

2017 CX-5 - DRIVERS DOOR MAY REQUIRE MORE FORCE TO CLOSE THAN OTHER DOORS

SI112719

SA NUMBER: SA-042/17

DESCRIPTION

On some 2017 CX-5 vehicles, the drivers door is slightly harder to close than the other doors. This occurs when all the other doors and windows are fully closed.

NOTE: The difference is slight, so practice on the other doors to be sure the same closing force is being used to close the doors. Do not slam the door for testing. View the "Before", "Repair" and "After" videos (below) to understand the force required.

Click here (<https://s3.amazonaws.com/tsd.mazdausa.com/videos/2017%20CX-5%20LF%20Door%20Before.mp4>) to view the "**Before**" video.

1. Technically, the striker is not adjustable, however, there is enough slack there that a slightly different position can be achieved to fix the door.

NOTE: Refer to the video for the repair, which should only take 30 - 60 seconds.

Click here (<https://s3.amazonaws.com/tsd.mazdausa.com/videos/2017%20CX-5%20LF%20Door%20Adjustment.mp4>) to view the "**Repair**" video.

2. Verify the repair with all the windows fully closed. Each door should require an equal force to close.

NOTE: If the door cannot be adjusted, contact the Technical Assistance Hotline.

Click here ([https://s3.amazonaws.com/tsd.mazdausa.com/videos/2017 CX-5 LF Door After.mp4](https://s3.amazonaws.com/tsd.mazdausa.com/videos/2017%20CX-5%20LF%20Door%20After.mp4)) to view the "**After**" video.

Operation Number:	S1032XRX (Door Striker, R&R, One Side)
Labor Hours:	0.2

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