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| Subject: ENGINE NO START (KEY NOT DETECTED) | M-Tips No.: MT-008/18 |
| | Last Issued: 07/20/2018 |

BULLETIN NOTES

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| Previous M-Tips: | Date(s) Issued: |
| MT-024/15 | 2015 |

APPLICABLE MODEL(S)/VINS

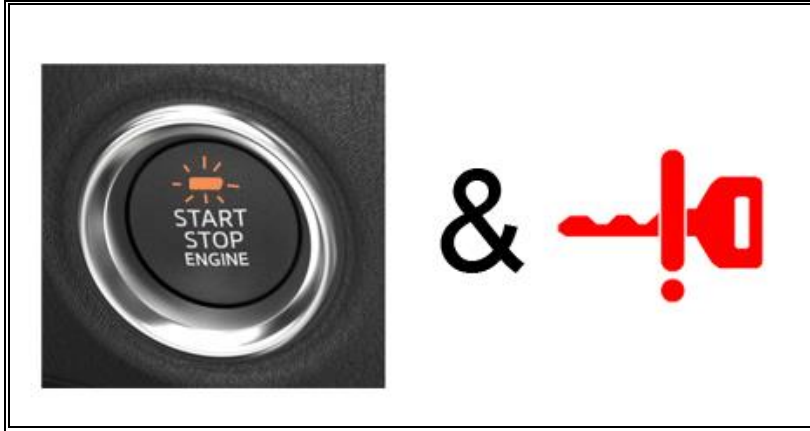
2014-**2018** Mazda3
 2014-2018 Mazda6
 2016-2019 CX-3
 2013-2018 CX-5
 2016-2018 CX-9
 2016-**2019** MX-5

DESCRIPTION

Some customers may complain about:

- Intermittent engine no start
- Instrument cluster red security indicator light ON
- **Engine Start/Start Button Amber indicator light flashing**

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|---|---|
| Engine Start/Start Button Amber indicator light flashing | Instrument cluster red security indicator light ON |
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This may be caused by:

- A key in a purse near a cell phone. The cell phone radio waves may interrupt the immobilizer system.
- An aftermarket cell phone charger. The charger may produce electrical noise that interrupts the immobilizer system.

REPAIR PROCEDURE

1. Remove the key from the customers purse. Does the engine start?

- Yes - Advise customer that the key cannot be detected inside of purse. Possible out of range or an electrical devise in the purse is causing immobilizer interruption.
- No - Check the key battery. Is the key battery dead?
 - Yes - Replace key battery.
 - No - Proceed to next step.

2. Remove the customers aftermarket cell phone charger from the customers vehicle. Does the engine start?

- Yes - Advise customer that the aftermarket cell phone charger is causing immobilizer interruption.
- No - Refer to Workshop Manual Immobilizer System diagnosis.