

Subject: MSP60 2023MY CX-50 DRIVER DOOR LOCK CONCERN	Campaign No.: MSP60
	Last Issued : 04/04/2023

DESCRIPTION

(MSP) 60 Driver Door Key Lock Cylinder

Subject Vehicles:

Model	Subject VIN range	Subject build date range
2023MY CX-50	7MMV**** 100223 – 108189	From January 18, 2022 through June 15, 2022

Concern Outline:

The driver's door may be hard to unlock using the auxiliary key due to increased rotational resistance. All vehicles in the campaign will need to have the front driver door lock inspected to ensure proper mechanical key lock and unlock function. The expected failure rate is said to be less than 0.1% of the vehicle population.

Repair Outline:

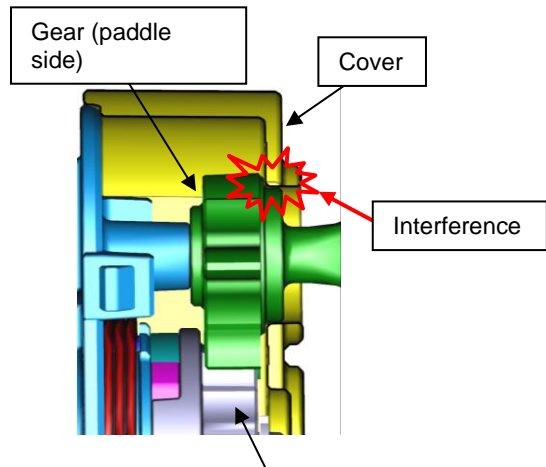
The repair will be cycling the driver door auxiliary key to ensure proper function of the door lock.

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
Mazda Service Program MSP60**

DESCRIPTION

The driver’s door may be hard to unlock using the auxiliary key due to increased rotational resistance. All vehicles in the campaign will need to have the front driver door inspected to ensure proper mechanical key lock and unlock function. The expected failure rate is said to be less than 0.1% of the vehicle population.



OUTLINE OF REPAIR:

Cycle the lock and unlock operations five (5) times using the main key in order to increase the clearance between the gear and cover (see photo above).

RETAIL VEHICLES:

When an applicable retailed vehicle is brought into the dealer for any type of repair or scheduled maintenance, review the “Warranty Vehicle Inquiry” page in eMDCS to check the status of MSP60. If the status is "OPEN" for MSP60, repair the vehicle according to the procedures contained in this service bulletin.

A. VEHICLE INSPECTION PROCEDURE

1. Verify the vehicle is within the following VIN range:

Model	Subject VIN range	Subject production date range
2023 CX-50	7MM VA**** PN 100223 – 108189	From January 18, 2022 through June 15, 2022

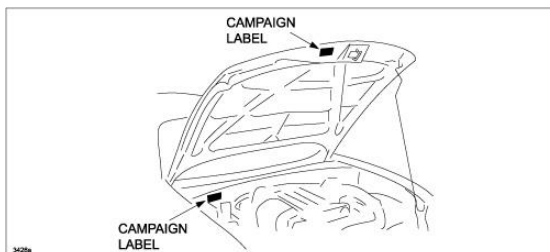
The asterisk symbol “*” can be any letter or number and only 6,485 U.S. vehicles in the VIN range are affected.

If the vehicle is within the above VIN and production date ranges and “MSP60” appears in eMDCS Warranty Vehicle Inquiry, proceed to Step 2.

- If the vehicle is not within the above VIN and production date ranges and MSP60 does not appear in eMDCS Warranty Vehicle Inquiry, return the vehicle to the customer or inventory.

2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect the vehicle for a Campaign Label MSP60 attached either to the vehicle's firewall, hood or driver door/door jamba. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

NOTE: Verify the campaign number as the vehicle may have multiple labels.



eMDCS System - Warranty Vehicle Inquiry Results:

If eMDCS displays:	Campaign Label is:	Action Required:
"Campaign: MSP60 Open"	Present	Contact the Warranty Hotline at (877) 727-6626, option 3 to update vehicle history
	Not Present	Proceed to "REPAIR PROCEDURE"
"Campaign: MSP60 Closed"	Present	Return vehicle to inventory or customer
	Not present	Complete a label and apply it to vehicle's bulkhead or hood
"Campaign: MSP60 Open" or "Closed" is not displayed	Does not apply	Campaign does not apply to this vehicle. Return the vehicle to inventory or customer

B. REPAIR PROCEDURE

CAUTION: Please read all cautions below on auxiliary key removal. The fob should be carefully disassembled as pieces could break or fall out. Any damage to the auxillary key or fob from disassembly cannot be claimed under warranty.

1. Remove the auxiliary key from the fob by moving the button on the top of the fob while sliding the side cover forward. Note the orientation of the key and arrow for re-assembly.



