

2012 - Mazda6 - Body and Accessories

KEYLESS ENTRY SYSTEM CHECK SHEET [KEYLESS ENTRY SYSTEM]

- Use the sheet below as a customer interview sheet when accepting a vehicle for service.
- If the symptom is "Power door lock system does not operate with transmitter at all," find out how the customer uses the keyless entry system by following the check sheet below.

Perform the following inspection with customer.

Q1. What's the customer's complaint?

- ☐ Power door lock system does not operate with transmitter (door does not lock/unlock).
- ☐ Other _____

Q2. Is system factory-installed or after-market?

- ☐ Factory-installed system

→GO to Q3.

- ☐ After-market system

→Perform troubleshooting according to after-market keyless entry system manual.

Q3. Operate transmitter with customer from 2.5 m {8.2 ft} away from center of vehicle. (Make sure the ignition key is either in the LOCK position or removed.)

Does keyless entry system work?

- ☐ Yes

→Explain the following to the customer.

- Keyless entry system does not work when ignition key in key cylinder.
- Keyless entry system does not work form excessive distances (more than 2.5 m {8.2 ft} away from center of vehicle).

- ☐ No

→Go to Q4.

Q4. Check location where customer uses keyless entry system.

Does a particular area, such as being near TV towers, power plants, power lines, or factories, have an effect on malfunction?

- ☐ Yes Place _____

→Area of operation is bad. Explain effect of outside interference on transmitter to customer.

- ☐ No

→Go to Q5.

Q5. Make sure there are no after-market electrical parts installed on vehicle.

Are there any of the following present?

- Cellular phone
- Radio-wave equipment
- Remote engine starter
- TV, etc.

- ☐ Yes Parts _____

- ☐ No

Perform the keyless entry system preliminary inspection.

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