

Tony Lawrence

From: Daniel Gonzalez
Sent: Friday, January 10, 2014 4:19 PM
To: All Dirs All Rgns - PT; All Dirs All Rgns - SR
Cc: All Ports; Dept - Customer Mediation; Technical Operations Manager; Dealer Assistance Group-All; Hotline Specialists; Warranty & Service Assurance; All District Service Managers; All District Service Managers; Parts Operations Manager; Technical Specialist; All McGaw; Technical Training; Marty Bergiel; Pierre Hugues Comire (MCI); David Dildy; Jill Hortinela; Jose Tosado; midway@saipan.com; Grace Lee; Weldon Munsey; Dan Ryan; Paul Woolley; smi@samoatelco.com; kanai.sh@mazda.co.jp; tsuji.ko@mazda.co.jp; Kotaro Morinaga; chijar@grupocenturion.com; sgomez@grupocenturion.com; Mike Schoenbachler; Stan Hortinela; Dave Ruiz; Ron Schram; David Matthew; takasuka.t@mazda.co.jp; Bob Aspenleiter; Ben Prejean; yoshioka.masa@mazda.co.jp; breeves@lafayettemazda.com; CarlHurd@gallowayfamily.com; masatsugu.a@mazda.co.jp; David Liechti; shiba.ta@mazda.co.jp; Jose Aleman; Noriaki Yashiro; luisec@mazdaprc.com; Carol Robbins; Pierre Deschamps (MCI); George Benda (MCI); Craig McQueen (MCI); Steve Romano (MCI); Fujio Hyodo; ideguchi.k@mazda.co.jp; kawano.k@mazda.co.jp; Hideo Takashima (MC); David Fenske; date.t@mazda.co.jp; Charles Kim; Campacci, Jorge; Masaya Sato; Robert Cousineau (MCI); Deborah Daniel; Deborah Lacy; Tom Hannah; Daniel Grenier (MCI); Yasuhiro Fujii; Hidenori Hisada; Masahide Yoshioka; mochizuki.y@mazda.co.jp; carol@mitchellauto.com; iwasaki.mam@mazda.co.jp; hashimoto.hideo@mazda.co.jp; Craig Watterson (MCI); Francis Hebert; Gustavo Garcia; Jason Fenton; John Blackman; Joshua Lott; Randy Evans; Rob Murdoch (MCI); Rob Provencio; Robert Sheets; Tom Daum; Tony Zabalza; Yasumasa Imamura; Greg Smith; Gregg Thacker; shimizugawa.r@mazda.co.jp; matsumura.yo@mazda.co.jp; ishikawa.hi@mazda.co.jp; kawano.mam@mazda.co.jp; katayama.masak@mazda.co.jp; matsumoto.kat@mazda.co.jp; Daniel Grenier (MCI); Satoshi Kuramoto (MCI); jtosado@bellagroup.com; Robert Idzikowski; Tomoki Hirohata; Steven Limtiaco; Justin Mack; Joshua Vella; Andrew McLallen; Raul Lopez; Paul Landry (MCI); Al Harvey (MCI); cmaunder@maitasubaru.net; wholesale@maitacars.com
Subject: MAZDA DEALER NOTICE - SERVICE BULLETIN RELEASE

SERVICE BULLETIN RELEASE - 01/10/2014

2014 INDEX: http://www.mstore2000.com/PDF_Files/index01-10-14.pdf

The following Service Bulletin has just been issued.

- For latest MS3 postings, click here: <https://portal.mazdausa.com/m173/service/esi/MazdaServiceShop>

- For printable PDF files from MStore, click on the link below each TSB title:

* If the links do not automatically take you directly to the document, cut and paste the link into your internet browser address window and press enter.

UPDATE BULLETIN

01-001/14 - 2014-2015 MAZDA6 - MASTER WARNING LIGHT IS ON AND INSTRUMENT CLUSTER WARNING MESSAGE IS DISPLAYED (DTC P1794 AND P2502)

http://www.mstore2000.com/PDF_Files/01-001-14-2868.pdf



EMDCS (Electronic Mazda Dealer Communication System)

2014-2015 Mazda Dealer Bulletin

- Please distribute this information to all parts and service personnel.
- If you no longer wish to receive Mazda bulletins, please contact the IT Administrator at your dealership and ask them to remove your email address from under the EMDCS application.

