

Subject: ENGINE NO START (KEY NOT DETECTED)	M-Tips No.: MT-004/19
	Last Issued: 11/20/2019

BULLETIN NOTES

Previous M-Tips:	Date(s) Issued:
MT-008/18	09/14/18 and 07/20/18
MT-024/15	2015

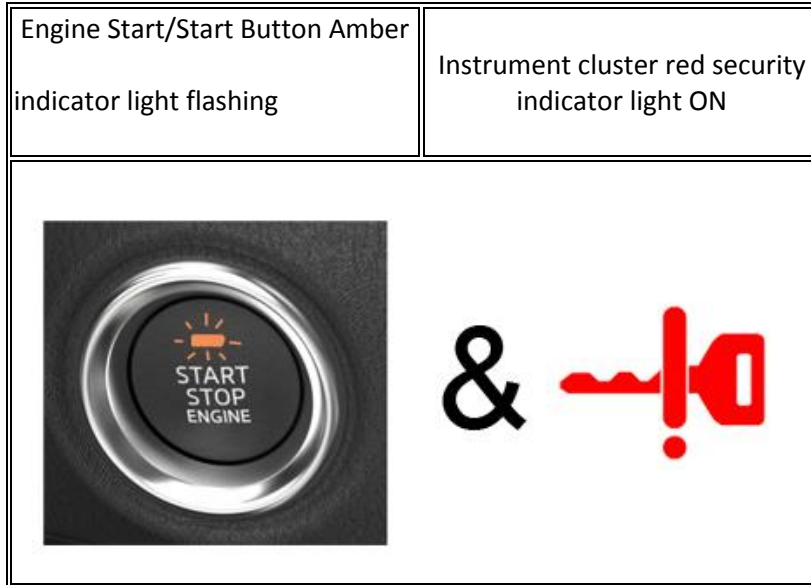
APPLICABLE MODEL(S)/VINS

2014-2020 Mazda3
2014-2020 Mazda6
2016-2020 CX-3
2013-2020 CX-5
2016-2020 CX-9
2016-2020 MX-5
2020 CX-30

DESCRIPTION

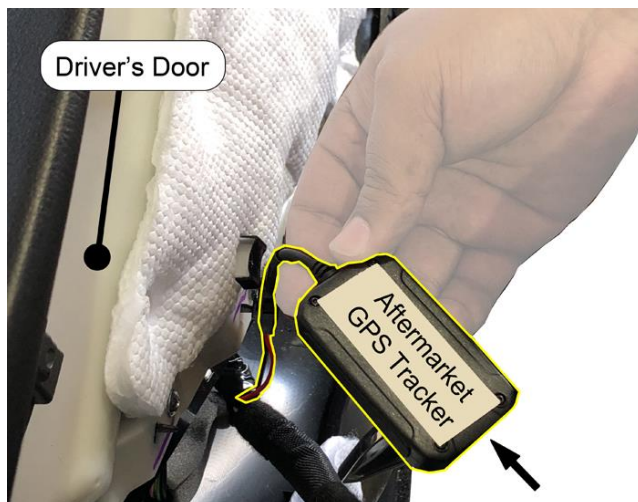
Some customers may complain about:

- Intermittent engine no start
- Instrument cluster red security indicator light ON
- Engine Start/Start Button Amber indicator light flashing
- Battery discharge
- Electrical relay buzzing noise
- **DTC B13D3:94 (Communication error with remote transmitter) stored.**



This may be caused by:

- A key in a purse near a cell phone. The cell phone radio waves may interrupt the immobilizer system.
- An aftermarket cell phone charger. The charger may produce electrical noise that interrupts the immobilizer system.
- An aftermarket GPS tracker. Some aftermarket devices that are wired to the vehicles's wiring harness may create unusual electrical symptoms.



REPAIR PROCEDURE

1. Remove the key from the customers purse. Does the engine start?

- Yes - Advise customer that the key cannot be detected inside of purse. Possible out of range or an electrical devise in the purse is causing immobilizer interruption.
- No - Check the key battery. Is the key battery dead?
 - Yes - Replace key battery.
 - No - Proceed to next step.

2. Remove the customers aftermarket device from the customers vehicle. Does the engine start?

- Yes - Advise customer that the aftermarket device is causing an electrical malfunction.
- No - Refer to Workshop Manual Immobilizer System diagnosis.