

© 2014 Mazda Motor of America, Inc.

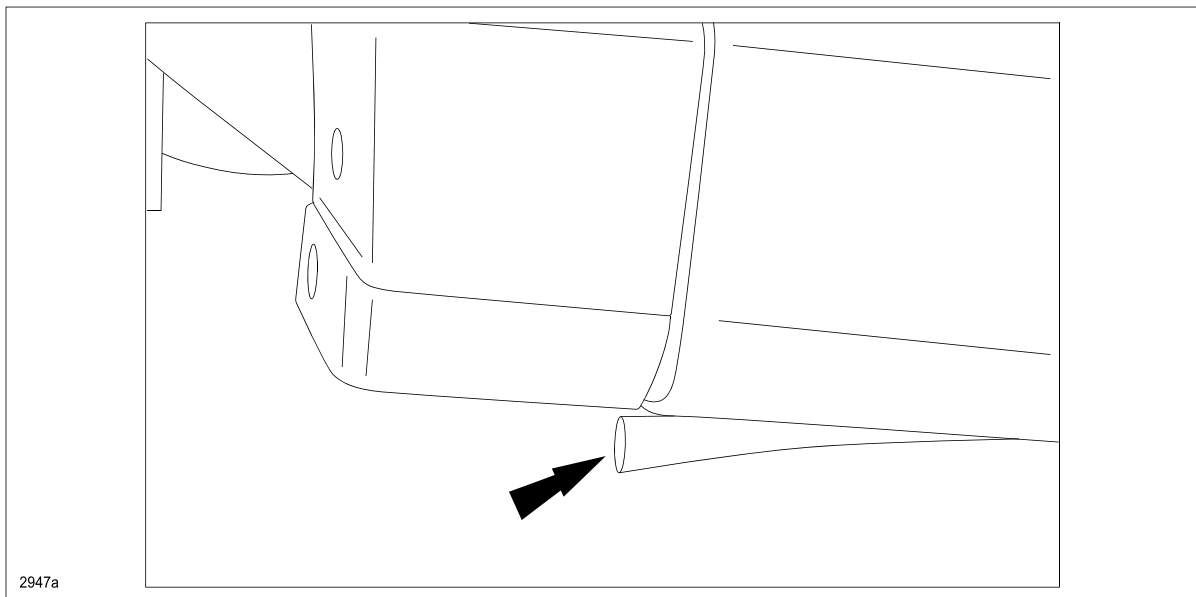
Subject: RUBBER PROTECTOR PARTIALLY COMES OFF SIDE STEP MOLDING CAUSING A POOR APPEARANCE CONCERN	Bulletin No: 09-031/14
	Last Issued: 07/11/2014

APPLICABLE MODEL(S)/VINS

2013 CX-5 vehicles with VINs lower than JM3KE*****162631 (produced before November 1, 2012)

DESCRIPTION

Some customers may complain that the rubber protector comes off the side step molding. The protector hangs down causing a poor appearance concern.



This concern may occur when the vehicle is driven in freezing temperatures. Snow and moisture adhere and freeze onto the rubber protector and when the door is opened, the rubber protector can tear or stretch, coming off the fasteners.

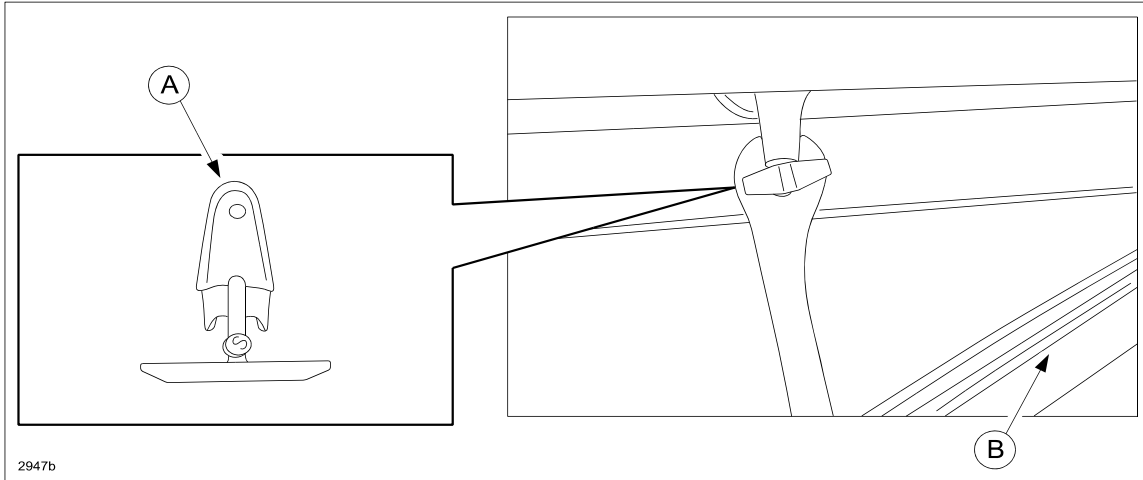
The material of the rubber protector around the fasteners has been changed to increase the holding force to the fasteners.

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

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.

REPAIR PROCEDURE

1. Verify customer concern.
2. Remove the twelve (12) fasteners (A) and rubber protector (B) using a fastener remover.



3. Install a new rubber protector.
4. Repeat the repair on the opposite side of vehicle as necessary.
5. Verify repair.

PART(S) INFORMATION

Part Number	Description	Qty.	Note
KD53-51-PK2A	Protector	1 or 2	Includes fasteners

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	91
Damage Code	9E
Part Number Main Cause	KD53-51-PK2A
Quantity	1 or 2
Operation Number / Labor Hours:	XXK7XXRX / 0.2 Hrs. (One side) XXK7YXRX / 0.2 Hrs. (Both sides)