Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

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Subject:	**Bulletin No:** 09-020/13
DRIVER SIDE SEATBACK RECLINING POSITION CHANGES BY ITSELF WHEN CUSTOMER EXITS THE VEHICLE	**Last Issued:** 07/11/2013

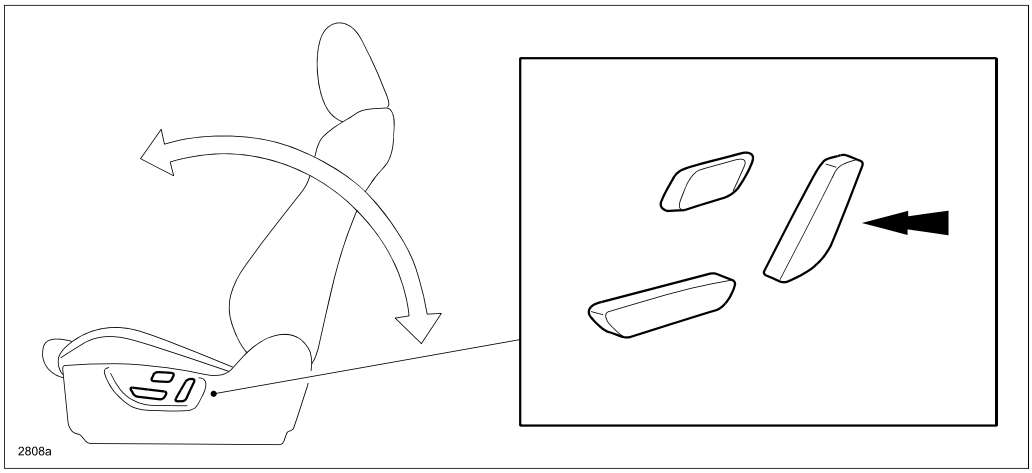
APPLICABLE MODEL(S)/VINS

2013-2014 CX-5 with VINs lower than JM3 KE****** 338025 (produced April 1, 2013)

DESCRIPTION

Some customers may complain that the driver side seatback reclining position seems to change by itself. This may be caused unknowingly by the customer when they exit the vehicle. The customer's leg may be contacting the recliner switch and changing the seatback reclining position.

NOTE: This issue does not involve any movement of the seatback while the vehicle is being driven.



The configuration of the recliner switch has been changed to eliminate this concern.

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

REPAIR PROCEDURE

1. Verify the customer concern.
2. Replace the recliner switch with a modified new part according to the instructions on MS3 online or the Workshop Manual (section 09-13 FRONT SEAT SIDE COVER REMOVAL/INSTALLATION).
3. Verify the repair.

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.

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PART(S) INFORMATION

Part Number	Description	Qty.	Notes
KD35-88-1H5 -02	Recliner Switch (LH)	1	---

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	A
Symptom Code	89
Damage Code	9H
Part Number Main Cause	KD35-88-1H5 -02
Quantity	1
Operation Number / Labor Hours:	XXJ8FXRX / 0.2 Hrs.