

Subject:

FRONT STEP MOLDING FALLEN OFF AFTER DRIVING ON SNOW AND ICE

Bulletin No.: 09-045/17

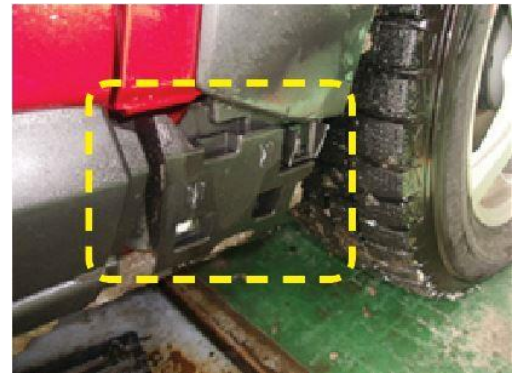
Last Issued: 11/20/2017

APPLICABLE MODEL(S)/VINS

2016-2018 CX-3

DESCRIPTION

Some customers driving on snow and ice may find the front step molding fallen off. This may be caused by snow and ice accumulated under the molding when contacting a snow pile. The front step molding structure may not be strong enough to hold under certain conditions.



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

REPAIR PROCEDURE

1. Verify customer concern.
2. Replace the front step molding on the affected side. Refer to MGSS online Workshop Manual SIDE STEP MOLDING REMOVAL and SIDE STEP MOLDING INSTALLATION.
3. Verify 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

Parts Number	Description	Qty.	Notes
D10E-51-PJ0C	MOULD(R),STEP-FRT	1	Only replace the front step molding on the affected side
D10E-51-PP0C	MOULD(L),STEP-FRT	1	

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.
- This TSB can be performed by D329 Mazda Certified Lube Technicians.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	91
Damage Code	9A
Part Number Main Cause	D10E-51-PJ0C or D10E-51-PP0C
Quantity	1
Operation Number / Labor Hours:	XXN8XARX / 0.2 Hrs. (One side) XXN8XBRX / 0.3 Hrs. (Both sides)
TSB can be performed by D329 Mazda Certified Lube Technicians:	Yes

NOTE: If both sides require replacement, claim one side as Part Number Main Cause and the other side as a Related Part.

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.