

# Service Information

Mazda Motor Corporation

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Category <b>T</b>	<b>Repair Guidance</b>	Ref. No. R087/17	Page 1 of 3
Coverage <input type="checkbox"/> Distributor only <input checked="" type="checkbox"/> Please inform your dealers		Date Issued December 26, 2017	
Please convey this information to your <input type="checkbox"/> Director <input checked="" type="checkbox"/> General Manager <input checked="" type="checkbox"/> Warranty Dept. <input checked="" type="checkbox"/> Parts Dept. <input checked="" type="checkbox"/> Training Dept. <input checked="" type="checkbox"/> Field Rep.		Date Revised	
Applicable Model  MX-5 (ND) with Retractable Fastback	Applicable Countries and/or Vehicle Specifications  Worldwide		

## Subject: Engine will not start due to Battery being discharged

### DESCRIPTION

On some vehicles, the engine will not start due to the battery being discharged.  
This concern occurs on Retractable Fastback models equipped with Type A Instrument Cluster with Multi-information Display (MID).

### CAUSE

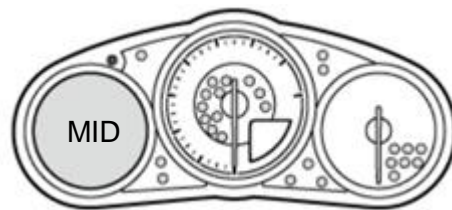
Due to a software error of the speedometer of type A instrument cluster, a dark current of 80 mA continues to flow after the ignition is turned off in the conditions listed below. Thereby, if the vehicle is not used for many days and left in this condition, the battery is discharged.  
**NOTE:** A normal dark current value is about 25 – 45 mA.

### Condition that the dark current of 80mA starts flowing

While Auto Cruise Control (ACC) or Adjustable Speed Limiter (ASL) is being operated or activated (when one of the ACC/ASL indicators is ON in MID as shown in figure), the ignition is switched off.



-Instrument Cluster with MID-



One of indicators is ON.



If the above condition is set, the microcomputer is not shifted into the sleep mode and the operation current of 80 mA continues flowing. If the ignition is switched off after ACC or ASL is turned off, this concern does not occur.

### MASS-PRODUCTION CHANGE

The software of meter set has been changed.

SUBJECT VIN & PRODUCTION DATE RANGE

Spec.	VIN Range		Production Date Range
Australia	JM0 ND**** **	102832 - 103748	Oct. 25, 2016 - May 16, 2017
General (R.H.D.)	JM6 ND**** **	100479 - 100585	Nov. 1, 2016 - May 16, 2017
General (L.H.D.)	JM7 ND**** **	100871 - 101257	Nov. 1, 2016 - May 16, 2017
Europe (L.H.D. & UK Specs.)	JMZ ND**** **	121365 - 132290	Oct. 4, 2016 - May 16, 2017
US (2017 MY) with Retractable Fastback	JM1 NDAL** H* JM1 NDAM** H*	100016 - 106475	Oct. 4, 2016 - May 16, 2017

REPAIR PROCEDURE

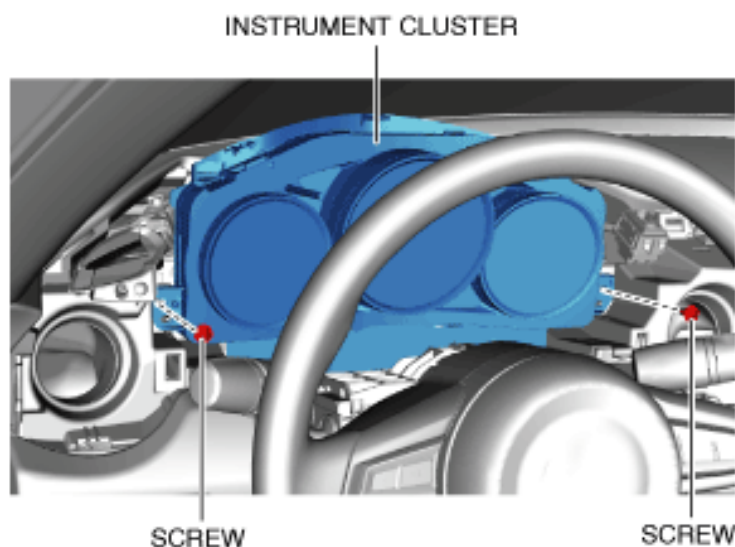
When you receive a customer complaint on this concern, use the following procedure.

1. Confirm with the customer the situation when the problem occurred asking if:
  - The ignition was turned off while ACC or ASL was operating.
  - The vehicle was left in this condition and not used for many days.
2. Explain to the customer the following:
  - There will be a software update for instrument cluster available in the near future to solve this concern.
  - For the time being, to avoid further occurrence of this case, please always switch off ACC or ASL before IGN OFF.
3. If the customer insists on an immediate repair, replace the speedometer (instrument cluster) with a modified one according to the workshop manual "INSTRUMENT CLUSTER REMOVAL/INSTALLATION".

**NOTE:** Please explain to the customer that replacement of instrument cluster will cause the mileage being set to "0" km (miles).

PARTS INFORMATION

Part Number (NEW)	Part Number (OLD)	Description	Qty.	Remark
NC9B-55-471C	NC9B-55-471B	SPEEDOMETER	1	Check Parts Catalogue for the part number applicable to the vehicle in repair.
NC9C-55-471C	NC9C-55-471B	SPEEDOMETER	1	
NA2E-55-471C	NA2E-55-471B	SPEEDOMETER	1	
NC9H-55-471C	NC9H-55-471B	SPEEDOMETER	1	
NC9S-55-471C	NC9S-55-471B	SPEEDOMETER	1	
NA5L-55-471C	NA5L-55-471B	SPEEDOMETER	1	



WARRANTY INFORMATION

1. In case the instrument cluster is NOT replaced and only the battery is charged

Assembly group	T - Body Electrical System
Subassembly group	06 - INSTRUMENT CLUSTER (METER)
Symptom Code	01 (Engine does not start)
Damage Code	9W (Internal Failure)
Causal Part No.	****-55-471* (Enter a part number of the speedometer applicable to the vehicle in repair.)
Quantity	0
Operation No. and Labor Hours	XXNA5XRX/0.5 Hrs. <b>Operation:</b> Battery, R&R and recharge
Period Covered	Normal Warranty Period
Prior approval necessary	NO

2. In case the instrument cluster is replaced

Assembly group	T - Body Electrical System
Subassembly group	06 - INSTRUMENT CLUSTER (METER)
Symptom Code	01 (Engine does not start)
Damage Code	9W (Internal Failure)
Causal Part No.	****-55-471* (Enter a part number of the speedometer applicable to the vehicle in repair.)
Quantity	1
Operation No. and Labor Hours	XXN9YARX / 0.4 Hrs. (Without i-STOP) XXN9YBRX / 0.5 Hrs. (With i-STOP) <b>Operation:</b> Instrument Cluster, R&R  If the battery is charged, add the following labor operation and hours. XXNA5XRX/0.5 Hrs. <b>Operation:</b> Battery, R&R and recharge
Period Covered	Normal Warranty Period
Prior approval necessary	NO

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