

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b> <b>CENTER OF LEATHER SEAT BOTTOM SURFACE IS LOOSE/LIFTING</b>	<b>Service Alert No.:</b> SA-020/18
	<b>Last Issued:</b> 04/25/2018

## APPLICABLE MODEL(S)/VINS

2018 CX-5 vehicles equipped with leather seats

## DESCRIPTION

Some customers may complain that the center of the driver and/or passenger side seat bottom(s) are loose/lifting, as shown below.

**NOTE:** Not all vehicles will have the same color leather seats or have the same amount of looseness/lifting.



## REPAIR PROCEDURE

If you encounter a customer complaint for this concern, do not attempt any repairs at this time. Explain to the customer that a permanent repair is being developed by Mazda and will be available in approx. 60 - 90 days.

**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.