

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

FORWARD SENSING CAMERA (FSC) WARNING MESSAGES

Service Alert No.: SA-036/21

Last Issued : 05/18/2021

BULLETIN NOTES

This service alert supersedes the previously issued service alert listed below. The changes are noted in Red text.

Previous Service Alert:	Date(s) Issued:
SA-037/20	03/03/2020
SA-003/19	07/30/19 and 01/14/19
SA-023/18	05/01/18
SA-066/17	09/01/17

APPLICABLE MODEL(S)/VINS

2014-~~2021~~ Mazda3
2014-~~2021~~ Mazda6
2016-~~2021~~ CX-3
2016-~~2021~~ CX-5
2016-~~2021~~ CX-9
2016-~~2021~~ MX-5
2020-2021 CX-30

DESCRIPTION

Some vehicles may have one of the following DTCs stored in memory along with a system status notice on the Multi-information display OR display a system status notice with no DTC:

- C1001:92 - Forward sensing camera (FSC) poor field of view [Gen 6 vehicles]
- B14F0:92 - General temporary failure in forward sensing camera (FSC) [Gen 7 vehicles build on or before March 2, 2019]
- No DTC - Gen 7 vehicles built after March 2, 2019

DTC C1001:92 or B14F0:92 set as a past record for low visibility of the Forward Sensing Camera (FSC). It does not mean there is an actual FSC defect.

- In some cases the customer may have a concern with the Lane Departure Warning System (LDWS) and/or High Beam Control system (HBC).
- In other cases this DTC might be found without a related customer concern.

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The following Multi-information display system status notifications may be displayed:

Gen 6 Vehicles		Gen 7 Vehicles	
Front Camera Blocked. Windshield Defog Necessary	 Front Camera Blocked. Windshield Defog Necessary	Safety and Driver Support Systems Temporarily Disabled.	 Safety and Driver Support Systems Temporarily Disabled.
Clean Exterior Windshield Completely	 Clean Exterior Windshield Completely	Low Camera Visibility. Drive Safely	 Low Camera Visibility. Drive Safely

NOTE: Instrument Cluster and Multi-Information Display warning messages vary depending on vehicle year/model, as well as Type A or Type B Instrument Clusters. See the Owner's Manual for model specific details.

If the vehicle has this DTC, DO NOT replace the FSC. Read below.

The vehicle might store DTC C1001:92 or B14F0:92 and stop the FSC function while driving under the following conditions:

1. At night, when there is NO artificial lighting such as a traffic signal, street light or reflective surfaces.
2. When direct or reflected sunlight makes forward visibility difficult (Backlight).
3. When it's hard to see the traffic lane due to a wet or snow covered road reflecting lights.
4. When visibility is poor in front of the vehicle due to fog.
5. When driving on a road without markings.
6. In conditions where the windshield fogs easily.

If the customer has concerns regarding the LDWS and/or HBC malfunction, confirm when the issue first happened. If the issue happened during one of the driving conditions above, explain the following 2 items to the customer.

- The FSC stops the LDWS and/or HBC functions temporarily when the FSC can't recognize the traffic lane or decides the front view is obstructed.
- This is not a failure of the FSC, the system is disabled to avoid unintended operation.

NOTE: In the case of HBC, make sure the customer is using the system correctly and is aware of when it will and will not turn on the high beams.

The HBC system switches to low beam when:

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- You are approaching a vehicle or a vehicle is approaching in the opposite direction.
- Driving on roads lined with street lights or well-lit cities and towns.
- At speeds lower than 12 mph (20 km/h).

Examples of driving under adverse conditions:

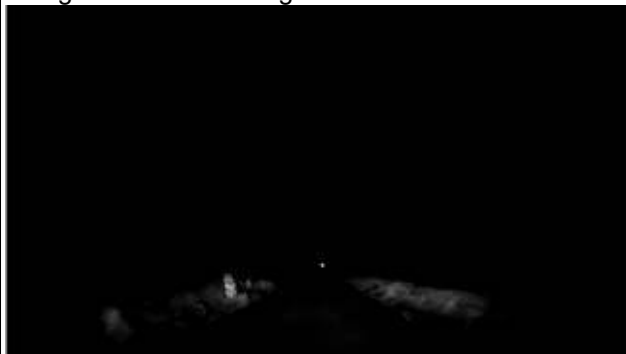
The front windshield or the FSC lens is foggy.



Low visibility by rain, fog or snow



At night with no traffic light



Direct or reflected sunlight on the FSC



Water splashing



Heavy snow



Strong halo

Backlight from tunnel exit

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