

2012 - Mazda6 - Body and Accessories

No.3 DOOR GLASS DOES NOT OPERATE USING THE REQUEST SWITCH [POWER WINDOW SYSTEM (EXTERIOR OPEN FUNCTION)]

3	Door glass does not operate using the request switch
POSSIBLE CAUSE	• Keyless receiver malfunction • Keyless control module malfunction (with advanced keyless entry and push button start system) • BCM malfunction • Open circuit in wiring harness between keyless control module/keyless receiver and BCM • Open circuit in wiring harness between request switch and keyless control module. (with advanced keyless entry and push button start system) • Any door or liftgate is open. • Key is inserted in steering lock. (with keyless entry system) • Ignition is switched to position other than off (with advanced keyless entry and push button start system)

Diagnostic Procedure

Step	Inspection	Action
1	• Verify the door lock/unlock operation by operating the request switch. • Does it operate normally?	Yes Inspect the following parts, and repair or replace. • Keyless receiver • Keyless control module (See KEYLESS CONTROL MODULE INSPECTION [ADVANCED KEYLESS ENTRY AND PUSH BUTTON START SYSTEM] .) • BCM (See BODY CONTROL MODULE (BCM) INSPECTION .) No Go to the next step.
2	• Verify the open	Yes The system is normal (When any door or the liftgate is open,

	condition of the doors and the liftgate. Is the reason why they do not lock/unlock because a door or the liftgate is open?	the system does not operate). No Go to the next step.
3	- Verify whether the key is in the steering lock. (with keyless entry system) - Verify that the ignition is switched to a position other than off. (with advanced keyless entry and push button start system) - Can the doors be locked/unlocked?	Yes System is normal (Does not operate when the key is inserted in the steering wheel lock. (with keyless entry system) (Does not operation when the ignition is switched to position other than off. (with advanced keyless entry and push button start system)) No Go to the next step.
4	The door lock/unlock does not operate for reasons other than Steps 2 and 3 above.	Yes Inspect the following parts, and repair or replace. - Keyless receiver - Keyless control module (with advanced keyless entry and push button start system) (See KEYLESS CONTROL MODULE INSPECTION [ADVANCED KEYLESS ENTRY AND PUSH BUTTON START SYSTEM] .) - Wiring harness between the request switch and the keyless control module. No Reinspect for malfunction recurrence.If the malfunction is not corrected, repeat the procedure from Step 1.

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POSSIBLE CAUSE	• Keyless receiver malfunction • Keyless control module malfunction (with advanced keyless entry and push button start system) • BCM malfunction • Open circuit in wiring harness between keyless control module/keyless receiver and BCM • Open circuit in wiring harness between request switch and keyless control module. (with advanced keyless entry and push button start system) • Any door or liftgate is open. • Key is inserted in steering lock. (with keyless entry system) • Ignition is switched to position other than off (with advanced keyless entry and push button start system)

Diagnostic Procedure

Step	Inspection	Action
1	• Verify the door lock/unlock operation by operating the request switch. • Does it operate normally?	Yes Inspect the following parts, and repair or replace. • Keyless receiver • Keyless control module (See KEYLESS CONTROL MODULE INSPECTION [ADVANCED KEYLESS ENTRY AND PUSH BUTTON START SYSTEM] .) • BCM (See BODY CONTROL MODULE (BCM) INSPECTION .) No Go to the next step.
2	• Verify the open	Yes The system is normal (When any door or the liftgate is open,

	condition of the doors and the liftgate. Is the reason why they do not lock/unlock because a door or the liftgate is open?	the system does not operate). No Go to the next step.
3	- Verify whether the key is in the steering lock. (with keyless entry system) - Verify that the ignition is switched to a position other than off. (with advanced keyless entry and push button start system) - Can the doors be locked/unlocked?	Yes System is normal (Does not operate when the key is inserted in the steering wheel lock. (with keyless entry system) (Does not operation when the ignition is switched to position other than off. (with advanced keyless entry and push button start system)) No Go to the next step.
4	The door lock/unlock does not operate for reasons other than Steps 2 and 3 above.	Yes Inspect the following parts, and repair or replace. - Keyless receiver - Keyless control module (with advanced keyless entry and push button start system) (See KEYLESS CONTROL MODULE INSPECTION [ADVANCED KEYLESS ENTRY AND PUSH BUTTON START SYSTEM] .) - Wiring harness between the request switch and the keyless control module. No Reinspect for malfunction recurrence.If the malfunction is not corrected, repeat the procedure from Step 1.