

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: AUXILIARY KEY CUTTING TEMPORARY PROCEDURE	Service Alert No.: SA-004/20
	Last Issued: 01/09/2020

BULLETIN NOTES

This service alert supersedes the previously issued service alert listed below. The changes are noted in Red text.

Previous Service Alert	Date(s) Issued:
SA-045/19	10/30/19

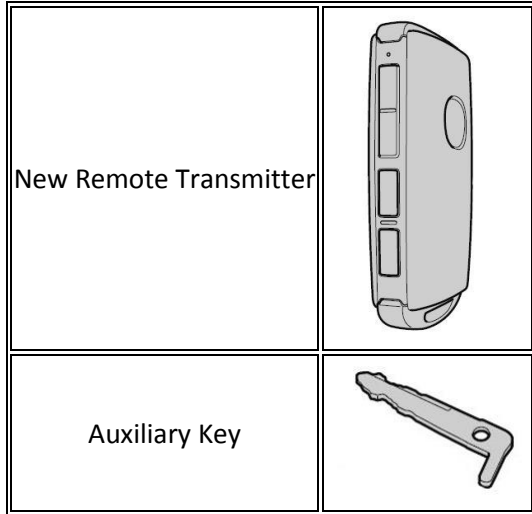
APPLICABLE MODEL(S)/VINS

2019-2020 Mazda3	2020 CX-5	2020 CX-30
2020 Mazda6	2020 CX-9	2020 MX-5

DESCRIPTION

Currently, Mazda does not have a way to cut the auxiliary keys for the new style remote transmitter as they use a different key code than the previous transmitter key. Follow the repair procedure if one or both auxiliary keys are lost:

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.



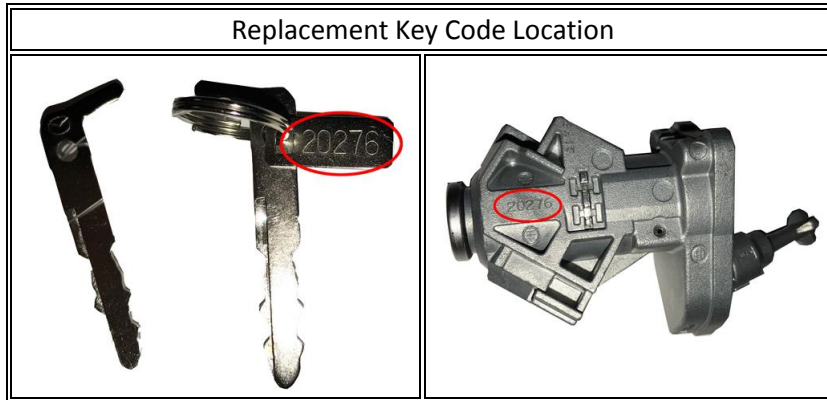
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REPAIR PROCEDURE

One Auxiliary Key is Lost	All Auxiliary Keys are Lost
Some key cutting machines can trace cut a new replacement key from the remaining auxiliary key. Trace cut a new blank auxiliary key.	Key cutting machines cannot cut new replacement key blanks using vehicle key code. Replace the door key cylinder set. Refer to the instructions on MGSS (FRONT DOOR KEY CYLINDER REMOVAL/INSTALLATION).

NOTE: If the door key cylinder is replaced, contact **Mazda Warranty by phone (800-727-6626, option #3 (M-F 7am - 4pm PT))** or **by email (warrantydept@mazdausa.com)** and provide the following information so that the key code can be updated in the eMDCS system:

- VIN
- Replacement part key code



NOTE: This procedure is temporary until Mazda finds a permanent solution.

PARTS INFORMATION

Part Number	Description	Qty.	Notes
BCY0-76-201	Key, Blank	1	Blank key for trace cutting

NOTE: Refer to the GEPC for the correct P/N for Key Sub Set (L), Door.

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