

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



| | |
|--|--------------------------------|
| Subject: EXCESSIVE OPERATING NOISE WHEN SLIDING FRONT POWER SEAT(S) | Bulletin No.: 09-005/18 |
| | Last Issued: 01/29/2018 |

BULLETIN NOTES

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

| Previous TSBs: | Date(s) Issued: |
|----------------|---------------------------|
| 09-011/17 | 04/11/2017 and 11/13/2017 |
| 09-003/17 | 01/13/2017 |
| 09-021/13 | 07/09/2013 |

DESCRIPTION

APPLICABLE MODEL(S)/VINS

- 2014-2017 Mazda6 vehicles equipped with power seats
- 2014-2016 Mazda3 Japan built vehicles equipped with power seats with VINs lower than JM1BM*****355940 (produced before June 23, 2016)
- 2017-2018 Mazda3 Japan built vehicles equipped with power seats with VINs lower than JM1BN*****170450 (produced before Sept. 21, 2017)
- 2013-2016 CX-5 vehicles equipped with power seats with VINs lower than JM3KE*****893935 (produced before Nov. 1, 2016)
- 2016 CX-9 vehicles equipped with power seats with VINs lower than JM3TC***** 127218 (produced before Nov. 1, 2016)

Some vehicles may exhibit excessive operating noise when sliding the driver and/or passenger power seat(s) back and forth. The noise may be caused by cable vibration, which transmits power from the motor to the gears. The cable vibrates inside the cable casing due to inadequately wrapped fabric around the cable. To eliminate this concern, the power seat cable has been changed to a type that produces less friction and noise.

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

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 by sliding the seat back and forth with the power seat slide switch.

NOTE:

- The repair procedure below is explained using a RH drive model, so the images are shown in reverse.
- To show the cable layout more clearly, the images are shown with the seat cushion removed from the seat frame, however, it is not necessary to remove the seat cushion for this repair.
- Replace the power seat cable with a modified part, only on the seat(s) that are making noise.



2. Fold the seat back forward by operating the reclining switch.

WARNING: Always wear work gloves to avoid injuries from sharp seat frame edges, etc.

3. In order to increase work space, adjust the seat height and tilt positions upward with the switch.

NOTE: There is no tilt or height adjustment available on the passenger-side power seat.

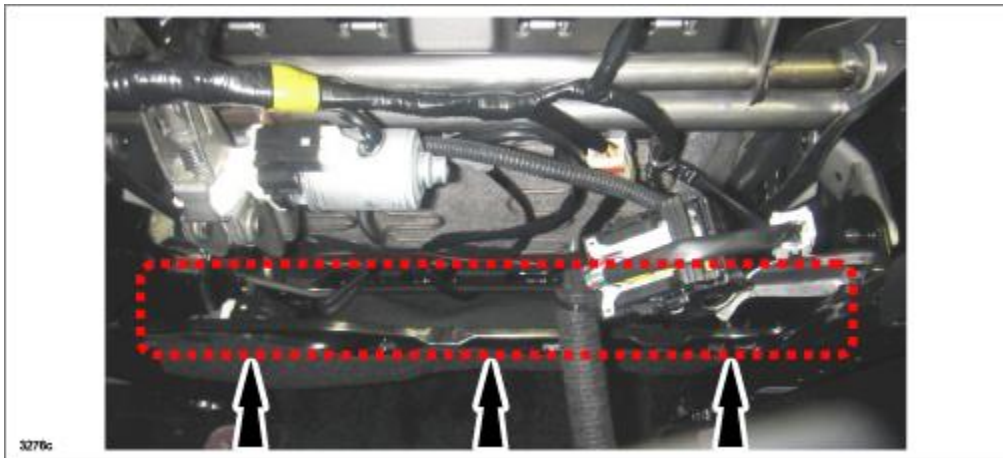
4. Slide the seat all the way forward.

