Service Bulletin

Mazda North American Operations
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Subject: DOOR GLASS WILL NOT OPEN (STUCK IN RUN CHANNEL)	Bulletin No: 09-063/16
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APPLICABLE MODEL(S)/VINS

2014-2017 Mazda3 (Mexico built) with VINS starting with 3MZ

DESCRIPTION

Some customers may experience that one or more of the door glasses will not open due to becoming stuck in the glass run channel. The root cause is still under investigation. To correct the problem, the parts source will be changed.

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

REPAIR PROCEDURE

1. Verify the customer concern
2. Replace the concerned glass run channel with the service parts established for Japan built vehicles.
3. Verify the repair

PART(S) INFORMATION

Part Number	Description	Qty.	Notes
BHN9-58-605D	Run Channel (R), Glass	1	Front Door
BHN9-59-605D	Run Channel (L), Glass	1	Front Door
BHN9-72-605E	Run Channel (R), Glass	1	Rear Door
BHN9-73-605E	Run Channel (L), Glass	1	Rear Door

NOTE: Part numbers are service parts established for Japan built vehicles.

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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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	41	
Damage Code	92	
Part Number Main Cause	BHN9 ** 605*	
Quantity	1	
Operation Number / Labor Hours:	XXMAPARX / 0.4 Hrs.	(Front, one side)
	XXMAPBRX / 0.7 Hrs.	(Front, both sides)
	XXMAPCRX / 0.5 Hrs.	(Rear, one side)
	XXMAPDRX / 0.8 Hrs.	(Rear, both sides)
	XXMAPERX / 1.0 Hrs	(Front, both sides; rear, one side)
	XXMAPFRX / 1.0 Hrs	(Front, one side; rear, both sides)
	XXMAPGRX / 1.3 Hrs	(All doors)

NOTE: Claim other parts as related parts.