

Subject: FLOOR UNDER COVER FALLS OFF AFTER DRIVING ON SNOW AND ICE	Bulletin No.: 09-039/18
	Last Issued: 11/01/2018

DESCRIPTION

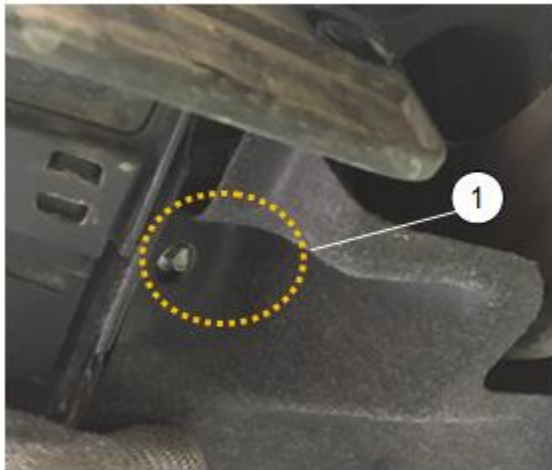
APPLICABLE MODEL(S)/VINS

2017-2018 CX-5

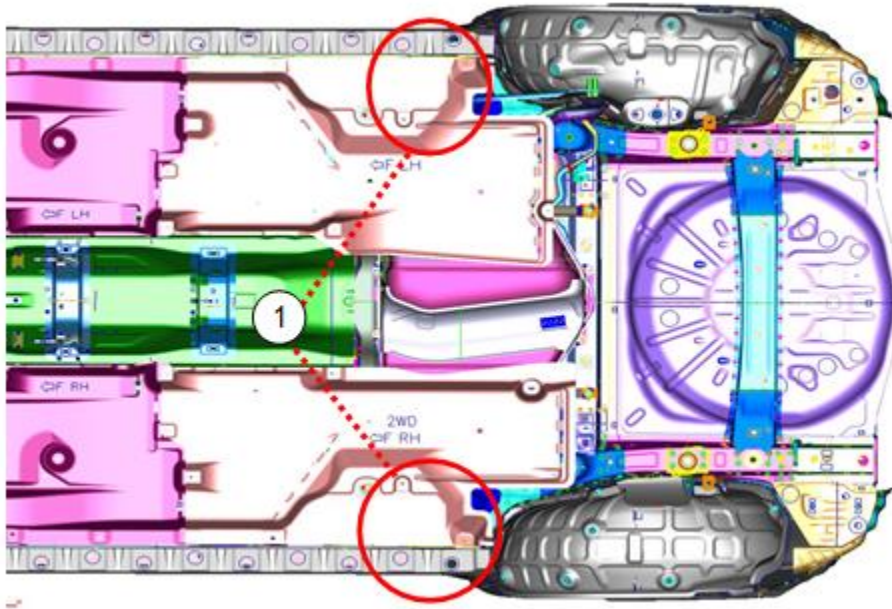
2018 CX-5 (Mexico spec.)

Some customers may notice the floor under cover No.2 falling off at the bolt (1) location after driving through snow and/or ice. This may be caused by snow and/or ice accumulation under cover No. 2 (as shown below).

This concern is caused because the bolt hole is too large for the bolt to hold the under cover when snow and/or ice accumulates under the body. To eliminate this concern, the bolt hole diameter has been reduced.



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REPAIR PROCEDURE

1. Verify the customer concern.

- Is the floor under cover No.2 damaged?

- If yes, replace the floor under cover(s) No. 2 with a modified part(s) according to the instructions on MGSS online (FLOOR UNDER COVER REMOVAL/INSTALLATION).

- If not, reinstall the floor under cover(s) No. 2 and add a washer(s) to bolt (1).

Tightening Torque: 97 in-lbf. {11.0 Nm, 112 kg-cm}

2. Verify the repair.

PARTS INFORMATION

Part Number	Description	Qty.	Note
K131-56-312	PLATE, WASHER	1 or 2	---
KB7W-56-1Z0B	COVER-UNDER, RH	1	2WD
KB8B-56-1Z0B	COVER-UNDER, RH	1	4WD
KB7W-56-1ZXB	COVER-UNDER, LH	1	2WD / 4WD

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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.

WarrantyType	A
Symptom Code	73
Damage Code	97
Part Number Main Cause	**** 56-1Z0* / **** 56-1ZX*
Quantity	0 or 1
Related Part Number	Claim washers (K131-56-312) as related part 2 and second Floor under cover (**** 56-1Z0*/**** 56-1ZX*) if necessary.
Quantity	1 or 2
Operation Number / Labor Hours	XXP89ARX / 0.2 Hr. - (One side, Installation of one (1) washer)
	XXP89BRX / 0.2 Hr. - (Both sides, Installation of two (2) washers)
	XXP89CRX / 0.3 Hr. - (One side, Floor under cover No. 2 replacement)
	XXP89DRX / 0.3 Hr. - (The other side, Installation of one (1) washer), One side, Floor under cover No. 2 replacement)
	XXP89ERX / 0.4 Hr. - (Both sides, Floor under cover No. 2 replacement)

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