Mazda North American Operations Irvine, CA 92618-2922



Subject:

bject:	ENGINE NO START (KEY NOT DETECTED)	<b>M-Tips No.:</b> MT-008/18
		Last Issued: 07/20/2018

## **BULLETIN NOTES**

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

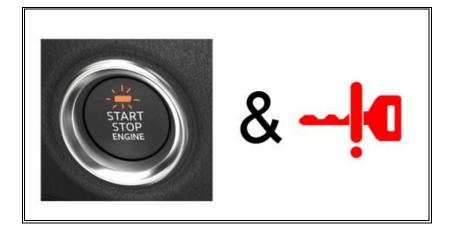
Some customers may complain about:

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

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.

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