

ADVANCED KEYLESS ENTRY SYSTEM MALFUNCTION

SI112712

SA NUMBER: SA-040/17

DESCRIPTION

APPLICABLE MODEL(S)/VINS

2014-2017 Mazda3	2016-2017 CX-3	2016-2017 CX-9
2014-2017 Mazda6	2013-2017 CX-5	2016-2017 MX-5

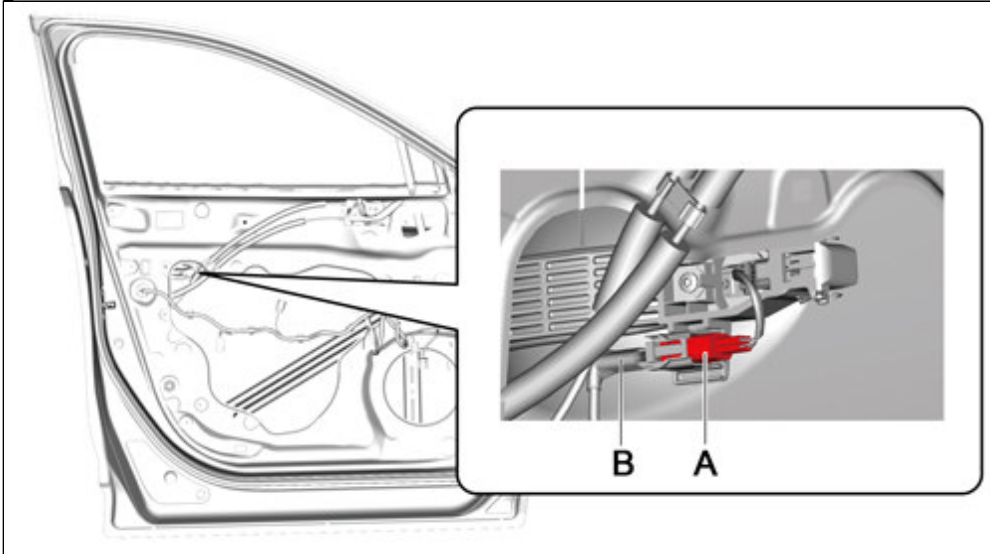
Some vehicles may experience one of the following advanced keyless entry system malfunctions:

- (1) Key fob and/or door request switch does not operate.
- (2) Door locks repeatedly lock and unlock when approaching the vehicle with the advanced key.
- (3) KEY warning light (red) on while driving and DTC B10D1:23 and/or B10D3:23 is(are) stored.
 - B10D1:23 Request switch (LF) circuit malfunction
 - B10D3:23 Request switch (RF) circuit malfunction

REPAIR PROCEDURE

1. Remove the front door module panel. Refer to MGSS online instructions:
 - Mazda3 - FRONT DOOR MODULE PANEL REMOVAL/INSTALLATION
(<https://portal.mazdausa.com/pokinfectr/mazdagms3/index?page=detail&id=SM1073344>)
 - Mazda6 - FRONT DOOR MODULE PANEL REMOVAL/INSTALLATION
(<https://portal.mazdausa.com/pokinfectr/mazdagms3/index?page=detail&id=SM1095909>)
 - CX-3 - FRONT DOOR MODULE PANEL REMOVAL/INSTALLATION
(<https://portal.mazdausa.com/pokinfectr/mazdagms3/index?page=detail&id=SM1002086>)
 - CX-5 - FRONT DOOR MODULE PANEL REMOVAL/INSTALLATION
(<https://portal.mazdausa.com/pokinfectr/mazdagms3/index?page=detail&id=SM1188773>)
 - CX-9 - FRONT DOOR MODULE PANEL REMOVAL/INSTALLATION
(<https://portal.mazdausa.com/pokinfectr/mazdagms3/index?page=detail&id=SM1186553>)
 - MX-5 - DOOR MODULE PANEL REMOVAL/INSTALLATION
(<https://portal.mazdausa.com/pokinfectr/mazdagms3/index?page=detail&id=SM1197245>)

