

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: SURGING AT LOW SPEEDS AND DURING ACCELERATION	Bulletin No.: 05-002/20
	Last Issued: 12/18/2020

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
05-002/20	09/24/20 and 06/04/20

APPLICABLE MODEL(S)/VINS

2019-2020 Mazda3 (Japan built A/T only) with VINS lower than JM1BP*****163205 (produced before January 11, 2020)

2019-2020 Mazda3 (Mexico built A/T only) with VINS lower than 3MZBP*****131964 (produced before January 11, 2020)

2018-2020 CX-5 with VINS lower than JM3KF*****856447 (produced before July 20, 2020)

NOTE: This TSB only applies to US spec vehicles with cylinder deactivation. Mexico spec vehicles are not applicable since they do not have cylinder deactivation.

DESCRIPTION

Some customers may complain about a surging at low speeds and during acceleration. This surging is in the longitudinal direction, felt about 2 cycles per second, and occurs in the locked up 1st gear. This may be caused by the torque fluctuation and the torsional resonance in the torque converter. To correct this concern, the PCM software has been modified to reduce the torque fluctuation.

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

REPAIR PROCEDURE

1. Verify customer concern.
2. Reprogram the PCM.

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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.