

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



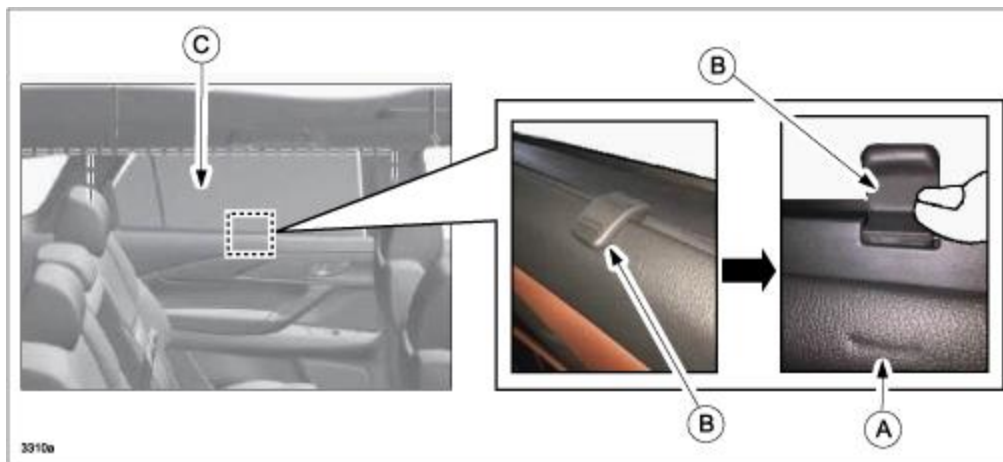
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Subject: REAR DOOR SUNSHADE TAB LEAVES DENT IN DOOR TRIM	Bulletin No.: 09-010/17
	Last Issued: 03/17/2017

APPLICABLE MODEL(S)/VINS

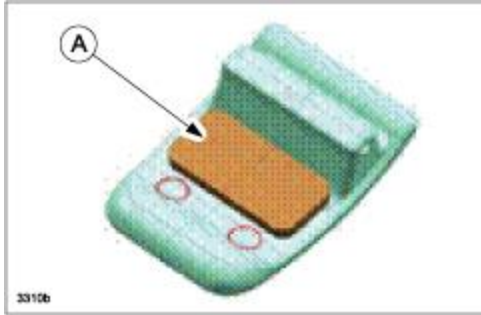
2016 CX-9 vehicles with VINs lower than JM3TC*****122316 (produced before September 29, 2016)

Some customers may complain about a dent (A) in the rear door trim, which is visible when the sunshade (C) is closed. The dent is caused by the sunshade tab (B) when the sunshade is opened. The tab contacts the door trim and leaves a dent.



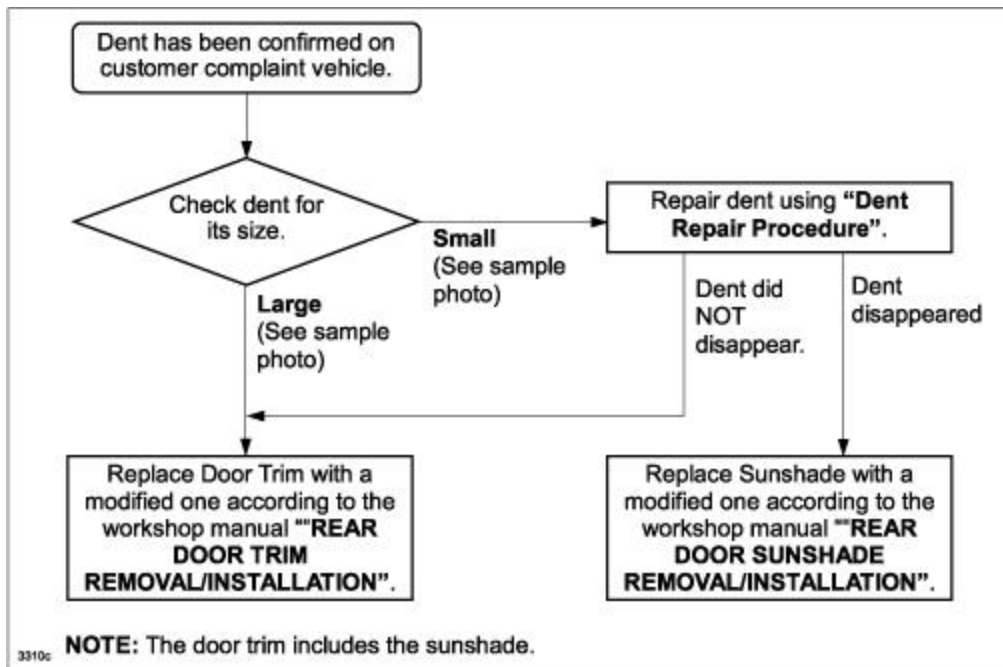
A cushioning material (A) has been attached to the backside of tab, so the tab will no longer directly contact the trim.

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.