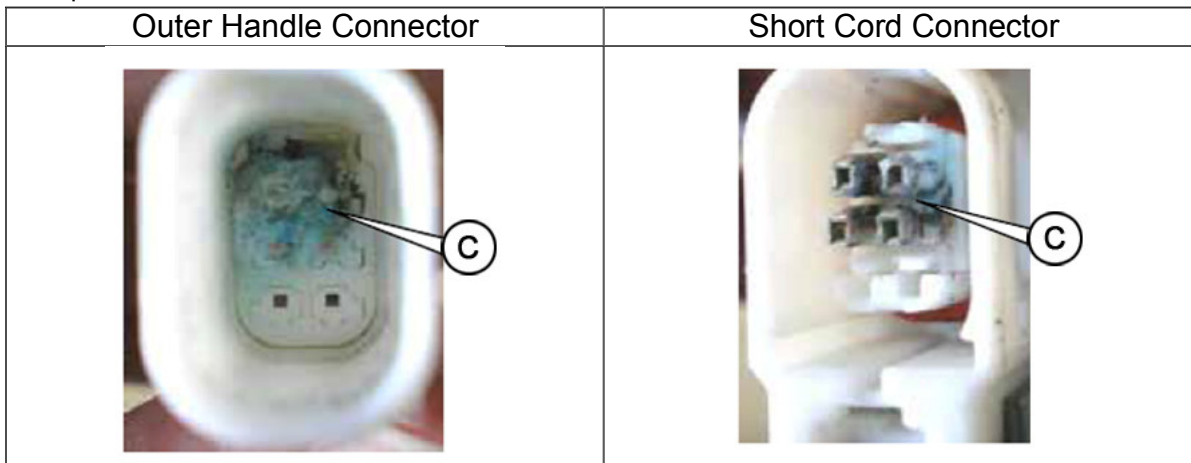
2. Disconnect the outer door handle connector (A) from the door wiring harness short cord connector (B).



3. Check both front door connector terminals for corrosion (C).

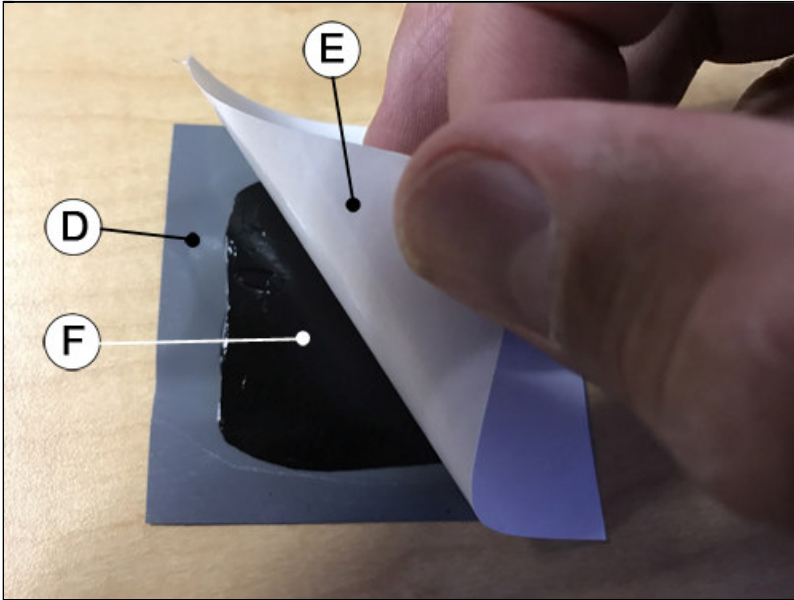
- Corrosion found - Perform steps 4-9.
- No corrosion found - Perform steps 5-9.

