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| Subject: DOOR LOCK WILL NOT WORK USING REMOTE TRANSMITTER AND ENGINE WILL NOT START | Bulletin No.: 09-012/21 |
| | Last Issued : 04/27/2021 |

APPLICABLE MODEL(S)/VINS

2019-2021 Mazda3 (Japan built) with VINS lower than JM1BP*****312958 (produced before October 2, 2020)

2019-2021 Mazda3 (Mexico built) with VINS lower than 3MZBP*****210207 (produced before January 10, 2021)

2020-2021 CX-30 with VINS lower than 3MVDM*****234500 (produced before December 1, 2020)

DESCRIPTION

Some customers may experience all of following symptoms:

- The door lock/unlock operation will not work using the remote transmitter button.
- The door lock/unlock operation will not work using the door lock/release touch sensor.
- The engine will not start using the ignition switch.

This is caused when excess load is applied to the remote transmitter and the electrical terminals in it may be deformed, causing poor contact with the battery. To eliminate this concern, the structure in the remote transmitter has been modified to reduce the deformation of the electrical terminals.

Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

1. Verify customer concern.

2. Verify that the remote transmitter power saving function is OFF and a CR2032 (or equivalent) battery is installed correctly in the remote transmitter with good voltage.

NOTE: For the power saving function details, refer to SA-020/21.

- If the remote power saving function is ON, turn it OFF.
- If the battery is bad or installed incorrectly, replace the battery and/or install it correctly.
- If the remote power saving function is off and the battery is good and installed correctly, replace the defective remote transmitter with a modified one according to the instructions on MGSS (IMMOBILIZER SYSTEM-RELATED PARTS PROGRAMMING). **DO NOT** replace other remote transmitter(s) for the vehicle if they not experiencing an issue.
 - Mazda3 (IMMOBILIZER SYSTEM-RELATED PARTS PROGRAMMING)
 - CX-30 (IMMOBILIZER SYSTEM-RELATED PARTS PROGRAMMING)

3. Verify repair.

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.

PARTS INFORMATION

| Parts Number | Description | Qty. | Notes |
|--------------|----------------------------|------|--|
| BCYA-67-5DYB | Transmitter, Keyless Entry | 1 | Mazda3 SD 4-door (with trunk control) |
| BCYN-67-5DYB | | | Mazda3 HB 5-door (without trunk control) |
| BCYN-67-5DYB | | | CX-30 (without power liftgate control) |
| DGY2-67-5DYB | | | CX-30 (with power liftgate control) |

WARRANTY INFORMATION**NOTE:**

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

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| Warranty Type | A |
| Symptom Code | 61 |
| Damage Code | 9B |
| Part Number Main Cause | ****-67-5DY* |
| Quantity | 1 |
| Operation Number / Labor Hours: | XXS95XRX / 0.3 Hrs |

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