Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

Subject:	**Service Alert No.:** SA-017/19
2019 MAZDA3 (MEXICO BUILT) TRUNK DISABLED / HIDDEN KEY AND FOB RETRIEVAL	**Last Issued:** 04/12/2019

APPLICABLE MODEL(S)/VINS
2019 Mazda3 (Mexico built)

DESCRIPTION

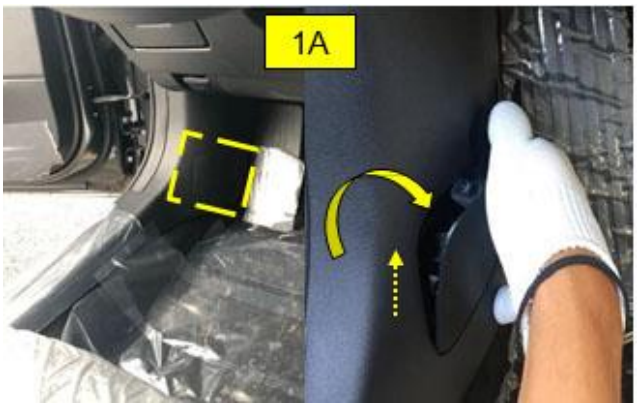
The 2019 Mexico built Mazda3 trunk has been disabled (interior and exterior switches do not work) during shipment from Mexico to help prevent theft of the key/fob hidden in the trunk. This Service Alert describes the steps to retrieve that key/fob (if the key/fob in the main cabin is missing).

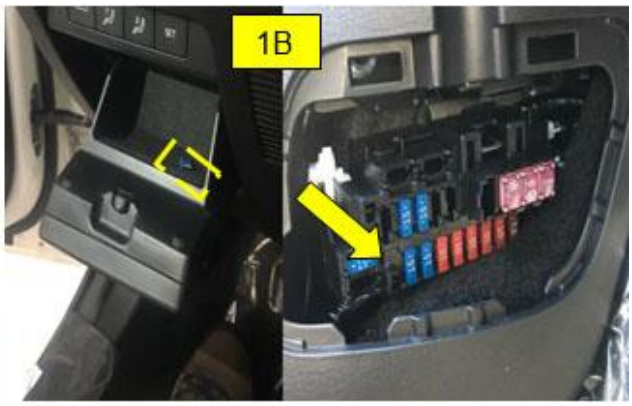
REPAIR PROCEDURE

1. Verify that the key/fob is missing from the main cabin.
2. Verify that the Mazda3 is manufactured in México as the Mazda3 sedan is manufactured in both Mexico and Japan. This can easily be identified by the first three (3) digits of the VIN: 3MZ = Mexico Plant.

- If manufactured in Mexico, go to the next step to enable the trunk and retrieve the hidden key/fob.
- If not manufactured in Mexico, this SA does not appy.

3. Enable the trunk lid opener by installing the back door lock fuse into the fuse box located in the driver's footwell.





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a. Open the driver's door.
b. Locate the fuse box, which is along the bottom left side (1A).
c. Open the fuse box by holding the fuse box lid with the right hand and pressing on the clip with the thumb to release the cover.
d. Remove the clip on the sides and carefully pull the lid out.
e. Locate the 15 amp blue colored fuse hidden in the lower panel compartment on the left side of the steering wheel (1B).
f. Avoid touching the metal tabs of the fuse and carefully install the fuse into empty space F15 (1B). Space F15 can be verified by referencing the inside of the fuse box lid.
NOTE: Make sure the fuse is installed fully into position and flush with all of the other fuses.
g. Reinstall the fuse box lid in the reverse order of removal.
4. Retrieve the key/fob hidden in the cargo area.

a. Release the trunk lid using the exterior trunk lid opener (2A).
b. Lift the trunk mat and locate the hidden bag from the spare tire (2B).
c. Open the accessory bag and take out the second key/fob.
d. Fold the bag up and place it back in the center hole of the spare tire.
e. Reinstall the trunk mat in the proper location and close the trunk lid.
f. Ensure that the trunk lid is securely closed.

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