

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b> <b>MULTIPLE ELECTRICAL MALFUNCTIONS AFTER BODY REPAIR</b>	<b>Bulletin No.:</b> 09-035/18
	<b>Last Issued:</b> 09/14/2018

## BULLETIN NOTES

This bulletin supersedes the previously issued bulletin(s) listed below: The changes are noted below in red.

Previous TSBs:	Date(s) Issued:
09-059/16	11/29/2016
09-022/14	05/30/2014, 05/20/2014

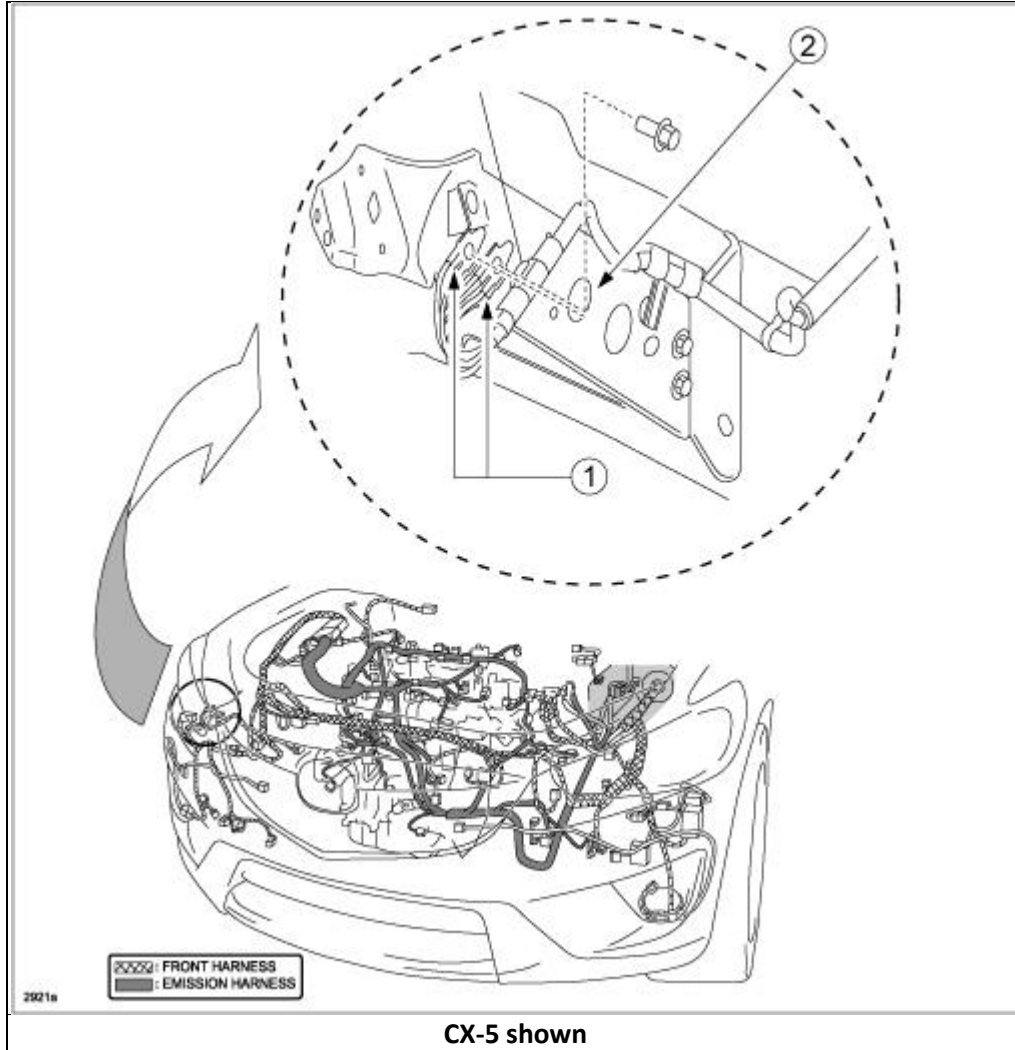
## APPLICABLE MODEL(S)/VINS

2016-2019 CX-3  
2013-2018 CX-5  
2016-2018 Mazda2  
2014-2018 Mazda3  
2014-2018 Mazda6

## DESCRIPTION

Some customers may experience **one or more electrical malfunctions** after a vehicle body repair. The newly painted fender stay (2) may be causing a poor front harness (1) ground connection.