5. Remove the rear side installation bolts from the seat first, then remove the front bolts.

6. Lay the seat back down being careful to avoid any damage.



7. Insert a screwdriver between the frame and the cable (shown in the red rectangle below).



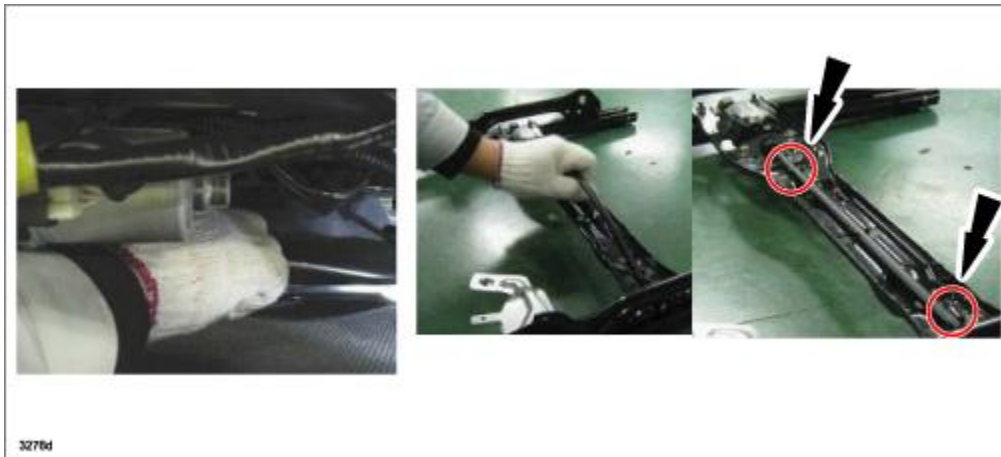
8. Using the screwdriver (1), release the center cable fixing point, as shown below.

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.



CAUTION: After removing the cable, DO NOT operate the slide switch, otherwise, it may cause damage to the adjuster unit.

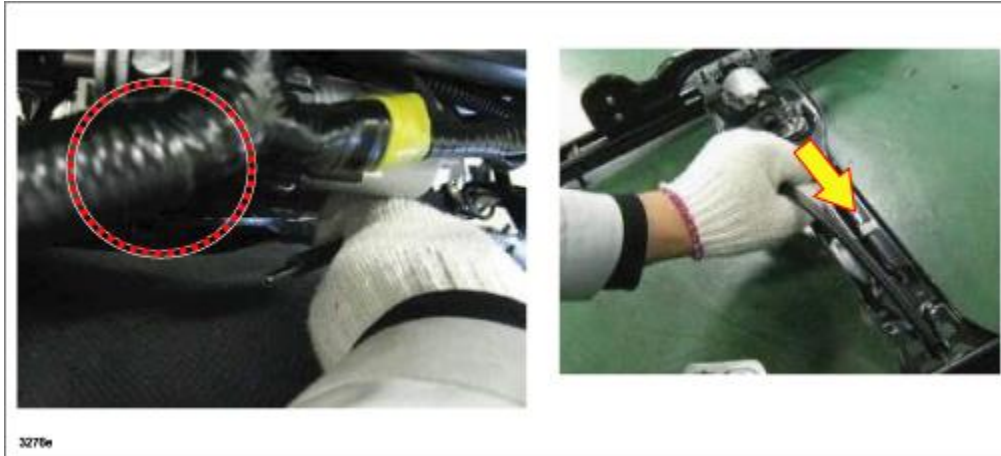
9. Holding the cable by hand, lift it up to release other two (2) fixing points.



CAUTION: When removing the cable, remove it from the motor side first. If it is removed from the gear box side first, the engagement position could be misaligned.

10. Pull the cable in the direction of the arrow (as shown below) to remove it from the motor.

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.



