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Subject: WHITE DUST UNDER FRONT SEATS AND / OR FRONT SEAT CUSHION SIDE SUPPORT COLLAPSED	Bulletin No: 09-034/16
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APPLICABLE MODEL(S)/VINS

2016 CX-3 vehicles with VINs lower than JM1 DK ***** 138624 (produced before April 1, 2016)

DESCRIPTION

Some customers may find white dust under front seats and/or partially collapsed side support of the seat cushion. The seat cushion pad may fall into the inside of the frame temporarily and may be shaved by the edge of the frame when it returns to the original position.



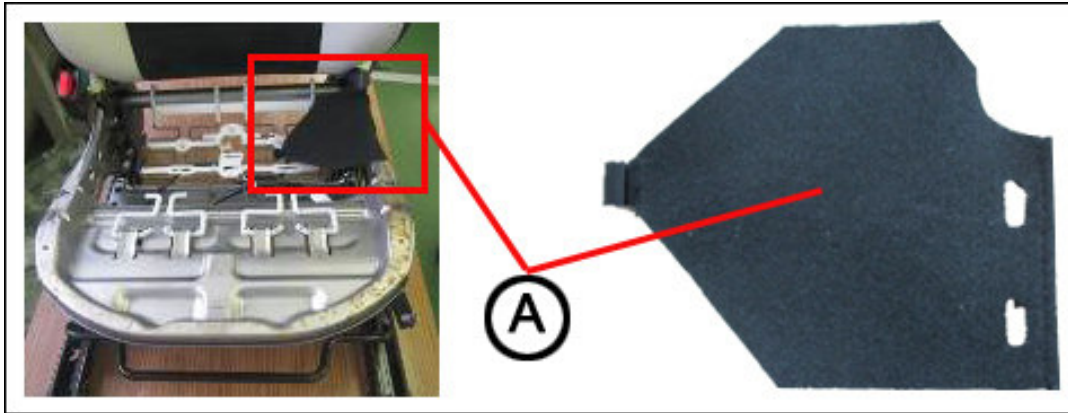
Customers having this concern should have their vehicle repaired using the following repair procedure.

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REPAIR OUTLINE

Replace the front seat cushion pad and install a new mat (A) under the cushion pad.

NOTE: Drivers seat is shown.



REPAIR PROCEDURE

1. Verify customer concern.
2. Remove the seat cushion trim from the pad. Refer to MS3 online "FRONT SEAT REMOVAL/INSTALLATION".

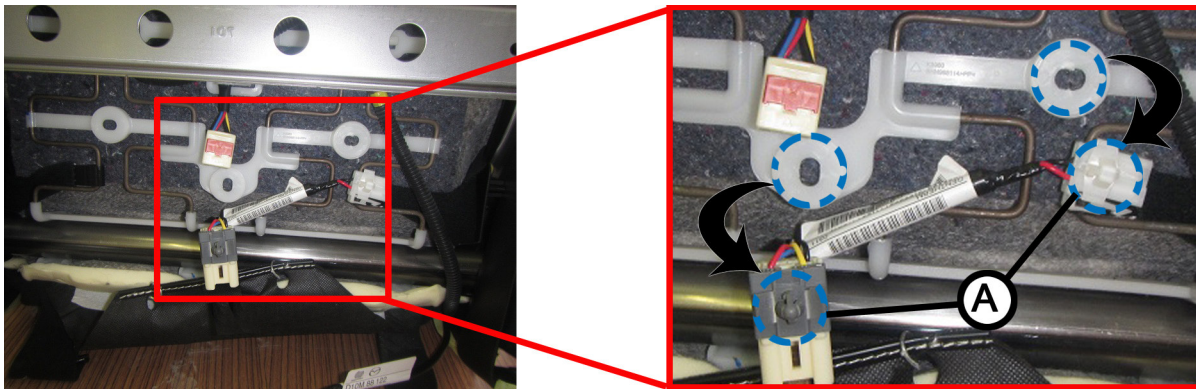
NOTE: When removing the front side cover, remove the harness from the hook.



