# Service Bulletin

Mazda North American Operations Irvine, CA 92618-2922



© 2013 Mazda Motor of America, Inc.

Subject:
SUNROOF WATER LEAK AFTER HIGH PRESSURE CAR WASH
Last Issued: 05/03/2013

### APPLICABLE MODEL(S)/VINS

2014 Mazda6 vehicles with VINs lower than JM1 GJ \*\*\*\*\*\* 104218 (produced before December 15, 2012) 2013 CX-5 vehicles with VINs lower than JM3 KE \*\*\*\*\*\* 153208 (produced before October 02, 2012) 2007-2013 CX-9 vehicles with VINs lower than JM3 TB \*\*\*\*\*\* 400375 (produced before October 10, 2012)

#### DESCRIPTION

Some customers may experience a water leak from the sunroof after washing the vehicle with a high-pressure car wash system. High pressure water from the car wash may drip from the drip rail and leak into the cabin.

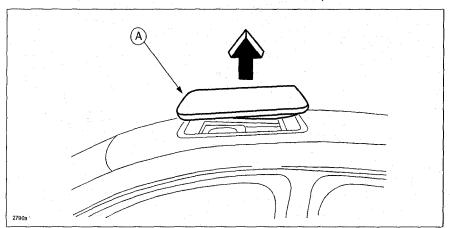
Customers having this concern should have their vehicle repaired using the following repair procedure.

#### REPAIR PROCEDURE

Replace the sunroof drip rail.

**NOTE:** This repair will reduce the water leak concern. Depending on the water pressure being used by the car wash facility, some water leaks after this repair may be normal.

- 1. Verify customer concern.
- 2. Remove the sunroof glass panel (A). Refer to MS3 online or Workshop Manual:
  - Mazda6 (section 09-15 GLASS PANEL REMOVAL/INSTALLATION).
  - CX-5 (section 09-15 GLASS PANEL REMOVAL/INSTALLATION).
  - CX-9 (section 09-15 GLASS PANEL REMOVAL/INSTALLATION).



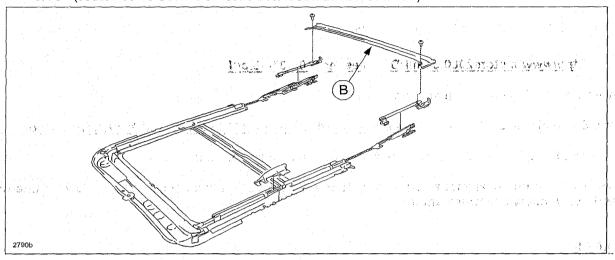
Page 1 of 2

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

 Bulletin No:
 09-014/13
 Last Issued:
 05/03/2013

 © 2013 Mazda Motor of America, Inc.
 05/03/2013

- 3. Replace the drip rail (B). Refer to MS3 online or Workshop Manual:
  - Mazda6 (section 09-15 SUNROOF UNIT DISASSEMBLY/ASSEMBLY).
  - CX-5 (section 09-15 SUNROOF UNIT DISASSEMBLY/ASSEMBLY).
  - CX-9 (section 09-15 SUNROOF UNIT DISASSEMBLY/ASSEMBLY).



- 4. Install in the reverse order of removal.
- 5. Verify repair.

# PART(S) INFORMATION

: 11 W WW MSLOT 2222. OHM! DE 13166/09 016-13-2761. DOF

| Part Number | Description | ° ° 2 → Qty. · · · · · · · | man ' and | 4 \$44.  |
|-------------|-------------|----------------------------|-----------|----------|
| KD47-69-867 |             | er-377-261-9117            | Apre2001  | , a symm |

#### WARRANTY INFORMATION

## NOTE:

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's New Vehicle Limited Warranty term.
- · Additional diagnostic time cannot be claimed for this repair.

| Warranty Type                   | Α                   |  |  |
|---------------------------------|---------------------|--|--|
| Symptom Code                    | 77                  |  |  |
| Damage Code                     | 97                  |  |  |
| Part Number Main Cause          | KD47-69-867         |  |  |
| Quantity                        | 1                   |  |  |
| Operation Number / Labor Hours: | XXJ5BXRX / 0.4 Hrs. |  |  |