

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: DRIVER AND/OR PASSENGER SIDE POWER WINDOW WILL NOT OPERATE	Bulletin No.: 09-032/17
	Last Issued: 07/12/2017

BULLETIN NOTES

This bulletin supersedes the previously issued bulletin(s) listed below. The changes are noted below in Red.

Previous TSBs:	Date(s) Issued:
09-064/16	12/13/16

APPLICABLE MODEL(S)/VINS

2014-2016 Mazda3 (Mexico built) vehicles with VINs lower than 3MZBM*****330143 (produced before September 4, 2016)

2017 Mazda3 (Mexico built) vehicles with VINs lower than 3MZBN*****151627(produced before April 26, 2017)

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 MGSS (FRONT POWER WINDOW REGULATOR REMOVAL/INSTALLATION).
3. Verify the repair.

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.

PARTS 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)

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