

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: TRUNK BOARD STRAP COVER CRACKED / BROKEN	Bulletin No.: 09-027/18
	Last Issued: 06/01/2018

APPLICABLE MODEL(S)/VINS

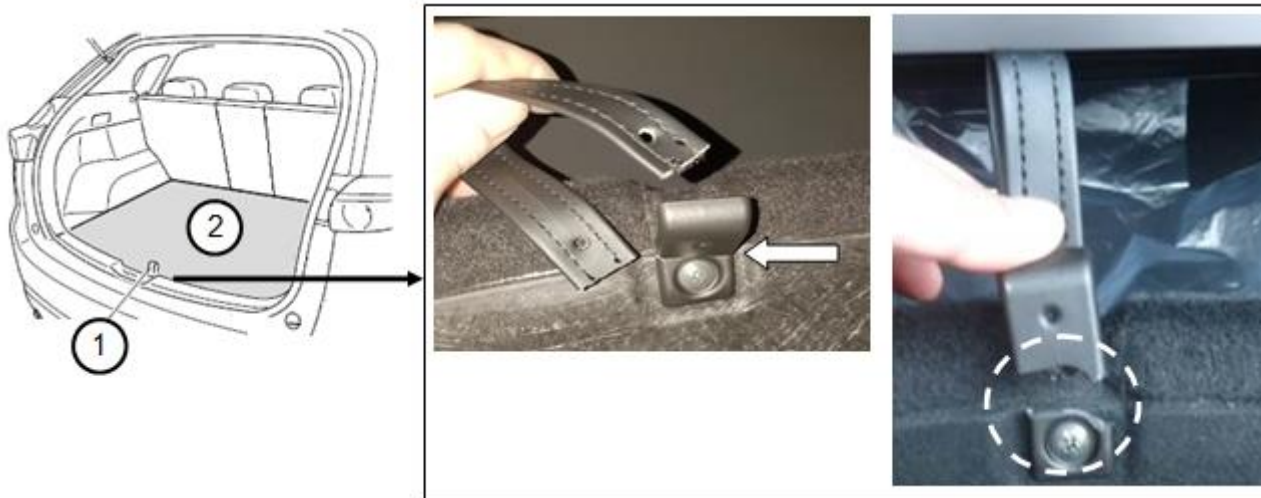
2017 CX-5 vehicles with VINs lower than JM3KF*****133707 (produced before April 11, 2017)

DESCRIPTION

Some vehicles may have a broken trunk board (2) strap (1). This may be caused by insufficient strap cover strength. To eliminate this concern, the material of the strap cover has been changed to increase the strength.

CRACKED COVER

BROKEN COVER

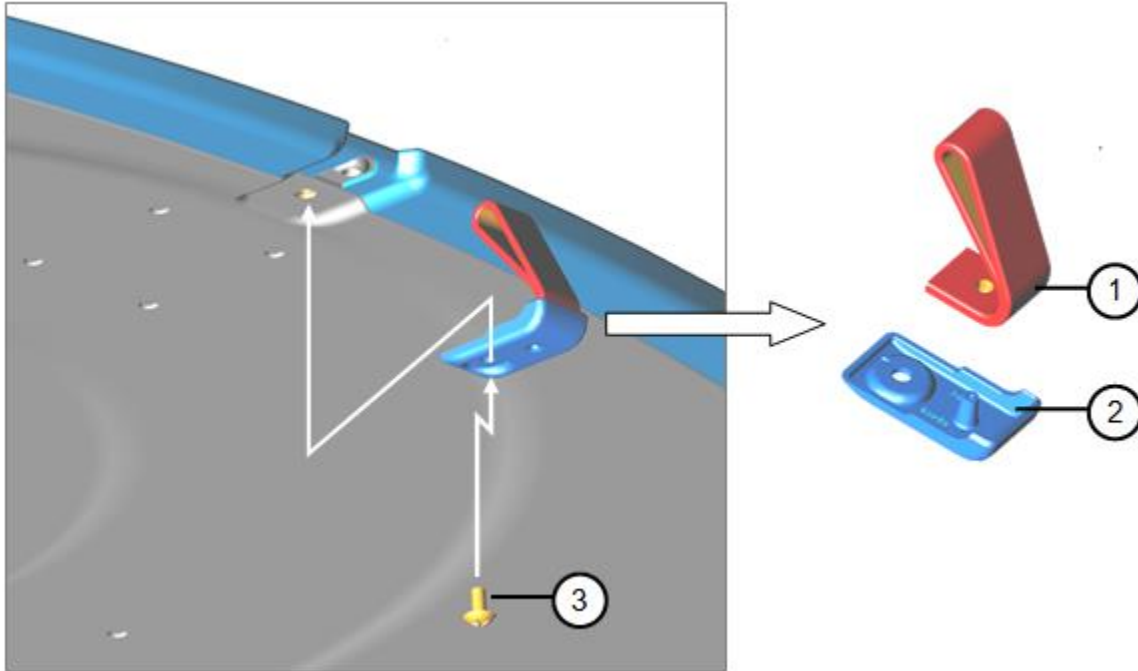


Customers having this concern should have their vehicle repaired using the following repair procedure.

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REPAIR PROCEDURE

1. Verify the customer concern.
2. Replace the strap (1), cover (2) and bolt (3) with new ones.



No.	Part Name	Note
1	Strap	---
2	Cover	Modified cover with increased strength
3	Bolt	Tightening Torque: 5.5 - 6.5 Nm {48.7 - 57.5 lbf-in., 56.1 - 66.3 kgf-cm}

NOTE: If the old bolt is reused, remove the old locking agent from the threads and apply new thread locking agent.

3. Verify the repair.

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PARTS INFORMATION

Part Number	Description	Qty.
KB7W-69-572	Strap	1
KB7W-68-843	Cover	1
KB7W-68-5F3	Bolt	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.
- 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	72
Damage Code	9A
Part Number Main Cause	KB7W-68-843
Quantity	1
Operation Number / Labor Hours:	XXN9EXRX / 0.2 Hrs.
TSB can be performed by D329 Mazda Certified Lube Technicians:	Yes

NOTE: Enter "Strap" and "Bolt" in Related Parts.

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