

DRW50 – 2023MY CX-50 – Incorrect Front Door Mechanical Key Shipped with Vehicle

A. Outline of Concern

A small number of vehicles were produced with the incorrect mechanical front door key and key lock cylinder installed. The repair will be an inspection or replacement of the key and key lock cylinder.

SUBJECT VEHICLES

Model	Subject VIN range	Subject build date range
2023MY CX-50	7MMV**** 108428 - 108952	From June 21, 2022 through June 23, 2022

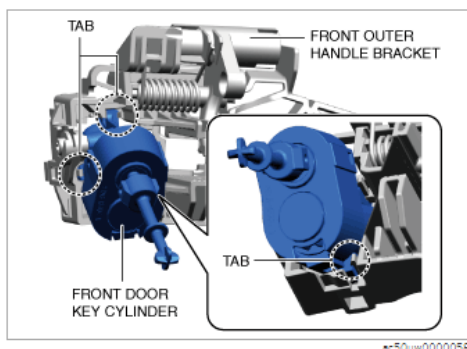
The asterisk symbol “*” can be any letter or number and only 34 vehicles in the VIN range are affected.

B. Repair Procedure

1. Remove the mechanical key from the key fob and try locking and unlocking the driver’s door with the key
 - a. If you can lock and unlock the door, STOP and enter a warranty claim for an inspection only.
 - b. If not successful contact Dealer Recall Help and advise the key did not work and you need part number P/N: VAY0-76-220. Then a SO# will be provided and the key and lock set will be shipped overnight to your dealer. Move to step 2 in the repair procedure.



2. New key and key lock cylinder replacement
 - a. Replace the Key Lock Cylinder following instructions in MGSS: [FRONT DOOR KEY LOCK CYLINDER REPLACEMENT](#)



3. Test to ensure that both new keys will unlock and lock the door
4. If successful, place the new keys in the key FOBs and return the vehicle back to inventory
5. Email new key code to Dealer Recall Help
6. Return the old keys and key lock cylinder to the parts department as normal.

C. Submit a claim under Warranty for DRW50

END OF REPAIR PROCEDURE

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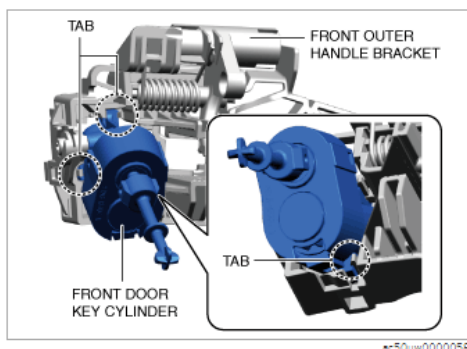
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C. Submit a claim under Warranty for DRW50

END OF REPAIR PROCEDURE

CONDITION OF CONCERN

A small number of vehicles were possibly shipped with the incorrect mechanical key and key lock cylinder. All vehicles in the campaign will need to have the front driver door inspected to ensure proper mechanical key lock and unlock function. The repair will be a replacement of the key or replacement of the key lock cylinder (with a new key).

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PARTS INFORMATION

Part	Vehicles Affected	Scrap
VAY0-76-220	ALL	No – follow warranty policy

WARRANTY CLAIM INFORMATION - Claim Inspection or Replacement (not both)**Inspection Only – No Repair**

	Inspection Only (key with vehicle upon delivery is correct)
Process Number	J2205A
Symptom Code	99
Damage Code	99
Part Number Main Cause	VAY0-76-220
Quantity	0
Labor Operation Number	YY829ARX
Labor Hours	0.2 hrs.

Replacement of the Key and Front Door Lock Cylinder

	Key and Key Lock Cylinder Replacement
Process Number	J2205A
Symptom Code	99
Damage Code	99
Part Number Main Cause	VAY0-76-220
Quantity	1
Labor Operation Number	YY829BRX
Labor Hours	0.9 hrs.

THERE IS NO RENTAL VEHICLE INFORMATION FOR THIS DRW