

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: AUXILIARY KEY BLANK CUTTING PROCEDURE	Service Alert No.: SA-016/22
	Last Issued : 12/07/2022

BULLETIN NOTES

This service alert supersedes the previously issued service alert listed below. The changes are noted in Red text.

Previous Service Alert	Date(s) Issued:
SA-016/22	04/04/22
SA-030/21	06/15/21 and 05/04/21
SA-004/20	12/14/20, 07/06/20, 05/11/20 and 01/19/20
SA-045/19	10/30/19


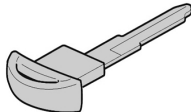
APPLICABLE MODEL(S)/VINS

2014-2023 Mazda3	2013-2023 CX-5	2016-2022 CX-3	2016-2023 Mazda2	2022-2023 MX-30
2014-2021 Mazda6	2020-2023 CX-30	2016-2023 CX-9	2016-2023 MX-5	2023 CX-50

DESCRIPTION

There are currently 2 methods for cutting a new auxiliary key blank.

- A. Auxiliary Key Trace Cut Method
- B. Auxiliary Key Code Cut Method

Auxiliary Key Blank		
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REPAIR PROCEDURE

A. Auxiliary Key Trace Cut Method

If only one auxiliary key is lost/missing, some key cutting machines can trace cut a new key blank.

1. Trace cut the new auxiliary key blank(s).

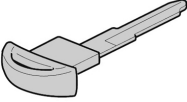



B. Auxiliary Key Code Cut Method

If both auxiliary keys are lost/missing, use this method for cutting new auxiliary key blank(s).

1. Confirm you have access to a Mazda approved key cutting machine. See "[Mazda Approved Key Cutting Machine](#)" table.
2. Obtain the key code.

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Key Type	Key Code	eMDCS
	Obtain 5-digit key number.	 <p>NOTE: Key code is also available on key tag and Drivers door key lock cylinder</p>
	Obtain 10-digit key number.	 <p>NOTE: 5-digit key number on key tag and Drivers door key lock cylinder cannot be used to cut an auxiliary key blank.</p>

3. Cut the new auxiliary key blank(s).

NOTE: If the drivers door key cylinder is damage due to theft/accident, the drivers door lock set is not covered by warranty policy.

- a. Replace the drivers door lock set. Go to MGSS (FRONT DOOR KEY CYLINDER REMOVAL/INSTALLATION).
- b. Update the **KEY CODE** in eMDCS by contacting Mazda Warranty via phone (800-727-6626, option #3) M-F 7am - 4pm PT or by email (warrantydept@mazdausa.com) and provide the **VIN** and replacement door lock cylinder **KEY CODE** so that the new drivers door lock set key code can be updated in the eMDCS system.

Replacement Drivers Door Lock Set, Key Code Locations			
Except CX-50, 5 digits		CX-50, 4 digits	
			
Just add "5" as the 1st digit to make the 4-digit to 5-digit			

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Transportation Lock-out Procedure

Auxiliary keys are locked in the vehicle upon receiving.

1. Perform [B. Auxiliary Key Code Cut Method](#) .

NOTE: Only one auxiliary key is necessary to cut in order to enter the vehicle.

2. After retrieving the auxiliary keys from the vehicle, dispose of the newly cut auxiliary key.
3. Submit transportation claim in eMDCS. Claim will be submitted for the creation of the new auxiliary key.

NOTE: Claims may be rejected if above procedure is not followed.

Mazda Approved Key Cutting Machine

Supplier	Model	Available at	User Manual
	PC + Flash Computerized Code Cutter & Duplicator	 Mazda Tool and Equipment Website Item # CURC9100020	See attachment
MSC	BD Laser Max Computerized Code Cutter & Duplicator	 mscdirect.com MSC # 39177209	See attachment
	Pro-Source Key Machine	 mscdirect.com MSC # 90681271	See attachment
KEYLINE	GYMKANA 994	 Mazda Tool and Equipment Website Item # KYLGYMKANA	Click HERE

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