EMDCS (Electronic Mazda Dealer Communication System)

2014-2015 Mazda Dealer Bulletin

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Diagram illustrating the location of the [component name]

For more information, please refer to the [document name] or contact your dealer.

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| | |
|---|--------------------------------|
| Subject: MASTER WARNING LIGHT IS ON AND INSTRUMENT CLUSTER WARNING MESSAGE IS DISPLAYED (DTC P1794 AND P2502) | Bulletin No: 01-001/14 |
| | Last Issued: 01/10/2014 |

BULLETIN NOTE

- This bulletin supersedes the previous bulletin 01-028/13, issued on 11/19/2013. The APPLICABLE MODEL(S)/VINS, DESCRIPTION, REPAIR PROCEDURE and WARRANTY INFORMATION have been revised.
- Changes are noted below in Red beside the change bar.

APPLICABLE MODEL(S)/VINS

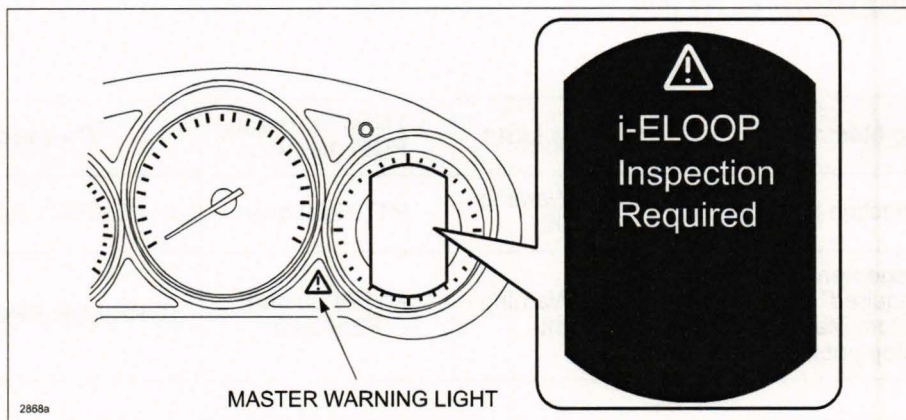
2014-2015 Mazda6

DESCRIPTION

Some customers may experience one of the following two symptoms:

1. Symptom

- a. Warning message "i-ELOOP Inspection Required" is displayed in the instrument cluster information display while driving.
- b. The Master warning light will be illuminated.

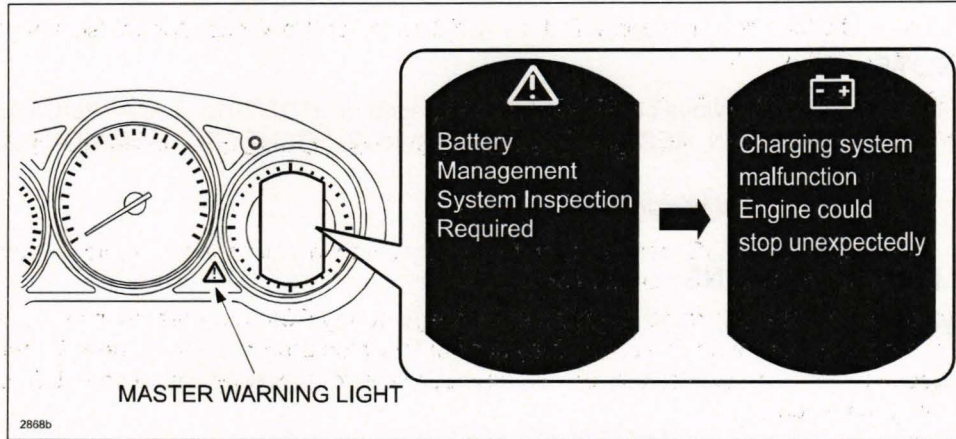


- c. DTC P1794:00 (Capacitor (i-ELOOP) system: Capacitor (i-ELOOP) malfunction) will be stored in PCM memory.

