

<b>Subject:</b>  <b>POWER WINDOW OPERATION IS NOISY OR INOPERATIVE</b>	<b>Bulletin No:</b> 09-017/15
	<b>Last Issued:</b> 05/19/2015

## APPLICABLE MODEL(S)/VINS

2007-2015 CX-9 with VINs lower than JM3TB\*\*\*\*\*457574 (produced before Feb. 24, 2015)

## DESCRIPTION

Some customers may notice the power window(s) are either noisy or completely inoperative while operating the power window switch. This may be due to the power window motor gear having chipped or damaged teeth.

To eliminate this concern, the power window motor has been improved by reducing the force applied to the gear when the window is closed.

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

## REPAIR PROCEDURE

1. Verify the customer concern.
2. Replace the affected power window motor(s) with a modified part according to the instructions on MS3 online or the Workshop Manual (section 09-12 POWER WINDOW MOTOR REMOVAL/INSTALLATION).
3. Verify the repair.

## PART(S) INFORMATION

Part Number	Description	Qty.	Notes
TK32-58-58X	Front Power Window Motor (RH)	1	---
TK32-59-58X	Front Power Window Motor (LH)	1	---
TK33-58-58X	Rear Power Window Motor (RH)	1	---
TK33-59-58X	Rear Power Window Motor (LH)	1	---

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## 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	SEE PART(S) INFORMATION
Quantity	1
Operation Number / Labor Hours:	XXL30ARX / 0.3 Hrs. (Front Power Window Motor - One Side) XXL30BRX / 0.5 Hrs. (Front Power Window Motor - Both Sides) XXL30CRX / 0.3 Hrs. (Rear Power Window Motor - One Side) XXL30DRX / 0.5 Hrs. (Rear Power Window Motor - Both Sides)