

<b>Subject:</b> <b>DRIVER AND/OR PASSENGER SIDE POWER WINDOW WILL NOT OPERATE</b>	<b>Bulletin No:</b> 09-064/16
	<b>Last Issued:</b> 12/13/2016

## APPLICABLE MODEL(S)/VINS

2014 Mazda3 (Mexico built) with VINs starting with 3MZ

## DESCRIPTION

Some vehicles may experience one or more of the following conditions with the driver and/or passenger side power window(s):

- The window glass will not raise/lower.
- The window suddenly stops operating while being raised/lowered.
- The window glass gets stuck where it stopped operating or falls down in the door.

This concern is caused by the window regulator cable end becoming disconnected from the fixing point due to improper caulking. The production facility has been improved to prevent the improper caulking of the window regulator cable.

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 side window regulator(s) with a modified one(s) according to the instructions on MS3 (FRONT POWER WINDOW REGULATOR REMOVAL/INSTALLATION).
3. Verify the repair

## PART(S) INFORMATION

Part Number	Description	Qty.
BJS7-59-590	Arm/Base (L), Window	1
BJS7-58-590	Arm/Base (R), Window	1

**NOTE:** The part numbers have not been changed by this modification. All the parts in stock are modified ones.

## 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	BJS7-59-590 / BJS7-58-590
Quantity	1
Operation Number / Labor Hours:	XXMB7ARX / 0.4 Hrs. (One side) XXMB7BRX, 0.7 Hrs. (Both sides)