

# 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 : 12/13/2021</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	06/10/21 and 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:

1. The door lock/unlock operation will not work using the remote transmitter button.
2. The door lock/unlock operation will not work using the door lock/release touch sensor.
3. The engine will not start using the ignition switch.
4. **The transmitter operates by itself.**
5. **The key battery drains faster than usual.**

Symptoms 1-3: This may be caused when excess load is applied to the remote transmitter, deforming the electrical terminals and creating 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.

**Symptom 4-5: This may be caused when excessive load is applied to the remote transmitter, creating a gap around the gasket where moisture enters and corrodes the circuit board which in turn drains the key battery faster than usual. To eliminate this concern, the thickness of the case wall on the gasket mounting surface has been increased and the bonding strength of the components has been improved to prevent deformation.**

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

Page 1 of 3

**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.

**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 more information on the power saving function, refer to the owner's manual.

- 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)

**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.

**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

**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.