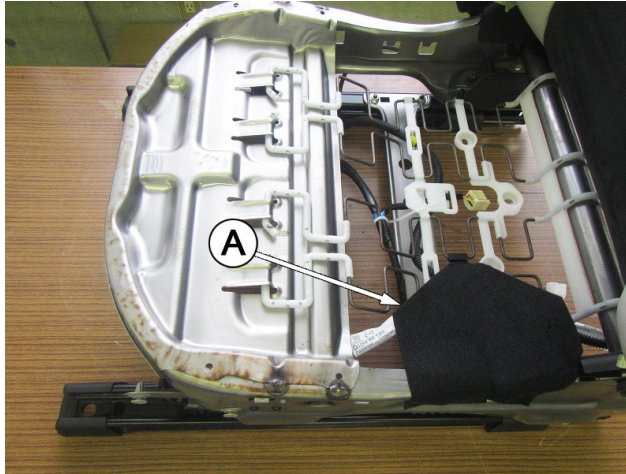
NOTE: If the seat is equipped with seat heater system, remove the seat heater connector from the combination connector housing.



NOTE: Take care not to damage the connector clips (A) when removing the connector from the hole.



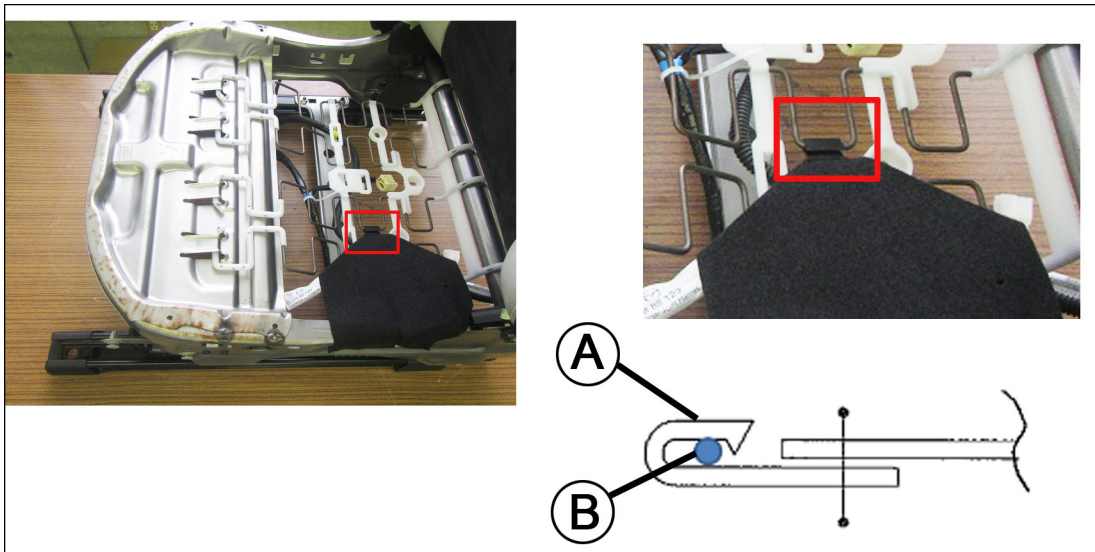
3. Install the mat (A) on the door side of the side frame.



a. Attach the holes of the mat to the hooks on the side frame.



b. Install the hook (A) of the mat on the spring (B) from the bottom side.



4. Install removed parts in the reverse order of removal using a new front seat cushion pad.
5. Verify repair.

PART(S) INFORMATION

Part Number	Description	Qty.	Notes
D09T-88-708	BAND-SEAT SUPT,RH	1	---
D09T-88-718	BAND-SEAT SUPT,LH	1	---
---	PAD(R),CUSHION-FRT	1	Use GEPC to look up part number by VIN
	PAD(L),CUSHION-FRT	1	
	KNOB(R),KNUCKLE	1	
	KNOB(L),KNUCKLE	1	
BBY4-88-072	Clip	2	---

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.
- Only repair the affected side.

Warranty Type	A	
Symptom Code	89	
Damage Code	9A	
Part Number Main Cause	D09T-88-708 or D09T-88-718	
Quantity	1	
Operation Number / Labor Hours:	XXM3BARX / 0.8 Hrs. (one side)	XXM3BBRX / 1.5 Hrs. (both sides)

NOTE: Claim PAD, CUSHION-FRT, KNOB, KNUCKLE and CLIP as related parts.