

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  <b>DOOR LOCK WILL NOT WORK USING REMOTE TRANSMITTER AND ENGINE WILL NOT START</b>	<b>Bulletin No.: 09-012/21</b>
	<b>Last Issued : 06/10/2021</b>

## BULLETIN NOTES

This bulletin supersedes the previously issued bulletin(s) listed below. The changes are noted in Red.

Previously issued TSBs	Date issued
09-012/21	04/27/21

## 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)

2019-2021 Mazda6

2020-2021 CX-5

2020-2021 CX-9

2020-2021 MX-5

2021 CX-3

## 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.

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- 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)
  - Mazda6 (IMMOBILIZER SYSTEM-RELATED PARTS PROGRAMMING)
  - CX-5 (IMMOBILIZER SYSTEM-RELATED PARTS PROGRAMMING)
  - CX-9 (IMMOBILIZER SYSTEM-RELATED PARTS PROGRAMMING)
  - MX-5 (IMMOBILIZER SYSTEM-RELATED PARTS PROGRAMMING)
  - CX-3 (IMMOBILIZER SYSTEM-RELATED PARTS PROGRAMMING)

3. Verify repair.

### 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)
NFYR-67-5DYB			Mazda6, MX-5
TAYA-67-5DYB			CX-3, CX-5, CX-9 (without power liftgate control)
TAYB-67-5DYB			CX-5, CX-9 (with power liftgate control)

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**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.

Warranty Type	A
Symptom Code	61
Damage Code	9B
Part Number Main Cause	****-67-5DY*
Quantity	1
Operation Number / Labor Hours:	XXS95ARX / 0.3 Hrs

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