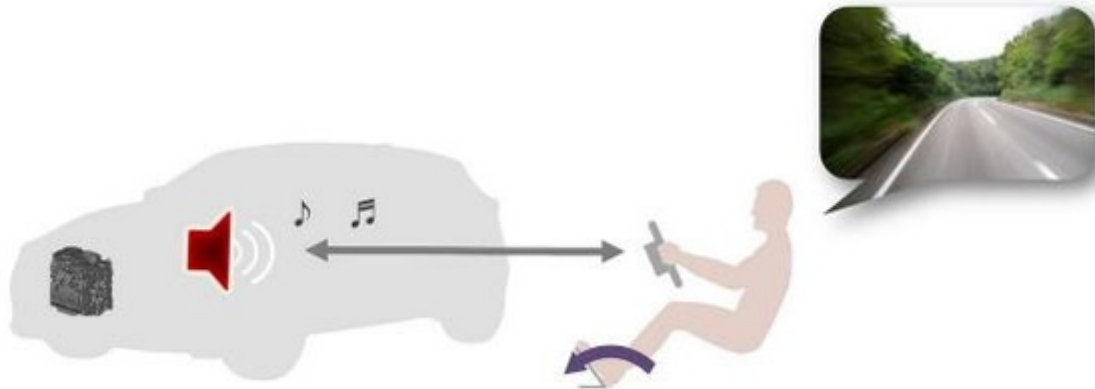
### APPLICABLE MODEL(S)/VINS

2022 MX-30 with VINS from JM1DR\*\*B\*\*\*100475 to 101083 (produced from November 1, 2021 through June 1, 2022)

### DESCRIPTION

Some customers may complain that the electric motor sound (also known as EV sound) is not heard.

**NOTE:** The EV sound is provided for the driver to inform the vehicle's behavior, such as level and changes of motor torque, by an electronically generated sound through the audio system, instead of an engine sound.



This is caused by the Initial status of the electronic sound not being set properly. To eliminate this concern, the control software of the PCM has been modified.

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

### REPAIR PROCEDURE

1. Verify the customer concern.
2. Reprogram the PCM using the Mazda Diagnostic And Repair Software (MDARS). Refer to MDARS ECU Reprogramming Procedure.

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**NOTE:**

- Reprogramming is not necessary if current calibration file name in the ECU FILENAME screen is the same as shown in Calibration Files Information or with later suffix.
- The parameter "Battery State of Charge (SOC)" is reset during PCM reprogramming procedure.
- Since the SOC value is necessary when performing "Battery condition initialization setting" after PCM reprogramming to decide whether battery charging is necessary or not, measure and record the PID "BATT\_SOC" first by using M-MDS Data logger function before reprogramming the PCM.

4. Clear any DTCs and turn the ignition off and get out of the vehicle.

5. Close and lock the door then wait ten minutes or more.

6. Verify the repair by turning the power ON (READY on) and confirming there is no abnormal warning lights present.

**NOTE:** If any DTCs should remain after deleting DTCs, diagnose the DTCs according to the appropriate troubleshooting on MGSS.

- If the electronic sound is not heard, change the setting according to the setting change procedure in TSB 30-002/21 - ELECTRIC MOTOR SOUND FROM THE AUDIO SYSTEM IS TOO LOUD.

**CALIBRATION**

File Name
MH08-186K2-K

**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:	XXWEBXFX / 0.3 Hrs.

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