



TECHNICAL BULLETIN

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Bulletin: CUSTOMER SERVICE_TECHNICAL_2025_07
To: Service Managers
cc: Dealer Principals
Subject: Engine oil level is too high, with DTC P252F:00 (REVISED)
Model: CX-5 Skyactiv-D 2.2DE
Issued: 20/06/2025
Category: Technical

Dear Dealer Partners,

Mazda Southern Africa Technical Department have been made aware of a software related oil level warning message appearing on the instrument cluster of certain CX-5 Skyactiv-D 2.2 vehicles

Note: This Bulletin supersedes Bulletin MSA-TECH-2022-05 issued 19/04/2022



Outline of Concern

This warning message has resulted in unnecessary customer concerns due to the vehicle owners not understanding the error message and its origins. This Bulletin explains the operation of the engine oil level warning system and provides recommendations on handling customers with concerns.

An Engine Oil Level (EOL) sensor is included as part of the Engine Management system. The Powertrain Control Module (PCM) calculates the engine oil level based on the oil level sensor signal and the vehicle driving information.

When the oil level is not within the expected operating range, the wrench light illuminates and, in some models, a High Engine Oil Level warning message is also displayed in the Multi-information Display (instrument cluster). This is a maintenance indication only, and in no way determines the vehicle has a technical fault.

System operation description

During normal vehicle operation, the engine oil level may rise, or lower, as a result of several variable factors. In this case, the oil level tends to rise, with the most probable cause being the Diesel Particulate Filter (DPF) regenerating process. During this process additional fuel is injected during the exhaust cycle. This fuel is combusted in the exhaust system, generating heat required to combust the accumulated Particulate Matter (PM) in the DPF. During certain engine operating conditions, a small quantity of residue fuel adheres to the cylinder walls and can accumulate in the oil pan, adding additional volume to the pan. The engine oil level sensor monitors the engine oil level and if a variation (increase) is detected, the High Oil Level message may be displayed and DTC P252F:00 is stored in the PCM.

The frequency and duration of the regeneration process is solely determined by the conditions in which the vehicle is operated, therefore the volume of fuel accumulating in the oil pan also varies.

“Engine Oil Level is too high” message may be displayed earlier under any of the following conditions:

- If the vehicle is repeatedly driven for a short period of time or driven while the engine is cold, i.e., used for short distance driving (school run)
- If the vehicle is idled for a long time, i.e., taxi driving
- If the vehicle is driven repetitively at low speeds, i.e., congested traffic driving

Should a customer use the vehicle as indicated in any of the abovementioned driving conditions, the soot and ash accumulation in the DPF filter is increased resulting in the PCM calculating a DPF regeneration frequency increase. If the DPF regeneration is not completed, the vehicle will attempt to complete the regeneration at the following driving cycle and so forth. If this non completion of the DPF regeneration procedure continues, the oil level will rise outside of the set factory parameters. It is therefore suggested and very important to advise and educate the vehicle owner that the vehicle is to be driven continuously for approx. 30 minutes, once or more a week, allowing the Diesel Particulate filter cleaning process to be completed. Failing to amend driving style and frequency as advised, may result in early high engine oil level warnings recurring.

The above falls under normal operating conditions for this engine design.

Secondly, the Engine Oil level high warning may also be displayed as a result of the **Engine oil data reset** not being performed during regular servicing as advised in the Universal Mazda Service Schedule.

The Engine oil data reset is to be performed, using the IDS diagnostic tool under the Service Functions menu. This is to be performed in addition to the MZD Service Reminder reset after each oil change service. Failure to do so after the oil is replaced, will result in premature engine oil level warnings as the data stored in the PCM, will remain on the registered and stored oil level prior to the oil being replaced. Should a customer present their vehicle for this concern, after the vehicle was recently serviced (within a 6-month period after servicing), it is a possible result of the oil data reset not being performed at the previous service. Please ensure all Technical Dealer staff are made aware of this procedure – the procedure is also available in MGSS in the workshop manual for the affected vehicle.

Note, for correct engine oil level detection to be performed, it is vital to ensure the engine oil level is accurately measured, and any servicing operations undertaken are precise, and as per the below process.



Should any vehicle not fall within the VIN range of this Bulletin, or be operated under the conditions explained in this Bulletin that may result in early oil level increase, it is imperative a DSS report is submitted to the MSA Technical Helpdesk for further diagnosis and guidance. No Warranty oil change claims will be evaluated without a concluded DSS case with diagnostic results and conclusion.

Affected VIN Range

VIN	VIN Range		Production Date Range	
	From	To	From	To
JM6KF**** **	200001	712320	20/2/2018	4/12/2021

PLEASE NOTE: This bulletin is ONLY applicable to the vehicles within the above VIN Range. For vehicles with concerns outside of this VIN range, evaluate the vehicle driving conditions as explained in this Bulletin with the owner or refer to MGSS for diagnostic guidance. Should the information in this Bulletin not be applicable to the vehicle or driving conditions, submit a DSS to the MSA Technical Helpdesk for further diagnostic assistance and guidance.

Note: Below repair procedure is only applicable if the vehicle falls within the abovementioned Vin range.

Repair Procedure:

1. Replace the engine oil and oil filter.
2. Ensure the oil change reminder in the MZD service reminder menu is set to off, only the service reminder is to be set to on and with the correct service interval.
3. Ensure that the oil level is at the correct marking on the dipstick. Engine oil temperature needs to be at approx. 60°C or more, then wait for approx. 5 mins before confirming the oil level on the dipstick.

PID EOL value		Measurable upper limit value of engine oil level sensor
Dipstick level: MIN mark	Dipstick level: MAX mark	
Approx. 73 mm {2.9 in}	Approx. 94 mm {3.7 in}	96 mm {3.8 in}

4. Refer to the above diagram for the applicable oil level FULL marking (MAX) on the dipstick.
5. Connect the M-MDS to the vehicle and select the Data Logger function. Select the PCM. Select the PID "EOL".
6. Verify that the PID reading matches the dipstick level. If done correctly, the PID reading should be 94mm, as shown in the above diagram.
7. **Carry out the oil data reset on the PCM via the M-MDS.**
8. Clear all DTC's. Should any DTC's remain, please diagnose further via the diagnostic procedure for the DTC in MGSS.
9. Perform a PCM software update via M-MDS. **Please ensure that your IDS software version is up to date BEFORE carrying out this procedure. Should the PCM already have the below file name or newer installed, no update will be required.**

Calibration file information

VIN	Drive	Transmission	File name
200001 -	2WD	AT	SHHE-188K2-G
200001 -	4WD	AT	SHHF-188K2-G
300001 - 699999	2WD	AT	SHMS-188K2-F
300001 - 699999	4WD	AT	SHMT-188K2-F

Warranty Information

No claimable information as vehicles affected by the Vin range indicated in this Bulletin no longer fall within the standard factory Warranty period

Yours sincerely,

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Mazda Southern Africa



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THANK YOU

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