

Repair Procedure MSP60 – 2023 CX-50 Door Key Lock Cylinder



UPDATE: To complete the repair and file a complete Warranty claim, a clear and legible photo of the NEW KEY CODE TAG MUST be sent to DEALER RECALL HELP. The photo must also be added to the warranty claim. If these steps are not completed, you will not be paid for this repair. The customer will need to return to obtain the new key code at the dealer's expense and customer inconvenience.

These steps are required so Mazda can change to the new key code in eMDCS.

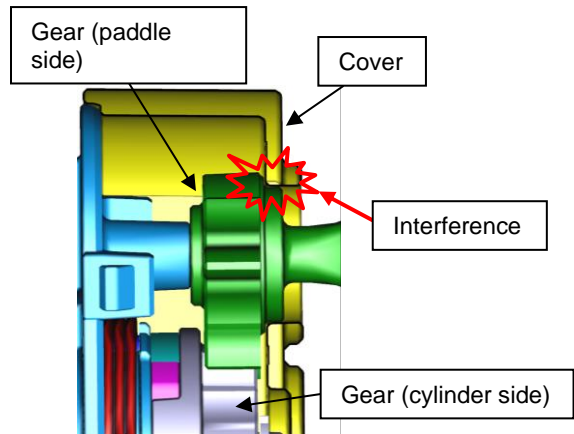


SAMPLE KEY CODE. THE KEY TAG WILL BE INCLUDED WITH THE NEW KEY LOCK CYLINDER. YOU MUST TAKE A PHOTO OF THE NEW KEY TAG AND SEND TO DEALER RECALL HELP AND ATTACH TO THE WARRANTY CLAIM.

**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 approximately 2% of the vehicle population.



OUTLINE OF REPAIR:

Cycle the lock and unlock operations five (5) times using the manual (auxiliary) 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

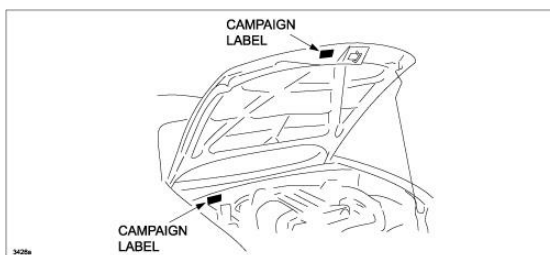
The asterisk symbol “*” can be any letter or number and only 6,485 U.S. vehicles in the VIN range are affected.

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 jambs. 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 steps below on auxiliary key removal. The fob should be carefully disassembled as pieces could break or fall out. Any damage to the auxiliary key or fob from disassembly cannot be claimed under warranty and will need to be absorbed by the dealer.

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
Mazda Service Program MSP60**

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 up and down. You should lock and unlock the door lock a total of three (3) times.
NOTE: Turning this key down or up will require an increased amount of force and this is normal. If you complete the five turns and the door lock unlocks & locks, the vehicle is considered repaired.
6. If step 5 is successful, reassemble the key inside the fob in the reverse order of removal. Make sure the side fob buttons and the black side cover are correctly aligned. If Step 5 was unsuccessful, continue with Step 7.
7. Review below if the door does not lock/unlock or the key will not move at all
 - a. If the key does turn 5 cycles, but the door lock does not move (does not lock/unlock), move forward with creating a second RO line under warranty on the repair order to diagnose why the door lock is not moving. Follow warranty policy for diagnosis and repair. Please contact Dealer Recall Help with the results.
 - b. If you cannot make 1 turn of the key up or down contact Dealer Recall Help on OneMazda to advise the lock is NO GOOD (NG). After speaking with Dealer Recall Help, move to step 8.

**REPAIR PROCEDURE
Mazda Service Program MSP60**

8. Only if advised and approved by the Dealer Recall Help Team, replace the door lock with 2 new auxiliary keys (for both key FOB's) and key lock cylinder replacement. The Dealer Recall Help Team will order your new key lock part.
- a. Replace the Key Lock Cylinder following instructions in MGSS: [FRONT DOOR KEY LOCK CYLINDER REPLACEMENT.](#)
 - b. The key set comes with a new 4 or 5 digit code on the key tag.
 - c. To complete the repair and file a complete Warranty claim, a clear and legible photo of the NEW KEY CODE TAG MUST be sent to DEALER RECALL HELP. The photo must also be added to the warranty claim. If these steps are not completed, you will not be paid for this repair. The customer will need to return to obtain the new key code at the dealer's expense and customer inconvenience.

These steps are required so Mazda can change to the new key code in eMDCS.

- d. Both customer key fobs will need this new key, please have the customer bring in both key fobs and discard their old auxiliary keys.
- e. Replace the new auxiliary keys in the 2 key fobs.

Proceed to **C. Campaign Label Installation**



SAMPLE KEY CODE. THE KEY TAG WILL BE INCLUDED WITH THE NEW KEY LOCK CYLINDER. YOU MUST TAKE A PHOTO OF THE NEW KEY TAG AND SEND TO DEALER RECALL HELP AND ATTACH TO THE WARRANTY CLAIM.

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

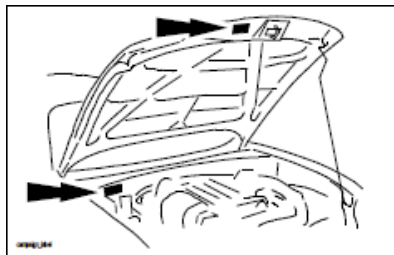
CAMPAIGN NO: _____

DEALER CODE: _____

DATE: ____/____/____

PIN 9999-95-065A-06

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



3. Return the vehicle to the customer.

END OF REPAIR PROCEDURE