Example

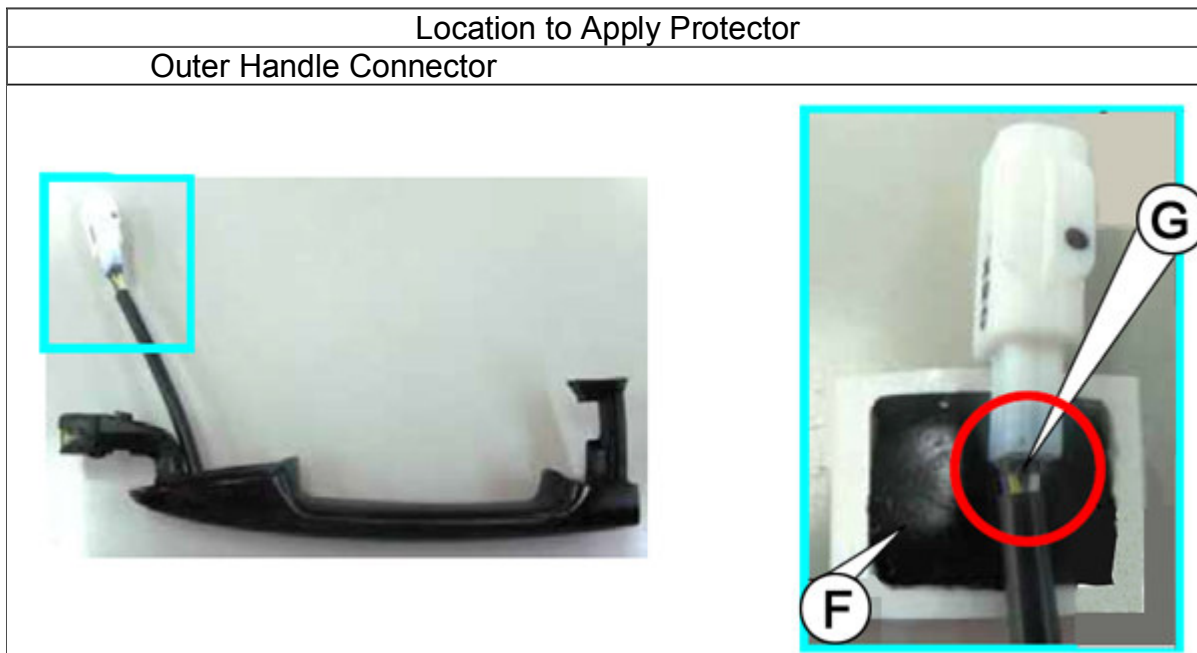


4. Replace the outer door handle and the door wiring harness short cord (B) on the affected side.

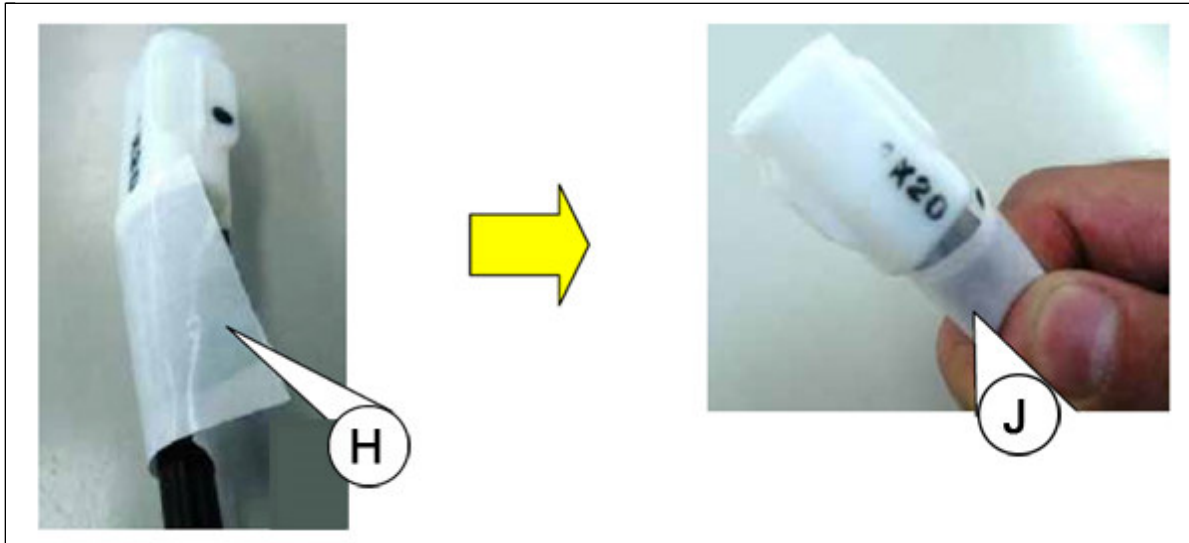
5. Peel off the white back sheet (E) from the protector (D) (Part Number G3YA-67-PG1) to expose the butyl tape (F). Discard the white back sheet (E).



6. Align the outer handle connector base (G) to the center of the butyl tape (F) as shown below:



7. Wrap (H) the protector (D) around the base of the outer handle connector while pressing the butyl seal with your fingers. Squeeze (J) the protector (D) to allow the butyl (F) to adhere and provide a waterproof seal at the base of the connector.



Note: Do not peel off the protector's grey PVC sheet.

8. Install the front door module panel in the reverse order of removal.
9. Verify Repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
Use GEPC with VIN	Outer Door Handle LH	1	Only replace if corrosion Only replace the affect
	Outer Door Handle RH	1	
	Door Wiring Harness Short Cord LH	1	
	Door Wiring Harness Short Cord RH	1	
G3YA-67-PG1	PROTECTOR	2	Install on both front c

WARRANTY INFORMATION

	No Corrosion Found	Corrosion Found
Warranty Type	A	
Symptom Code	64	
Damage Code	9Q	
Part Number Main Cause	Use part number of one of the outer door handles	
Quantity	0	1 or 2
Operation Number	S1013CRX	