

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922

**Subject:**

**CUSHION TAPE AT FRONT END OF DASHBOARD COMING OFF**

**Bulletin No.:** 09-043/18

**Last Issued:** 12/06/2018

**APPLICABLE/MODELS/VINS**

2014-2017 Mazda3 with VINS lower than JM1B\*\*\*\*\*139648 (produced before Feb. 1, 2017)

2014-2017 Mazda6

2013-2016 CX-5

**DESCRIPTION**

Some vehicles may exhibit the cushion tape (1) attached to the front end of dashboard coming off and showing at the base of the windshield.



CX-5 (R.H.D.)



Mazda3 (R.H.D.)

This is caused by the cushion tape peeling off from the end(s) due to interference with the windshield and vehicle vibration. To prevent the tape from peeling off, both ends of the cushion tape are now folded over to the back side of the dashboard or stapled depending on the model.

Customers having any of these concerns should have their vehicle repaired using the following repair procedure.

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## REPAIR PROCEDURE

1. Verify customer concern.

**NOTE:** The procedure should be performed with the windshield removed instead of removing the dashboard. Utilize an outside glass company to remove the windshield and the cost is \$250 or less (see Warranty Information). This should typically cost around \$200.

2. Have a glass company remove the windshield if the cost is \$250 or less (see Warranty information). Otherwise, remove the dashboard from the vehicle according to the instructions on MGSS, but do not remove the dashboard from the vehicle.

**NOTE:** DO NOT cut the exposed cushion tape or tuck back into place. Replace as outlined below.

- Mazda3 (DASHBOARD REMOVAL)
- Mazda6 (DASHBOARD REMOVAL/INSTALLATION)
- CX-5 (DASHBOARD REMOVAL/INSTALLATION)

3. Remove the old cushion tape (1) from the dashboard.

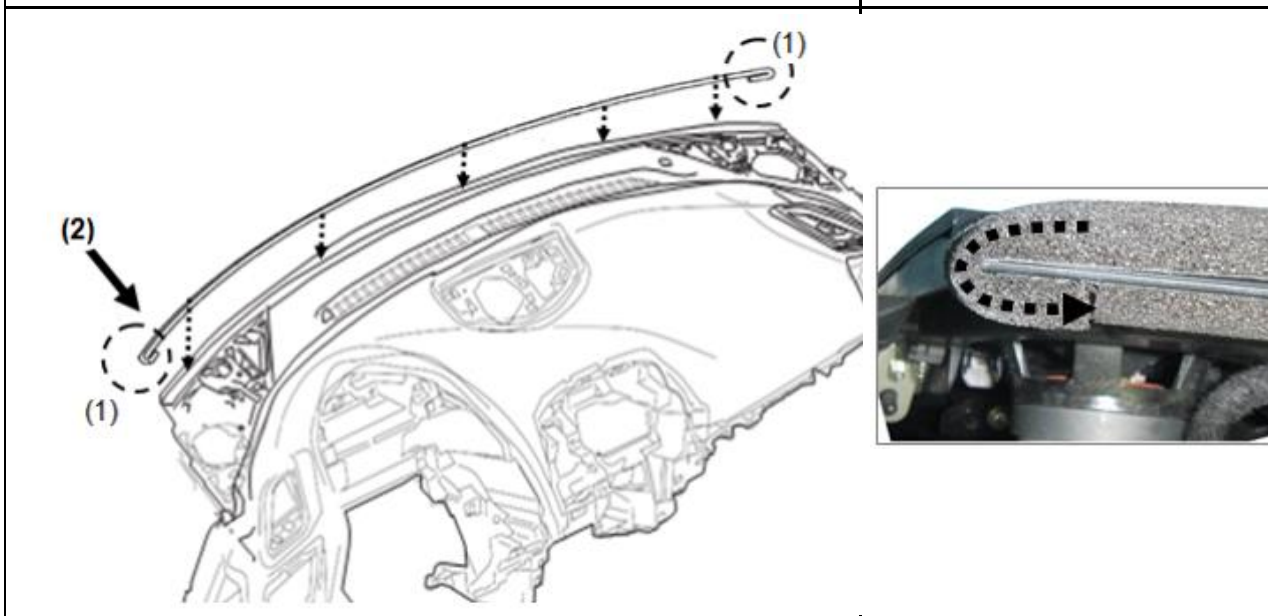


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4. Attach the new cushion tape along the front end of the dashboard.

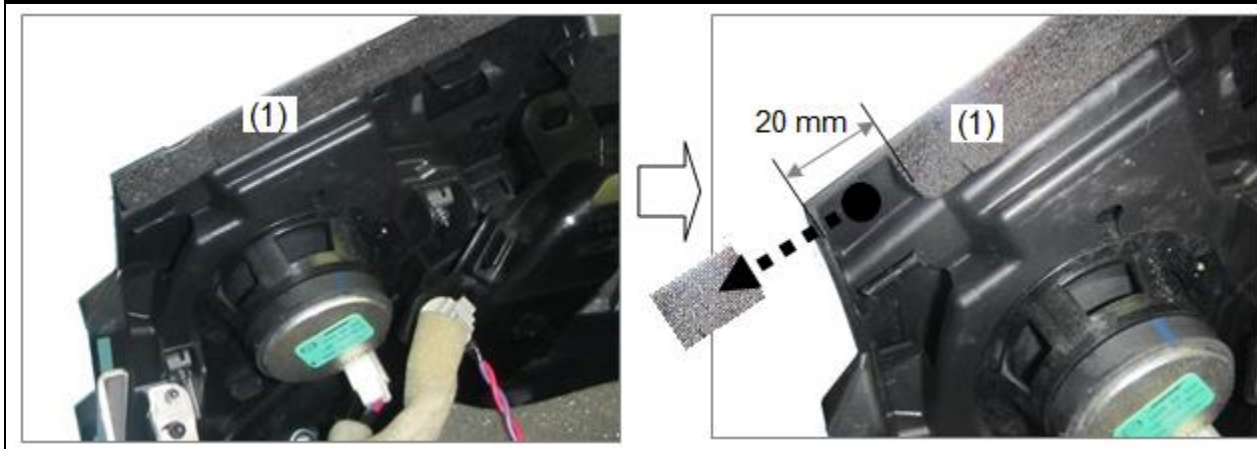
To prevent the cushion tape ends from coming off, the ends will be folded over to the back side of the dashboard (1).

