



<b>Subject:</b>  <b>MECHANICAL KEYS ARE MISSING FROM THE VEHICLE DURING PDI</b>	<b>Service Alert No.: SA-036/22</b>
	<b>Last Issued : 05/23/2022</b>

## BULLETIN NOTES

### APPLICABLE MODEL(S)

2023 CX-50

## DESCRIPTION

If the mechanical keys cannot be located during PDI, review the suggested steps below prior to moving forward with key replacement.

## REPAIR PROCEDURE

1. Look around the vehicle carefully for the keys. They could have fallen out of the cupholder and under a seat. The keys also could have been placed in the cargo area at the port or plant.

### Were the mechanical keys able to be located?

**YES:** Place the keys in the appropriate key fob compartment.

**NO:** Go to the next step.

2. If the keys are confirmed to be lost, follow SA-011/22 - CX-50 SERVICE CAUTIONS FOR NEW AND REVISED FEATURES and refer to the latest process to replace the keys under warranty.

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