

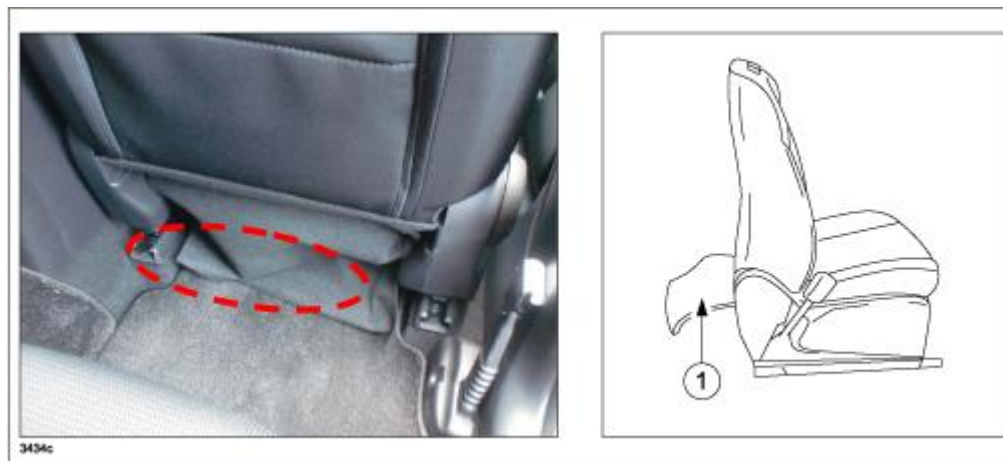
<b>Subject:</b> <b>FRONT SEAT CUSHION TRIM COMING OFF AT BOTTOM OF REAR SIDE - (MANUAL SEATS ONLY)</b>	<b>Bulletin No.:</b> 09-013/18
	<b>Last Issued:</b> 03/22/2018

## APPLICABLE MODEL(S)/VINS

2017 CX-5 vehicles equipped with manual seats with VINs lower than JM3KF\*\*\*\*\*170897 (produced before June 15, 2017)

## DESCRIPTION

Some customers may complain about the driver and/or passenger rear side seat cushion trim (1) coming off the seat cushion frame (as shown below).



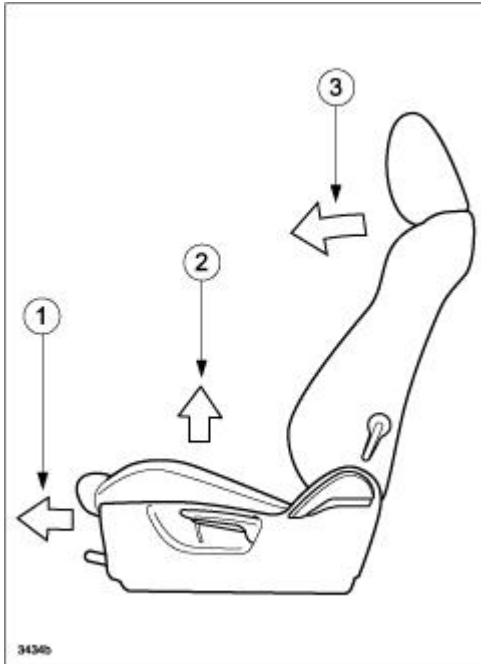
The front seat cushion trim (bottom rear) is attached to the seat cushion frame using a hook. The hook may slip out of the seat cushion frame due to insufficient strength. To eliminate this concern, a plastic tie-wrap has been added to increase the strength.

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

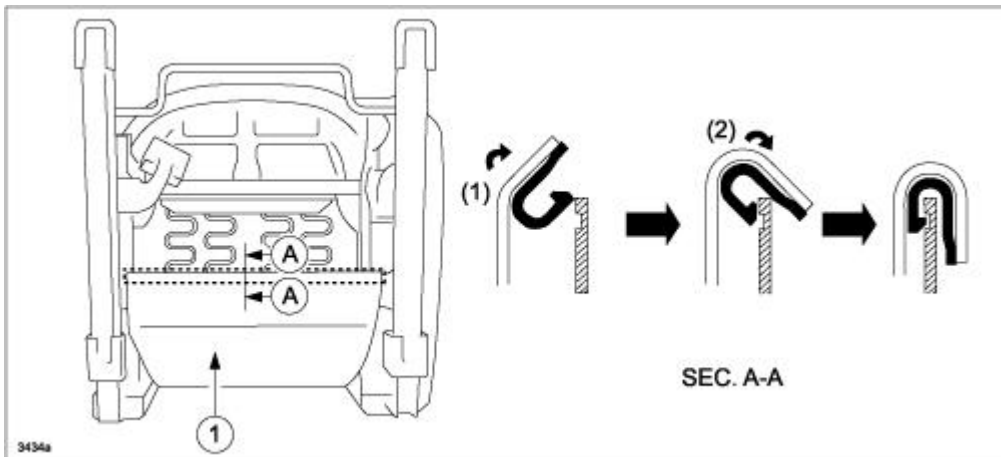
**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." 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.
2. Move the affected seat to the forward-most (1) and upper-most (2) positions.
3. Tilt the seat back fully forward (3).