Customers having this concern should have their vehicle repaired using A. REPAIR PROCEDURE.

2. Symptom

- a. Warning message "Battery Management System Inspection Required" and then "Charging System Malfunction/Engine could stop unexpectedly" is displayed in the instrument cluster information display after driving in the rain.
- b. The Master warning light will be illuminated.



- c. The following DTCs are stored in PCM memory:
 - DTC P1794:00 - Capacitor (i-ELOOP) system: Capacitor (i-ELOOP) malfunction
 - DTC P2502:00 - Generator system: Malfunction in voltage generated by generator

Customers having this concern should have their vehicle repaired using B. REPAIR PROCEDURE.

REPAIR PROCEDURE OUTLINE

| Warning Message | Warning Light | DTC(s) stored in PCM memory | Proceed to |
|---|----------------------|-----------------------------|---------------------|
| "i-ELOOP Inspection Required" | Master Warning Light | P1794:00 only | A. REPAIR PROCEDURE |
| "Battery Management System Inspection Required" and then "Charging System Malfunction/Engine could stop unexpectedly" | Master Warning Light | P1794:00 and P2502:00 | B. REPAIR PROCEDURE |

A. REPAIR PROCEDURE (DTC P1794:00 only)

1. Verify DTC P1794:00 is stored in PCM memory.
2. Select M-MDS initial screen > "Datalogger" > "Module" > "PCM" > PID "CAP_SYS_16" and read the value.
3. Does the "CAP_SYS_16" show ON?
 - Yes - Proceed to step 4.
 - No - This service bulletin does not apply. Refer to MS3 online or Workshop Manual (section 01-02 DTC P1794:00 [SKYACTIV-G 2.5]).
4. Reboot the IDS to clear memory before reprogramming.
5. Using IDS 87.04 or later software, reprogram the PCM to the latest calibration following the "Module Reprogramming" procedure.

NOTE:

- Always update the IDS tool first, then follow on-screen instructions to download the needed calibration file for PCM reprogramming.
 - It is not necessary to remove any fuses or relays during PCM reprogramming when the IDS screen prompts you to do so. You may accidentally stop power to one of the PCM terminals and cause the PCM to be blanked, or you may receive error messages during the IDS reprogramming procedure.
 - IDS shows the calibration part numbers after programming the PCM.
 - Please be aware that PCM calibration part numbers and file names listed in any Service Bulletin may change due to future releases of IDS software, and additional revisions made to those calibrations for service related concerns.
 - When reprogramming a PCM, IDS will always display the "latest" calibration P/N available for that vehicle. If any calibration has been revised/updated to contain new information for a new service concern/issue, it will also contain all previously released calibrations.
 - **When performing this procedure, we recommend using the "Power Supply" mode in the Battery Management System to keep the vehicle battery up to capacity. If a different charger is used, make sure it does not exceed 20 AMPS. If it exceeds 20 AMPS, it could damage the VCM.**
6. After performing the PCM reprogramming procedure, verify the repair by starting the engine and making sure there are no MIL illumination or abnormal warning lights present.

NOTE:

- If any DTCs should remain after performing DTC erase, diagnose the DTCs according to the appropriate Troubleshooting section of the Workshop Manual.
- After PCM reprogramming, it is no longer necessary to road test the vehicle to "relearn" KAM (Keep Alive Memory).

B. REPAIR PROCEDURE (DTC P1794:00 and P2502:00)

1. Verify DTC P1794:00 and P2502:00 are stored in PCM memory.
2. Select M-MDS initial screen > "Datalogger" > "Module" > "PCM" > PID "CAP_SYS_13" and read the value.
3. Does the "CAP_SYS_13" show ON?
 - Yes - Proceed to step 4.
 - No - This service bulletin does not apply. Refer to MS3 online or Workshop Manual (section 01-02 DTC P1794:00 [SKYACTIV-G 2.5]) and (section 01-02 DTC P2502:00 [SKYACTIV-G 2.5]).
4. Reboot the IDS to clear memory before reprogramming.
5. Using IDS 87.06 or later software, reprogram the PCM to the latest calibration following the "Module Reprogramming" procedure.

