



February 13, 2017

Attention: Mazda Dealership Sales and Service Managers

Subject: **Dealer Rework (DRW) 08 - 2016-2017 Mazda CX-9 Lift Gate Hinge Nut Concern**

On affected vehicles, the tightening torque of lift gate hinge nuts at cabin side does not meet the specified value. Due to this, it may cause interference/noise with the body when closing/opening the lift gate, or water leakage may occur inside cabin.

Originally the concerned nuts are tightened to the specified torque at the production line. However, the thickness of the packing between the lift gate hinge and body shrinks slightly by heat during paint baking process, resulting in a lowered tightening torque.

**Action Required:**

Beginning today, all affected 2016 - 2017 Mazda CX-9 vehicles in your inventory must have the concerned hinge nuts tightened to the specified torque. Check eMDCS for open DRW08 campaign.

**SUBJECT VEHICLES**

Model	VIN Range	Build Date Range
2016-2017MY CX-9 (TC)	JM3TC****GO 100053 - H0 136822	February 11, 2016 through January 20, 2017

Peel back the headliner partially and tighten the concerned nuts to the specified torque (There are 2 nuts at both LH and RH side).

Repair procedure and all related documents are available on MGSS. On the home page type click on Campaigns and TSB within last 60 days. Documents will also be loaded on eMDCS/Service/Campaign Inq.

We apologize for any inconvenience this program may cause your dealership and your customers. Your understanding and support are greatly appreciated.

Sincerely,

Akira Ikemoto  
Director, Technical Services Division  
Mazda North American Operations

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**CONDITION OF CONCERN**

Lift gate hinge nuts at cabin side for 2016-2017 CX-9 vehicles in dealer inventory do not meet the specified torque. Due to this, it may cause abnormal noise during driving, interference with body when close/open lift gate, or water leakage inside cabin.

Dealers are instructed to tighten the concerned nuts with the specified torque on the affected vehicles.

**SUBJECT VEHICLES**

<b>Model</b>	<b>VIN Range*</b>	<b>Build Date Range</b>
2016-2017 CX-9	JM3 TC**** G0 100053 – H0 136822	February 11, 2016 through January 20, 2017

The asterisk symbol “\*” can be any letter or number.

\* *Not all vehicles within this VIN range are included in DRW08. Perform a Warranty Vehicle Inquiry in eMDCS to verify DRW08 is open.*

**WARRANTY CLAIM PROCESSING INFORMATION**

	<b>Tighten Lift Gate Hinge Nuts</b>
Warranty Type	A
Process Number	AH005A
Symptom Code	99
Damage Code	99
Part Number Main Cause	7777-SP-N06
Quantity	0
Labor Operation Number	XXN1PXTX
Labor Hours	0.2 H

**A. DESCRIPTION**

Liftgate hinge nuts at cabin side for 2016-2017 CX-9 vehicles in dealer inventory do not meet the specified torque. Due to this, it may cause abnormal noise during driving, interference with body when close/open liftgate, or water leakage inside cabin.

Dealers are instructed to tighten the concerned nuts with the specified torque on the affected vehicles.

**B. VEHICLE INSPECTION PROCEDURE**

1. Verify that the vehicle is within the following range:

Model	VIN Range	Production Date Range
2016-2017 CX-9	JM3 TC**** G0 100053 – H0 136822	February 11, 2016 through January 20, 2017

**NOTE:** The asterisk symbol “\*” can be any letter or number.

- If the vehicle is within the above range, proceed to step 2.
  - If the vehicle is not within the above range, DRW08 is not applicable.
2. Perform a Warranty Vehicle Inquiry using your eMDCS System. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

**eMDCS System - Warranty Vehicle Inquiry Results**

If eMDCS displays:	Action Required:
“Campaign: DRW08 Open”	Proceed to “C. REPAIR PROCEDURE”
“Campaign: DRW08 Closed”	Return vehicle to inventory
“Campaign: DRW08 Open” or “Closed” is not displayed	Campaign does not apply to this vehicle. Return the vehicle to inventory

## C. REPAIR PROCEDURE

1. Open the liftgate.
2. Remove the two (2) fasteners from the headliner located at rear of the vehicle.



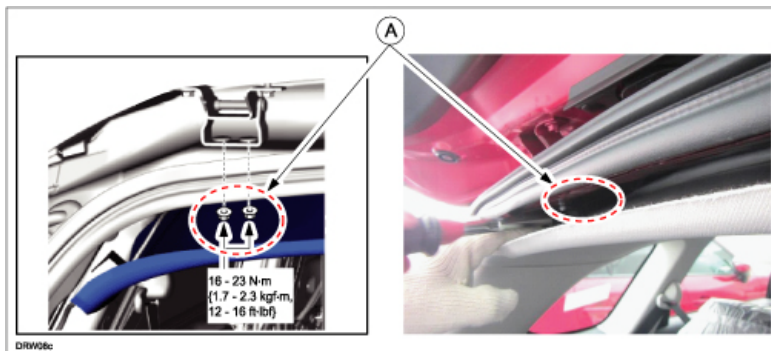
3. Partially peel back the rear part of the headliner from the seaming welt.

**CAUTION:** If the headliner is peeled back excessively (A), the headliner could become creased. Be careful not to peel back the headliner excessively.



4. Tighten the four (4) liftgate hinge nuts (A) on the body side. There are two (2) nuts per side.

**Tightening Torque: 16-23 N-m (1.7-2.3 kgf-m, 12-16 ft-lb, 144-192 in-lb).**

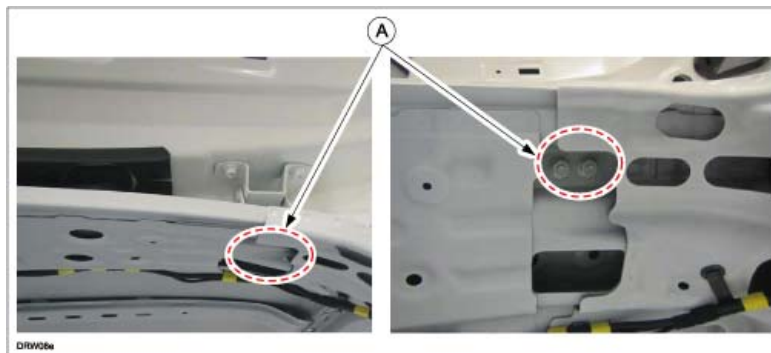


**CAUTION:** Do not peel back the headliner excessively when inserting the torque wrench between the seaming welt and the headliner.

- a. Insert torque wrench with socket in a horizontal direction.
- b. Turn the socket to a vertical direction and fit it to the nut.
- c. Tighten the nut to the specified torque.



**NOTE:** The location of the RH side nuts (A) are for reference. Same as LH side.



**NOTE:** Recommended socket: 14mm. 30mm (length) so that its easier to fit into the tight/narrow space.



**NOTE:** Recommended torque wrench: Preset type torque wrench so that it can be preset to the specified torque.



5. Reinstall the headliner back to the original position.
6. Reinstall two (2) fasteners to the headliner.
7. Confirm that there are no creases or dirt on the headliner.
8. Close the liftgate.