REPAIR PROCEDURE

1. Verify the customer concern.



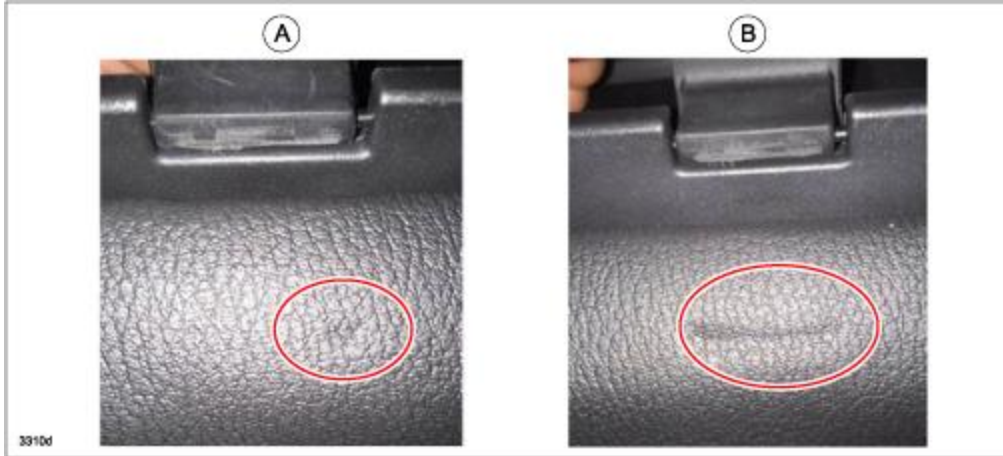
Dent size sample photos:

Small Dent (A)

A small size dent can be repairable using "Dent Repair Procedure" below.

Large Dent (B)

It is difficult to completely repair a large size dent using "Dent Repair Procedure". Door trim replacement may be required.



Dent Repair Procedure

1. Warm up the dent portion using a steamed towel.

NOTE: Be careful to avoid burns.

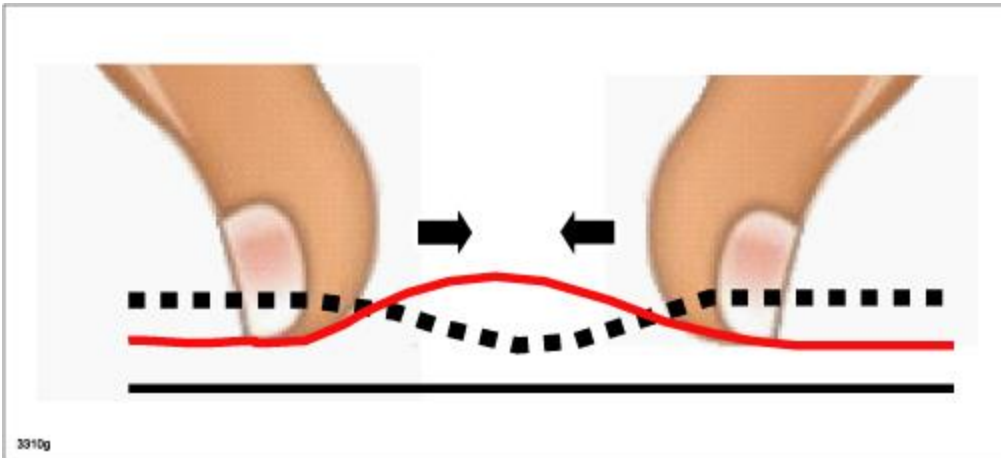
NOTE: Do not use a dryer because the temperature may rise more than 212 degrees F (100 degrees C) and damage the trim.



2. Using your fingers, rub around the dent with the steamed towel.



NOTE: Press the trim around the dent with your fingers and rub toward the center of the dent (as shown by the arrows below).



3.RepeatStep 2, but change the direction of rubbing.



NOTE: If it is difficult to rub through the towel, remove the towel and rub the trim directly with your fingers.



4. Verify the dent is gone.



PARTS INFORMATION

Parts Number	Description	Qty.	Notes
TL02-69-54XD-02	SUNSHADE-R DOOR,RH	1	---
TL02-69-57XD-02	SUNSHADE-R DOOR,LH	1	---
TK57-68-520J-13	TRIM-R DOOR,RH	1	---
TK57-68-520J-2A	TRIM-R DOOR,RH	1	---
TK80-68-520L-03	TRIM-R DOOR,RH	1	---
TK80-68-520L-3A	TRIM-R DOOR,RH	1	---
TL03-68-520L-13	TRIM-R DOOR,RH	1	---
TL03-68-520L-1A	TRIM-R DOOR,RH	1	---
TL03-68-520L-2A	TRIM-R DOOR,RH	1	---
TK57-68-550J-13	TRIM-R DOOR,LH	1	---
TK57-68-550J-2A	TRIM-R DOOR,LH	1	---
TK80-68-550L-03	TRIM-R DOOR,LH	1	---
TK80-68-550L-3A	TRIM-R DOOR,LH	1	---
TL03-68-550L-13	TRIM-R DOOR,LH	1	---
TL03-68-550L-1A	TRIM-R DOOR,LH	1	---
TL03-68-550L-2A	TRIM-R DOOR,LH	1	---

NOTE: The door trim includes the sunshade, so it is not necessary to order the sunshade separately.

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	87
Damage Code	9B
Part Number Main Cause	TL02-69-54XD or TL02-69-57XD

Quantity	1 (The sunshade(s) alone is replaced.) 0 (The door trim(s) including the sunshade is replaced.)
Operation Number / Labor Hours: (Case 1)	Dent is small and repairable <ul style="list-style-type: none">● Dent in Rear Door Trim, Repair● Rear Door Sunshade, RR NOTE: Even if the dent has not disappeared after repair and the door trim needs to be replaced, use these operation numbers and hours. XXN1LARX / 0.5 Hrs. (One side) XXN1LBRX / 0.7 Hrs. (Both sides)
Operation Number / Labor Hours: (Case 2)	Dent is large and NOT repairable <ul style="list-style-type: none">● Rear Door Trim including Sunshade, RR XXN1MARX / 0.3 Hrs. (One side) XXN1MBRX / 0.4 Hrs. (Both sides)