NOTE:

- Always update the IDS tool first, then follow on-screen instructions to download the needed calibration file for PCM reprogramming.
 - It is not necessary to remove any fuses or relays during PCM reprogramming when the IDS screen prompts you to do so. You may accidentally stop power to one of the PCM terminals and cause the PCM to be blanked, or you may receive error messages during the IDS reprogramming procedure.
 - IDS shows the calibration part numbers after programming the PCM.
 - Please be aware that PCM calibration part numbers and file names listed in any Service Bulletin may change due to future releases of IDS software, and additional revisions made to those calibrations for service related concerns.
 - When reprogramming a PCM, IDS will always display the "latest" calibration P/N available for that vehicle. If any calibration has been revised/updated to contain new information for a new service concern/issue, it will also contain all previously released calibrations.
 - **When performing this procedure, we recommend using the "Power Supply" mode in the Battery Management System to keep the vehicle battery up to capacity. If a different charger is used, make sure it does not exceed 20 AMPS. If it exceeds 20 AMPS, it could damage the VCM.**
6. Perform battery inspection. Refer to TSB 01-016/13. Charge or replace the battery if necessary.
 7. After performing the PCM reprogramming procedure, verify the repair by starting the engine and making sure there are no MIL illumination or abnormal warning lights present.

NOTE:

- If any DTCs should remain after performing DTC erase, diagnose the DTCs according to the appropriate Troubleshooting section of the Workshop Manual.
- After PCM reprogramming, it is no longer necessary to road test the vehicle to "relearn" KAM (Keep Alive Memory).

CALIBRATION INFORMATION

| Spec. | Transmission | File Name | Note |
|--------------|--------------|--------------|-------------------------|
| Calif (PZEV) | M/T | PY1D-188K2-E | Mitsubishi |
| | | PY1P-188K2-E | Denso |
| | A/T | PY1E-188K2-E | Mitsubishi |
| | | PY1R-188K2-E | Denso |
| Calif (ULEV) | M/T | PY8A-188K2-C | Mitsubishi |
| | | PY8C-188K2-C | Denso |
| | A/T | PY8B-188K2-C | Mitsubishi |
| | | PY8D-188K2-C | Denso |
| | | PY1G-188K2-F | Mitsubishi with i-ELOOP |
| | | PY1T-188K2-F | Denso with i-ELOOP |
| Fed | M/T | PY1H-188K2-E | Mitsubishi |
| | | PY1V-188K2-E | Denso |
| | A/T | PY1J-188K2-E | Mitsubishi |
| | | PY1W-188K2-E | Denso |
| | | PY2E-188K2-F | Mitsubishi with i-ELOOP |
| | | PY2G-188K2-F | Denso with i-ELOOP |

NOTE: It is not necessary to order a PCM part for this repair procedure.

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 and Federal Emissions Limited Warranty term.
- DTC Code P1794 must be included on the claim or it will be rejected.
- Make a copy of the "Log Viewer" screen on M-MDS and attach it to the repair order.
- Additional diagnostic time cannot be claimed for this repair.

| | PCM Reprogramming | <ul style="list-style-type: none"> • PCM Reprogramming • Battery Inspection | <ul style="list-style-type: none"> • PCM Reprogramming • Battery Inspections (before and after recharge) • Battery Recharge |
|--------------------------------|---------------------|---|--|
| Warranty Type | A | A | A |
| Symptom Code | 6X | 6X | 6X |
| Damage Code | 9W | 9W | 9W |
| DTC Code | P1794 | P1794 | P1794 |
| Part Number Main Cause | 5555-RP-PCM | 5555-RP-PCM | 5555-RP-PCM |
| Quantity | 0 | 0 | 0 |
| Operation Number / Labor Hours | XXK2XAFX / 0.3 Hrs. | XXK2XBFX / 0.4 Hrs. | XXK2XCFX / 0.6 Hrs. |

Make a copy of the "Log Viewer" screen on M-MDS and attach it to the repair order.