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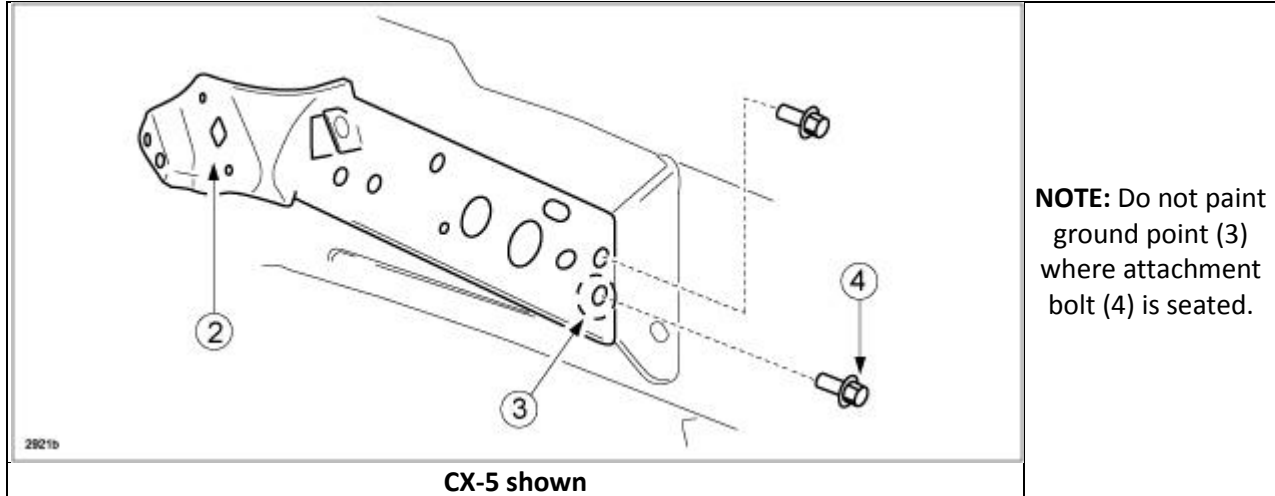


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MODEL	YEAR	SYMPTOMS
CX-5	2013-2018	<p><b>Symptom 1:</b></p> <ul style="list-style-type: none"> <li>• The customer states:                             <ul style="list-style-type: none"> <li>- Headlights flash ON and OFF</li> <li>- Check engine light ON</li> <li>- Heater blower stopped</li> <li>- Engine stalled</li> </ul> </li> <li>• During the dealer visit, the engine had a slow crank and no start. After charging the battery, the engine starts and the symptoms related to headlight and heater blower operation are duplicated.</li> </ul>
		<p><b>Symptom 2:</b></p> <ul style="list-style-type: none"> <li>• The customer states that the engine stalled while driving and does not restart.</li> <li>• Vehicle inspection finds:                             <ul style="list-style-type: none"> <li>- M-MDS cannot identify the vehicle</li> <li>- Electric cooling fans are ON</li> <li>- Ignition cannot be turned OFF</li> <li>- Multiple warning lights in the instrument cluster are ON</li> </ul> </li> </ul>
Mazda3	2014-2018	<p>Immediately after body repair (front fender stay), the following instrument cluster warning lights are ON:</p> <ul style="list-style-type: none"> <li>• ABS, Brake, DSC TPMS</li> </ul>
Mazda6	2014-2018	<p><b>Symptom 1:</b></p> <ul style="list-style-type: none"> <li>• The customer states that multiple warning lights in the instrument cluster are ON while driving.</li> <li>• Multiple DTCs are stored in multiple modules' memory:                             <ul style="list-style-type: none"> <li>- C0023:62, C1001:92, U0121:00 [EPS], U0121:00 [IC], U0121:00 [SCB], U0121:00 [PCM], U0121:00 [SSU], U0401 [BSM], U0415:00, U2005:86 [FSC]</li> </ul> </li> </ul>
		<p><b>Symptom 2:</b></p> <ul style="list-style-type: none"> <li>• Gear shift indicator is not activated if vehicle is started by push button start.</li> </ul>
Mazda2	2016-2018	<ul style="list-style-type: none"> <li>• Windshield wipers turn on by themselves when front turn lights or other front lights are on.</li> <li>• No DTCs are stored in memory.</li> </ul>
CX-3	2016-2019	<ul style="list-style-type: none"> <li>• Windshield wipers turn on by themselves when front turn lights or other front lights are on.</li> <li>• No DTCs are stored in memory.</li> </ul>

The front fender stay (2) newly painted surface at ground point (3), where attachment bolt (4) is seated, may create a poor front harness ground connection.