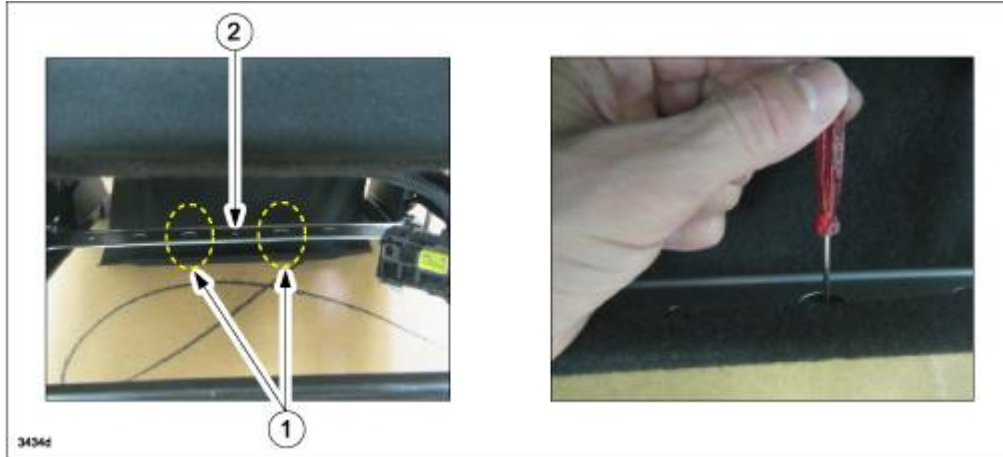
4. Install the front seat cushion trim (1) to the seat frame by moving the hook in the order of the arrows (1) and (2) shown below.



**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.

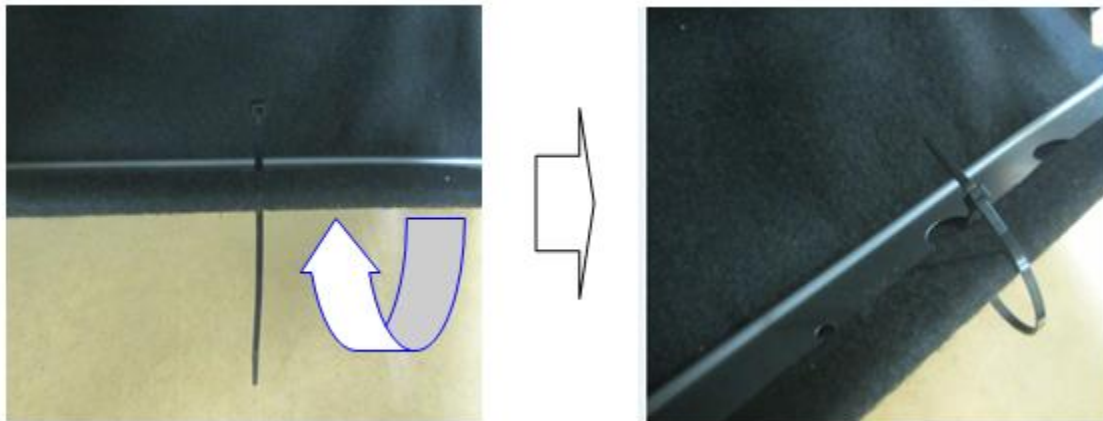
5. Using a small screwdriver (or similar tool), pierce a hole through the seat trim of one of the large seat frame holes (1) as shown below. Either large hole (1) is ok to use.

**NOTE:** Do not pierce the smaller hole (2).



6. Tie the trim and the seat cushion frame together with one (1) locally sourced 8" black tie-wrap.

**NOTE:** Do not pull the tie-wrap completely tight.



**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.

7. Cut off the excess portion of the tie-wrap to 5mm or less.



8. Hide the edge of the tie-wrap under the seat cushion frame.



9. Return the seat to the normal position.  
10. 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.

**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.
- This TSB can be performed by D329 Mazda Certified Lube Technicians.

Warranty Type	A
Symptom Code	89
Damage Code	9G
Part Number Main Cause	****-88-111*/****-88-161* (Using GEPC, use part number of seat cushion trim applicable to the subject vehicle)
Quantity	0
Operation Number / Labor Hours:	XXP2PARX / 0.2 Hrs. (One side) XXP2PBRX / 0.3 Hrs. (Both sides) Includes: Fasten locally sourced 8" black tie-wrap and seat cushion trim, RR
TSB can be performed by D329 Mazda Certified Lube Technicians:	Yes

**NOTE:** This bulletin only applies to vehicles equipped with manual 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.