Mazda North American Operations Irvine, CA 92618-2922



Subject:

oject:	ENGINE NO START (KEY NOT DETECTED)	M-Tips No.: MT-008/18
		Last Issued: 09/14/2018

BULLETIN NOTES

Previous M-Tips:	Date(s) Issued:
MT-008/18	07/20/2018
MT-024/15	2015

APPLICABLE MODEL(S)/VINS

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

DESCRIPTION

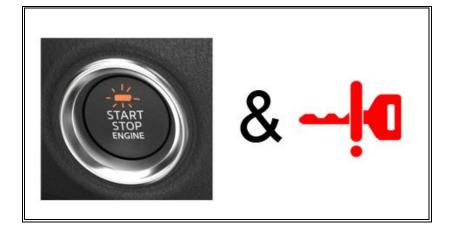
Some customers may complain about:

- Intermittent engine no start
- Instrument cluster red security indicator light ON
- Engine Start/Start Button Amber indicator light flashing
- Battery discharge
- Electrical relay buzzing noise

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.
- An aftermarket GPS tracker. Some aftermarket devices that are wired to the vehicles's wiring harness may create unusual electrical symptoms.



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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 device from the customers vehicle. Does the engine start?
 - Yes Advise customer that the aftermarket device is causing an electrical malfunction.
 - No Refer to Workshop Manual Immobilizer System diagnosis.

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