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<b>Subject:</b> ENGINE WILL NOT START WHEN USING REMOTE ENGINE STARTER (RES)	<b>Bulletin No:</b> 01-004/13
	<b>Last Issued:</b> 01/30/2013

## APPLICABLE MODEL(S)/VINS

2013 CX-5 vehicles with VINs lower than JM3KE\*\*\*\*\*151429 (produced before September 24, 2012)

## DESCRIPTION

The engine will not start when using the Remote Engine Starter (RES) and "A4" is displayed on the RES. If it is tried again within 90 seconds after the "A4" is displayed, the engine will start. This concern may be due to incorrect Start Stop Unit (SSU) software.

When the RES is operated, each module is started up from a "sleep mode". At this time, it is occasionally misjudged that all the conditions are not met for the RES to operate. To eliminate this concern, the SSU software has been updated.

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

## REPAIR PROCEDURE

1. Verify customer complaint.
2. If the engine will not start using the RES and/or "A4" is displayed on the RES, proceed to Step 3.
3. Replace the Start Stop Unit (SSU) with a modified part according to the instructions on MS3 online or the Workshop Manual (section 09-14 START STOP UNIT REMOVAL/INSTALLATION).

### NOTE:

- Use the M-MDS with IDS version 80.06 / 81.02 or later.
- Verify the "BATT\_SOC" value using the M-MDS data logger function and record the value before disconnecting the negative battery cable. After replacing the SSU, perform the battery condition initial setting according to the instructions on MS3 online or the Workshop Manual (section 01-17 NEGATIVE BATTERY CABLE DISCONNECTION/CONNECTION).
- Before beginning the repair, verify that the customer has provided all of the remote transmitters for the vehicle. The engine cannot be started unless two or more remote transmitters are programmed after the SSU replacement.
- Read the vehicle specification information from the SSU before replacing it according to the instructions on MS3 online or the Workshop Manual (section 09-14 START STOP UNIT CONFIGURATION (USING READ/WRITE FUNCTION)).
- Perform immobilizer system-related parts programming according to the instructions on MS3 online or the Workshop Manual (section 09-14 IMMOBILIZER SYSTEM-RELATED PARTS PROGRAMMING), "No.3 Start stop unit replacement and programming procedure due to simultaneous replacement of start stop unit/PCM".
- Perform the RES registration following the procedure in the web site for Parts & Accessories.
- Do not bring any of the following devices or similar products inside the vehicle when programming immobilizer system-related parts (M-MDS, personal computer or any devices that can send/receive radio waves).

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**NOTE:** If "A4" is still displayed after replacing the SSU, the cause may be one of the following reasons.

Diagnose it accordingly and ask/explain to the customer as necessary.

- During RES operation, the brake pedal is depressed or the push button start is touched. If the brake pedal or push button start is operated, the vehicle attempts to find the remote transmitter and the engine will not start with the RES and "A4" is displayed.
- The remote transmitter is inside the vehicle. The vehicle recognizes the remote transmitter and the engine will not start with the RES and "A4" is displayed.

4. Verify the repair.

## PART(S) INFORMATION

Part Number	Description	Qty.	Notes
KDY5-67-5S0J	Start Stop Unit	1	
KA01-66-154	Set bolt	2	Non-reuseable part (for SSU)
9YA0-11-003A	Lock bolt	1	Non-reuseable part (for Steering lock)

## 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.

Warranty Type	A
Symptom Code	01
Damage Code	9W
Part Number Main Cause	KDY5-67-5S0J
Quantity	1
Operation Number / Labor Hours:	XXH83XRX / 0.6 Hrs.