

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject:

INTERMITTENT LOSS OF MYMAZDA APP REMOTE FUNCTIONS

Service Alert No.: SA-017/26

Last Issued : 05/20/2026

BULLETIN NOTES

This Service Alert supersedes the previously issued SA(s) listed below. The changes are noted in Red.

Previous SAs:	Date(s) Issued:
SA-017/26	03/17/26

APPLICABLE MODEL(S)/VINS

2026 CX-5

DESCRIPTION

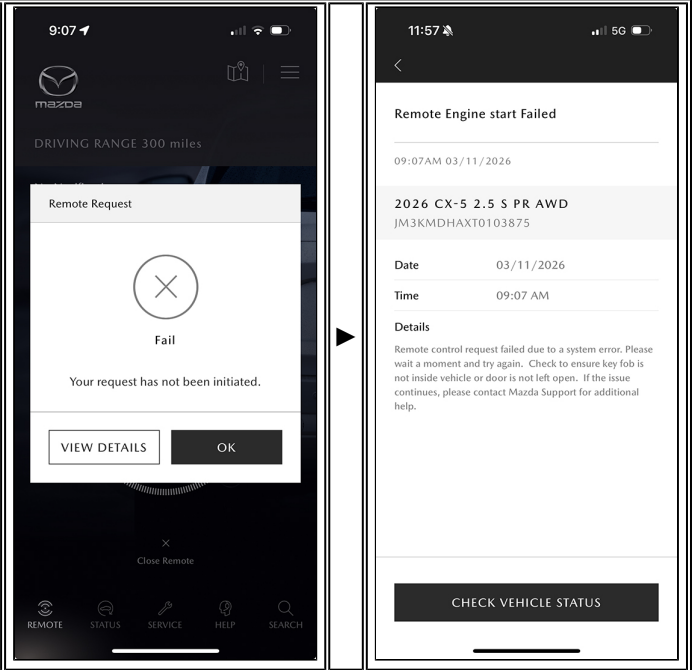
Some customers may experience an intermittent loss of the MyMazda App remote function.



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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.

Example of "Remote Engine start failed" error message



Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

Refer to TSB [16-004/26](#).

1. Did the TSB repair the customer's concern?

- **YES:** The TSB resolved the concern; repair is complete.
- **NO:** Go to Step 2.

2. Disconnect the 12V battery for 10 minutes or more, then retry. Did this correct the concern?

- **YES** - Repair is complete.
- **NO** - Proceed with standard MGSS troubleshooting ([SA-023/25 - CONNECTED VEHICLE SYMPTOM TROUBLESHOOTING](#)).

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