

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

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

PARTS INFORMATION

Part	Vehicles Affected	Scrap
VAY0-76-220A (<u>do not order or use unless approved by Dealer Recall Help Team</u>)	ALL	<u>Cannot Scrap. If replaced, follow warranty policy. Door lock and 2 auxillary keys will possibly be requested to be returned to McGaw Irvine</u>

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

Do not submit a key lock cylinder claim without a photo of the KEY TAG as instructed in the Repair Procedure



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

	Key and Key Lock Cylinder Replacement (Only if approved by Dealer Recall Help)
Process Number	J2303B
Symptom Code	99
Damage Code	99
Part Number Main Cause	VAY0-76-220A
Quantity	1
Labor Operation Number	YY837BRX
Labor Hours	0.9 hrs.
Attachment ID D40	Photo of NEW key tag code

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.

WARRANTY INFORMATION
Mazda Service Program MSP60

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.