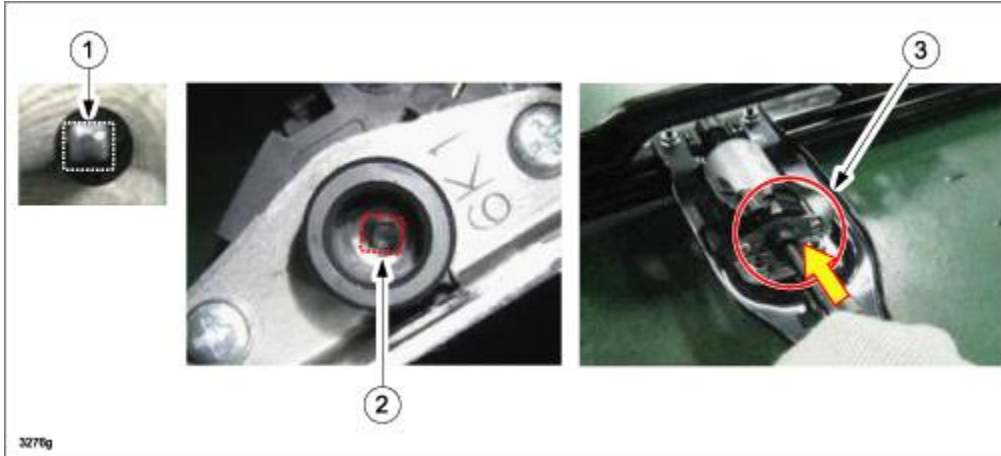
11. Pull the cable in the direction of the arrow (as shown below) to remove it from the gear box.



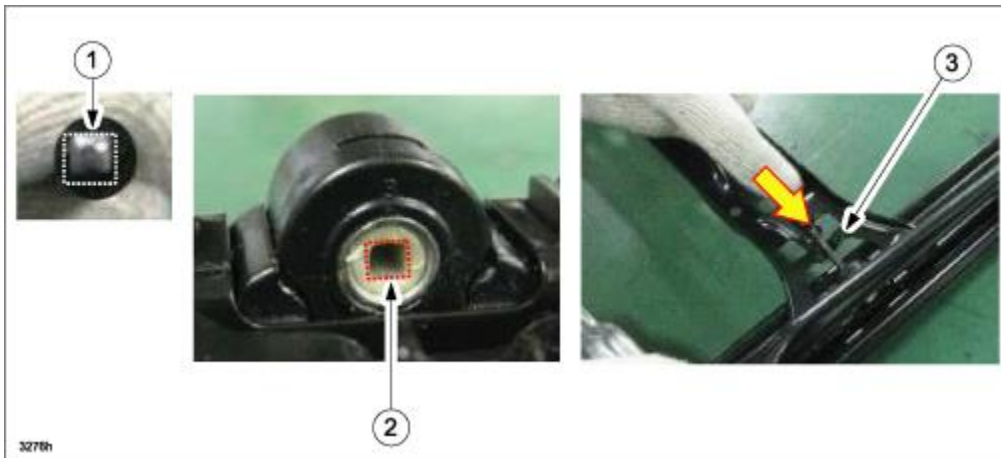
CAUTION: If the new cable is bent too much during installation, operational noise may occur. DO NOT hold the new cable around the ends.

NOTE: If the cable is not installed correctly, the seat may slide on only one-side rail and the left/right slide positions will not be equal. Also, a rasping type noise could be created.

12. Align the square tip of the new cable (1) with the square shape of the motor (2) and push the cable all the way in (3).



13. Align the square tip of the new cable (1) with the square shape of the gear box (2) and push the cable all the way in (3).



CAUTION: If the cable is bent too much during installation, operation noise may occur. DO NOT hold around the tip of the cable.



