

Subject: <p style="text-align: center; font-weight: bold;">INTERMITTENT LOSS OF MYMAZDA APP REMOTE FUNCTIONS</p>	<p style="font-weight: bold;">Service Alert No.: SA-017/26</p> <hr/> <p style="font-weight: bold;">Last Issued : 06/16/2026</p>
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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	05/20/26 and 03/17/26

APPLICABLE MODEL(S)/VINS

2026 CX-5

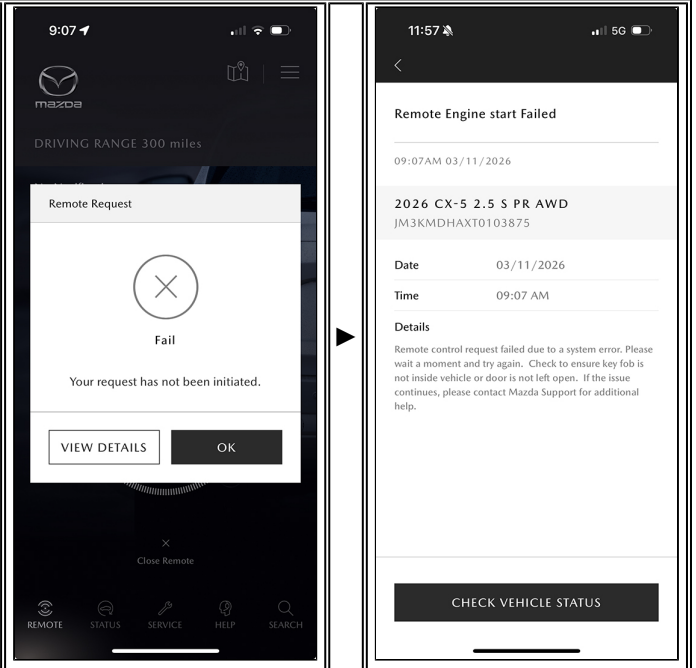
DESCRIPTION

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



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](#).

Did the TSB repair the customer's concern?

- **YES:** Repair is complete.
- **NO:** [Go to Recovery](#).

Recovery

1. Power down the vehicle and put into sleep mode (turn off the ignition, exit the vehicle, lock it, and wait at least 5 minutes).

Is the concern resolved?

- **YES:** Repair complete.
- **NO:** Proceed to the next step.

2. Disconnect the 12V battery negative cable. Refer to [NEGATIVE 12 V BATTERY TERMINAL DISCONNECTION/ CONNECTION \[PYU\]](#).

3. Wait at least 10 minutes.

4. Reconnect the 12V battery and retest.

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NOTE:

- DO NOT attempt any repairs or component replacements at this time.
- The vehicle may be returned to the customer.

Customer Communication

- Advise the customer that Mazda is aware of the condition and is currently working on a resolution. As soon as a resolution becomes available, this Service Alert will be promptly updated and re-released.
- Vehicle drivability is not affected under this condition.

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