

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: 12V BATTERY DISCHARGED	Bulletin No.: 01-009/26
	Last Issued : 06/24/2026

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2026 CX-5 vehicles with VINs lower than JM3KM**** ** 171489 (Produced before May 20, 2026)

DESCRIPTION

Some vehicles may exhibit a discharged 12V battery when attempting to start the engine. This concern is due to improper control of the Body Control Module (BCM) and Central Gateway (CGW) software, causing the vehicle to repeatedly cycle between wake-up and sleep states, eventually resulting in a discharged battery. To eliminate this concern, the BCM and CGW control software have been modified.

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

REPAIR PROCEDURE

1. Verify the customer concern.
2. Confirm the COCKPIT DOMAIN CONTROLLER (CDC) and DATA COMMUNICATION MODULE (DCM) are at the latest software level and updated if needed.
Refer to TSB: 16-004/26 - UPDATED SOFTWARE RELEASE FOR COCKPIT DOMAIN CONTROLLER (CDC) AND DATA COMMUNICATION MODULE (DCM).
3. Reprogram the BCM and CGW with the Mazda Modular Diagnostic System (M-MDS), using Mazda Diagnostic and Repair Software (MDARS II): MDARS II ECU Reprogramming Procedure.
 - Refer to the MDARS II User Guide as necessary: MDARS II User Guide.
 - Click the link to watch the BCM reprogramming tutorial video: Watch Video.

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.



4. Submit Diagnostic Information as it is a required item and will be checked during warranty claim submission: Diagnostic Function > Collect Diagnostic Information.
5. Clear any other DTCs.
6. Verify the repair by starting the engine (READY ON) and confirming there is no CHECK ENGINE light ON or abnormal warning lights present.

CALIBRATION

ECU	File Name (Old)	File Name (New)	Actual time to reprogram
BCM	KLAS-66S02-H or before	KLAS-66S02-J or later	15 min.
CGW	KLBC-66S03-D or before	KLBC-66S03-E or later	

NOTE: This Service Information is only applicable for vehicles using the above calibration files.

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.

Symptom Code	64
Damage Code	9W
Causal Part No.	5555-67-560
Quantity	0
Operation No. and Labor Hours	XXX77XFX / 0.3 Hrs.
Period Covered	[Other than The Below Market] - Basic Warranty Period [USA]

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.

- California Emission Warranty (Long term)

NOTE: After reprogramming, be sure to keep the copy of the ECU FILENAME screen on M-MDS along with the repair order and warranty application sheet.

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.