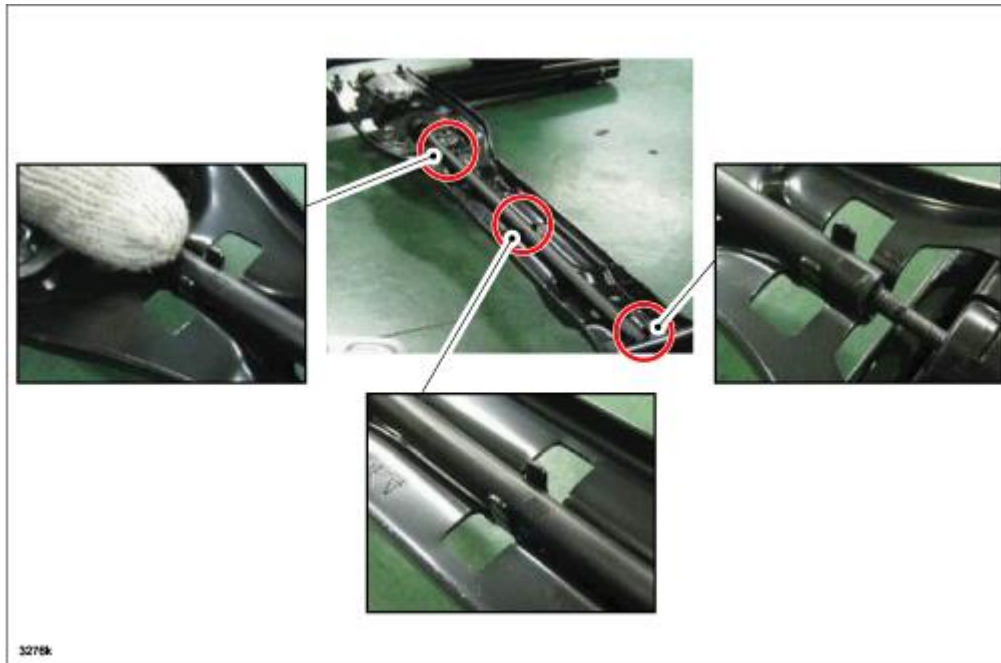
CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers 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.

NOTE:

- If the work space is too dark to see clearly, use a shop light to illuminate the spot where the cable will be inserted.
- Take care not to pinch the seat belt buckle harness (1) during the repair.



14. Press the cable firmly in by hand and secure it along the bracket (as shown below).

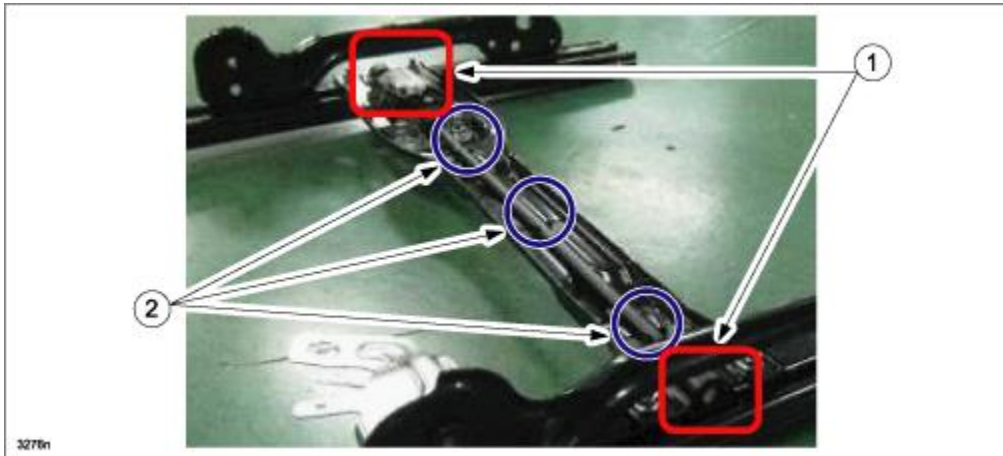


15. Look from under the seat and confirm the new cable is not bent, curved or floating.

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.



16. Check the installation of the cable to the motor and to the gear box (1) and the installation of the cable along the frame (2).



17. Reinstall the seat.

18. Verify the seat slides back and forth properly and without any unusual noises.

19. **(Seats with seat weight sensors):** Perform the seat weight sensor inspection according to the instructions on MGSS online (OCCUPANCY SENSOR INSPECTION).

PARTS INFORMATION

| Part Number | Description | Qty. | Notes |
|-------------|-------------|--------|---|
| TK81-88-0D1 | Cable Assy. | 1 or 2 | Two (2) cables are necessary when replacing both sides. |

WARRANTY INFORMATION

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.

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 | 82 |
| Damage Code | 97 |
| Part Number Main Cause | TK81-88-0D1 |
| Quantity | 1 or 2 |
| Operation Number / Labor Hours: | XXJ8TXRX / 0.3 Hrs. (One side - with or without seat weight sensor) XXJ8UXRX / 0.4 Hrs. (Both sides - without seat weight sensor) XXJ8VXRX / 0.5 Hrs. (Both sides - with seat weight sensor) |

NOTE: This service bulletin only applies to vehicles equipped with power seats.

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.