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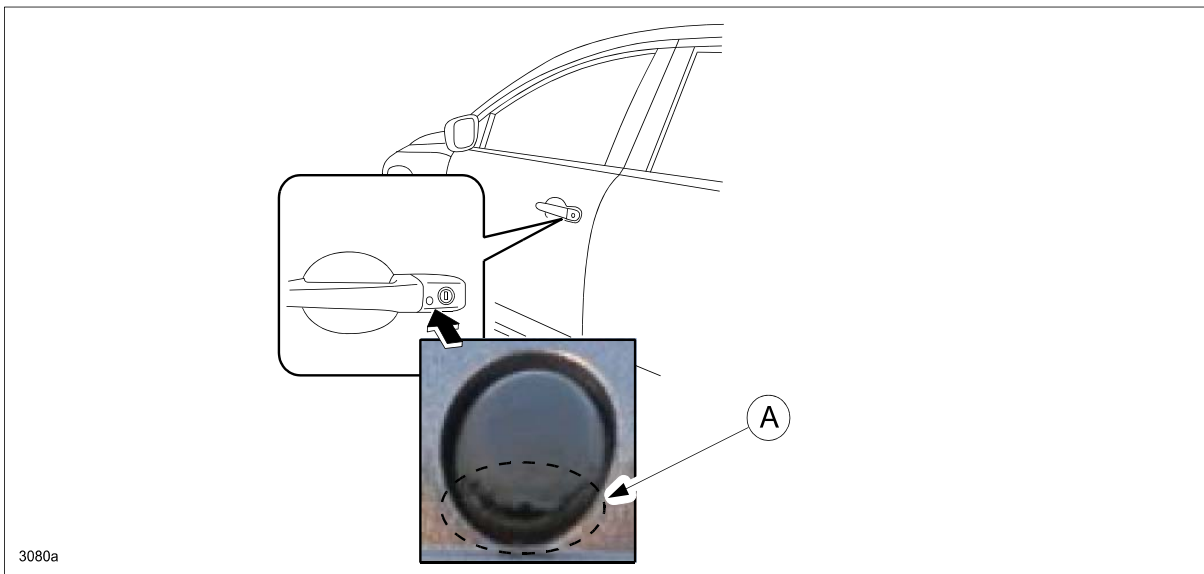
Subject: DOORS DO NOT LOCK / UNLOCK WHEN USING DOOR REQUEST SWITCH	Bulletin No: 09-038/15
	Last Issued: 09/22/2015

APPLICABLE MODEL(S)/VINS

2007-2015 CX-9 vehicles equipped with advanced keyless entry system

DESCRIPTION

Some customers may complain that the doors do not lock / unlock when pressing the request switch. This may be caused by a torn or cracked request switch rubber button (A).



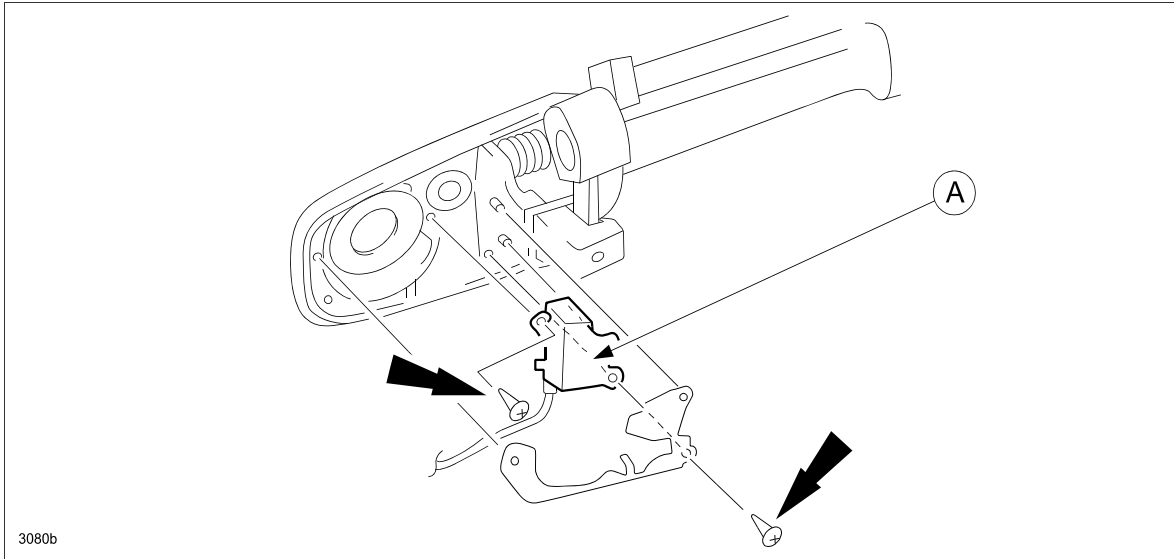
The rubber surface of the request switch may become gradually worn out by repeated use. Water may enter the request switch and cause a short-circuit of the electrical system.

To eliminate this concern, the thickness of the rubber button has been increased from 0.6 mm to 1.8 mm to improve wear resistance.

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

REPAIR PROCEDURE

1. Verify the customer concern by inspecting the request switch rubber button for damage.
 - If the rubber button is torn or cracked, proceed to Step 2.
 - If the rubber is not broken, this bulletin does not apply. Proceed to the instructions on MS3 online or the Workshop Manual for further troubleshooting information.
2. Replace the affected side request switch (A) with a modified part according to the instructions on MS3 online or the Workshop Manual (section 09-14 REQUEST SWITCH REMOVAL/INSTALLATION [ADVANCED KEYLESS ENTRY AND START SYSTEM]).



3. Verify the repair.

PART(S) INFORMATION

Part Number	Description	Qty.	Notes
TD12-58-4B1A	Request Switch (RH)	1	---
TD12-59-4B1A	Request 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	61
Damage Code	9A
Part Number Main Cause	TD12-58-4B1A or TD12-59-4B1A
Quantity	1
Operation Number / Labor Hours:	XXL6JARX / 0.6 Hrs. (One side) XXL6JBRX / 1.0 Hrs. (Both sides)