

Subject:

AUXILIARY KEY BLANK CUTTING PROCEDURE

Service Alert No.: SA-030/21

Last Issued : 06/15/2021

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-030/21	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	

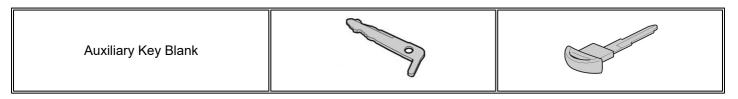
APPLICABLE MODEL(S)/VINS

2014-2021 Mazda3	2016-2021 CX-3	2013-2021 CX-5	2016-2021 MX-5
2014-2021 Mazda6	2020-2021 CX-30	2016-2021 CX-9	

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



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.

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2. Obtain the key code.

Кеу Туре	Key Code	eMDCS		
	Obtain 5-digit key number.	VEHICLE DETAIL VIN. JM3TCBDY3K VIN Status: 5 - RDR-VIN Model / Year: CX9 GT XA / 2019 Country: US - UNITED STATES OF AMERICA Warranty Start Date: 07-13-2019 Exterior Color: 425 - TITANIUM FLASH MC Retail: Dealer 10930 State WA Retail Date: 07-13-2019 Interior Color: 1C4 - SAND Wholesale: Dealer 10169 State WA Demo Date: Engine No: PY 30994298 Engine: EY - 2.51 SKNACTIV TURBO Assembly: Date: 05-09-2019 Transmission: T1 - 6-SPEED AUTO TRAN Drive: 4-WHEED RIVE Key Code: 11649 POE: TA - PORT TACOMA, WA. NV3 - NAVIGATION SYSTEM FOL - PORTFOLIO NV3 - NAVIGATION SYSTEM FOL - PORTFOLIO SA3 - SHRUSXM SATELLITE RADIO RRL - ROOF RACK SIDE RAILS NOTE: Key code is also availble on key tag and Drivers door key lock cylinder		
Co	Obtain 10- digit key number.	VEHICLE DETAIL VIN: JMIEPALMILE VIN: Statu: 5 - RDR-VIN Model / Year: M3H 2A / 2020 Exterior Color: 250 - SNOWLAKE WHITE PLARE Engine: No: P21441829 Transmission: T1 - 6-SPEED AUTO TRAN Emission: A - 50-STATE POI: WI - Post WILMINGTON Accession: A - 50-STATE POI: WI - Post WILMINGTON POS - ME. OUTVETS IN SPECTION - LEAS FOL - POSHTOLIO NOTE: 5-digit key number on key tag and Drivers door key lock cylinder cannot be used to cut an auxiliary key blank.		

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. Contact Mazda Warranty by 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.



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.

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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 e-Store 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 e-Store Item # KYLGYMKANA	Click HERE

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