REPAIR PROCEDURE
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2. Remove the auxiliary key in the middle. Be careful not to drop or misplace the side fob buttons as they will become loose when you remove the key fob cover (buttons are in the red oval shape).



3. Remove the key from the key fob.
4. Open the vehicle driver door and while open, lift the handle to reveal the lock (photo below).



5. While holding the door handle open, cycle the lock five (5) times back and forth. You should lock and unlock the door lock a total of 3 times.
NOTE: The first turn down or up, will need an increased amount of force applied but the remaining 4 turns should turn smoothly.
6. Reassemble the key in the reverse order of removal. Make sure the side fob buttons and the black side cover are correctly aligned.
7. If you cannot make 1 turn of the key up or down, and the lock binds, contact Dealer Recall Help on OneMazda to advise the lock is NO GOOD (NG). After speaking with Dealer Recall Help, move to step 8 if necessary.

8. Only if advised by the Dealer Recall Help Team. Replace the lock with a new key and key lock cylinder replacement
 - a. Replace the Key Lock Cylinder following instructions in MGSS: [FRONT DOOR KEY LOCK CYLINDER REPLACEMENT](#)

C. CAMPAIGN LABEL

1. Fill out a "Campaign Label" (9999-95-065A-06) with Campaign No: "MSP60", your dealer code, today's date.

CAMPAIGN LABEL

CAMPAIGN NO: _____

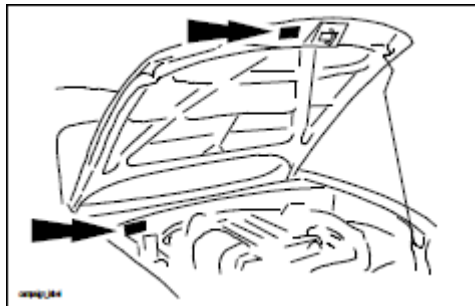
DEALER CODE: _____

DATE: ____/____/____

PIN 9999-95-065A-06

1326

2. Affix it to the hood or bulkhead as shown:



3. Return the vehicle to customer.

END OF REPAIR PROCEDURE

**WARRANTY INFORMATION
Mazda Service Program MSP60**

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).

SUBJECT VEHICLES

Model	Subject VIN range	Subject build date range
2023MY CX-50	7MMV**** 100223 – 108189	From January 18, 2022 through June 15, 2022

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PARTS INFORMATION

Part	Vehicles Affected	Scrap
VAY0-76-220 (<u>do not order or use unless approved by Dealer Recall Help Team</u>)	ALL	Cannot Scrap. If replaced, follow warranty policy

WARRANTY TERMS AND CLAIM INFORMATION – Only one repair is to be claimed. Cycling Key or Replacement (not both**)**

- This repair will be covered under Mazda's New Vehicle Limited Warranty.
- Additional diagnostic time cannot be claimed for this repair.

Cycling Driver Door Key 5 times

	Cycling Key 5 times
Process Number	J2303A
Symptom Code	99
Damage Code	99
Part Number Main Cause	5555-23-002A
Quantity	0
Labor Operation Number	YY837ARX
Labor Hours	0.2 hrs.

Replacement of the Key and Front Door Lock Cylinder

	Key and Key Lock Cylinder Replacement (<u>Only if approved by Dealer Recall Help</u>)
Process Number	J2303B
Symptom Code	99
Damage Code	99
Part Number Main Cause	VAY0-76-220
Quantity	1
Labor Operation Number	YY837BRX
Labor Hours	0.9 hrs.

RENTAL CAR INFORMATION

Rental expenses requiring a third-party vehicle or over the per day limit set by Mazda Warranty policy will require prior Warranty Department Authorization in advance of giving the rental to the customer, regardless of the reason. Please refer to the Mazda Rental Car Reimbursement Program policy in the Mazda Warranty Policies and Procedures Manual.

Mazda recommends the usage of the MCVP loaner vehicle when available. If all MCVP loaner vehicles are in use and unavailable, and the customer needs a rental car, then use your local rental facility and offer a rental car. Be sure that every effort is made to repair the car within one business day or less in order to allow the next customer the same experience.

Rental Car Warranty Claim Information

	MCVP Vehicle Preferred
Warranty Type Code	<p style="text-align: center;">N/A</p> <p>MCVP does not require claim submission</p> <p>If an Agency vehicle is needed, please follow Warranty Policy and submit a rental claim under warranty</p>
Symptom Code	
Damage Code	
Part Number Main Cause	
Part Quantity	
Labor Operation Code	
Labor Hours	
Sublet – Rental Car	
Sublet Invoice Number	
Sublet Type Code	
Sublet Amount	
Sublet Text	

Rental expenses exceeding the two-day limit will require prior Warranty Department Authorization, as outlined in the Mazda Rental Car Reimbursement Program policy.