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Subject: FRONT DOOR WINDOW AUTO-CLOSING OPERATION INOPERATIVE	Bulletin No: 09-024/15
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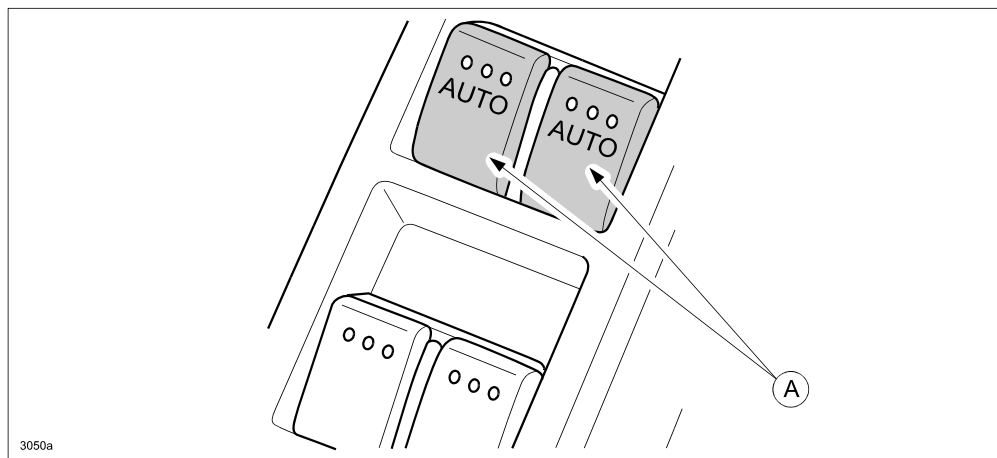
APPLICABLE MODEL(S)/VINS

2007-2012 CX-7

2013-2015 CX-9

DESCRIPTION

Some customers may experience inoperative front door window auto-closing operation when using the window switches (A). The window moves upward, but automatically returns to the halfway position (as if the jam-safe window function is operating).



The glass run channel may be deformed causing increased sliding resistance against the window glass. This may cause the system to mis-judge that something is blocking the window close movement and operates the jam-safe window function.

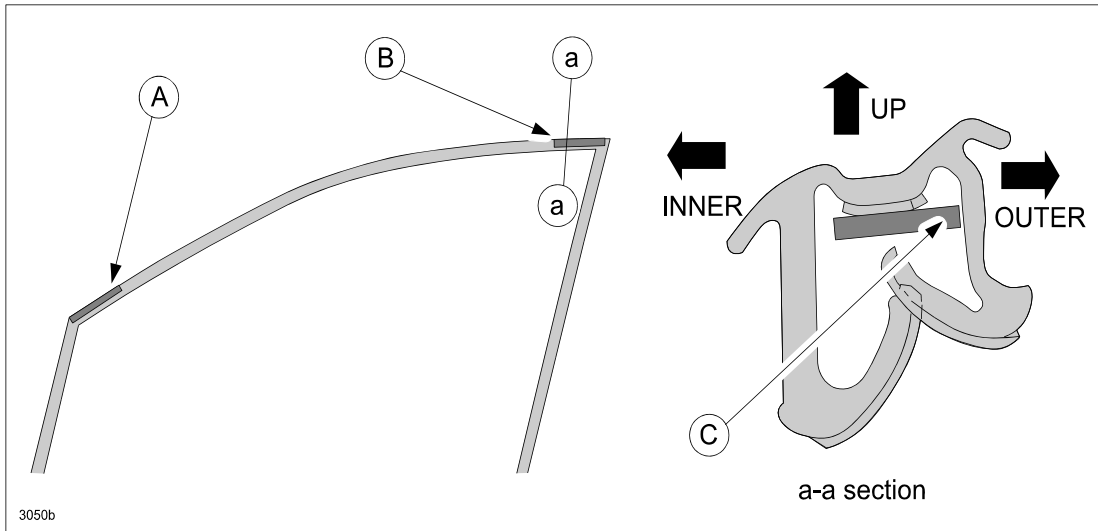
Customers having this concern should have their vehicle repaired using the following repair procedure.

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REPAIR PROCEDURE

1. Verify the customer concern.
2. Cut the pad into two (2) equal size pieces: 2 mm x 8 mm x 50 mm
3. Driver's door shown below: Using a conventional adhesive product that is made for rubber, attach the pads to the inside of the glass run channel (as shown below) at corners (A) and (B).

NOTE: Recommended adhesive: 3M Quick Fix Adhesive (part number 8155)



NOTE: Attach the pads with the outer edge (C) contacting the outer-side of the glass run channel (as shown above).

4. Perform the Power Window System Initialization Procedure according to MS3 online (section 09-12 POWER WINDOW SYSTEM INITIALIZATION PROCEDURE).
5. Verify the repair.

PART(S) INFORMATION

Part Number	Description	Qty.	Pad Size
EG21-42-761	Pad	1	2 mm x 60 mm x 100 mm

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	64
Damage Code	9B
Part Number Main Cause	7777-SP-K25
Quantity	0
Operation Number / Labor Hours:	XXL4AXRX / 0.4 Hrs. (one or both sides)

NOTE: The cost of the adhesive is included in labor hours.