

2013 CX-5 SB-10046280-5689 START / STOP BUTTON AND / OR KEY WARNING INDICATOR LIGHTS COME ON INTERMITTENTLY

Some customers may experience a STOP/START button and/or the instrument cluster Key Warning Indicator light on or flashing red intermittently. The following DTCs may or may not be stored:

- B116A:12 - Open Circuit in Microphone Circuit
- U3004-17 - ACC Relay Circuit Malfunction
- U3003-16 - Start Stop Unit Power Supply Voltage (+B1) Low Input

This condition may be caused by an aftermarket accessory device charger (e.g., mobile phone charger). The charger may be producing electrical interference.



Accessory device
charger



Procedure

1. Remove the customer's accessory device charger from the vehicle's power outlet.
2. If the problem is no longer present, do not perform any repairs. Advise the customer to purchase a different brand device charger.

Note: Moving the vehicle Advanced Key away from the device charger may eliminate the concern.

Warranty Compliance Note:

Warranty repairs to correct this concern may be subject to debit.

MAZDA HOTLINE PHOTO REQUEST

The Mazda Hotline may request digital photos sent to them by email. The dealership camera used to take the photos may require changes to the image size settings for email attachment.

Some digital cameras have a high image size setting default. Change the camera image setting to small size for email attachment. A good image size for uploading is about 250 kB (kilobytes). Anything over 1 mB (megabyte) is too large for email.

Verify photo quality is good. Do not upload blurred or flash-dominated photos. Upload the photo(s) and send to hotline@mazdausa.com.

Include the following in the email:

- Your name
- Hotline Reference Number
- Contact phone number
- Dealer name
- VIN

Note:

- Set digital time stamp if setting is available.
- Because the dealership camera may be shared by other departments, check the camera image size setting before every shooting.