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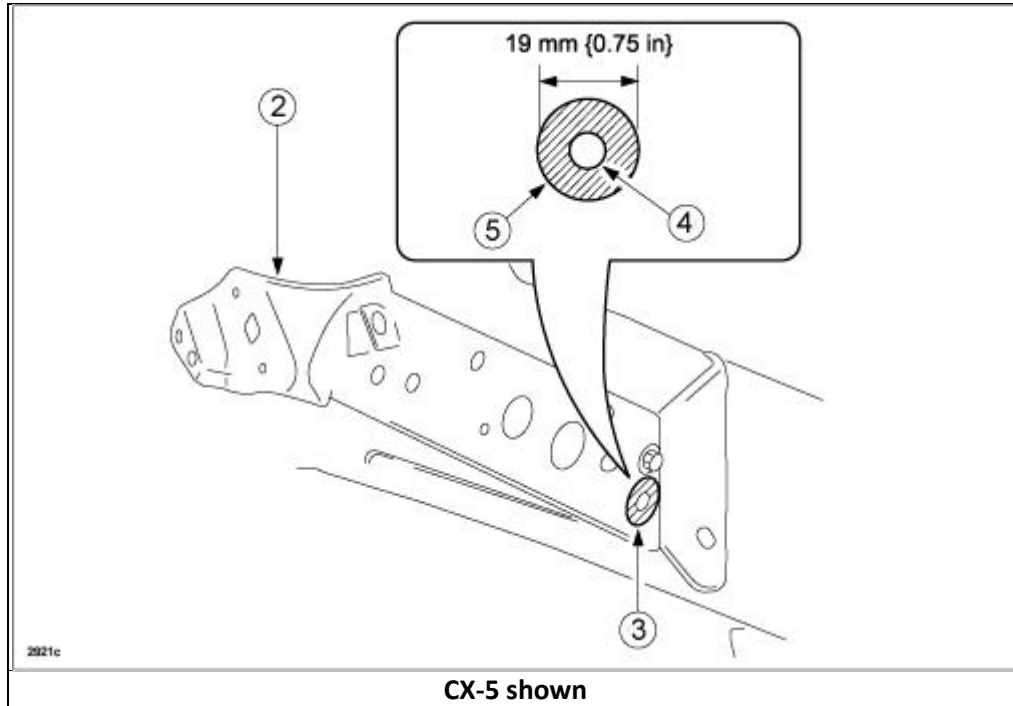


Customers concern can be resolved by sanding off paint at ground point (3) where attachment bolt (4) is seated. After installing the bolt (4), apply touch-up paint to the exposed base material area of the front fender stay.

**NEWLY INSTALLED FRONT FENDER STAY NOTE:**

**CAUTION:** If the bolt (4) contact area (3) is painted when the front fender stay (2) is newly replaced, it could cause a malfunction in the PCM. Before painting a newly replaced part, protect the bolt (4) contact area (3) with masking tape (5) as shown in the figure.

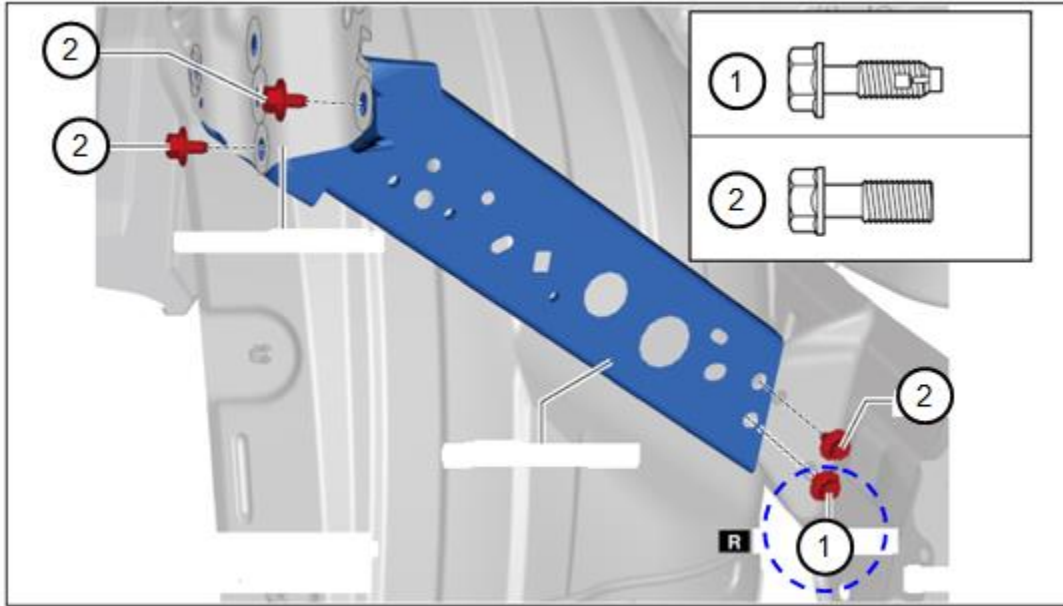
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**NOTE:** After installing the bolt (4), apply touch-up paint to the exposed base material area of the front fender stay.

**NOTE:** Always replace the ground bolt (1) if the Workshop Manual or Bodyshop Manual instructs to use the ground bolt for proper grounding.

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- Ground bolt (1)
- Mounting bolt (2)

**WARRANTY COMPLIANCE NOTE:**

Vehicle repairs for this concern are not covered under Mazda’s warranty policy.

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