View from (2)



- a. On the right side of the dashboard, cut off 20 mm of the seal tape (1) attached at the back side.

Back side of dashboard front right corner



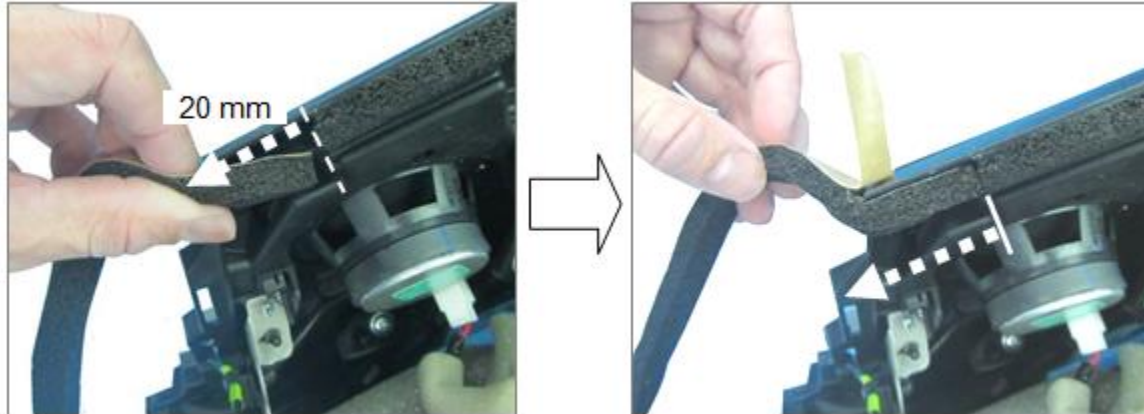
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b. Using a piece of cloth and organic solvent, wipe off any debris or grease from the following portions of dashboard where the new cushion tape will be attached.

- Front end where the old cushion tape was removed.
- Back side where the seal tape was cut off.

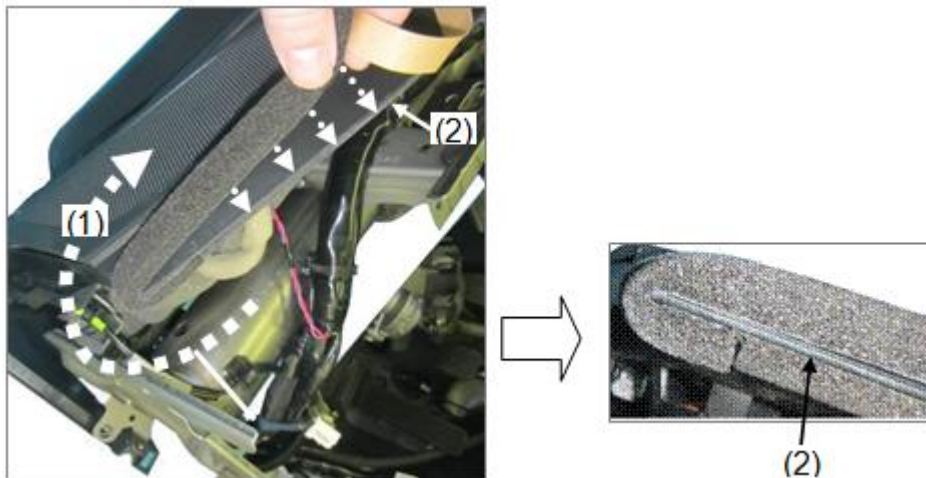
5. Attach the new cushion tape to the dashboard.

a. Remove the adhesive backing from one end of the cushion tape and attach to the right side of the dashboard where the seal tape was cut off.



b. Fold the cushion tape over (1) and attach it along the front end (2).

**NOTE:** Do not stretch the cushion tape.





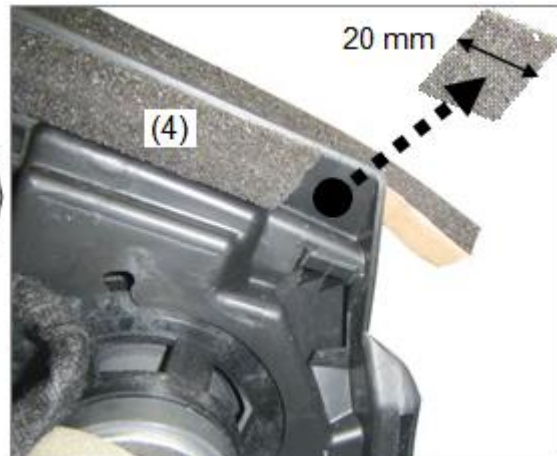
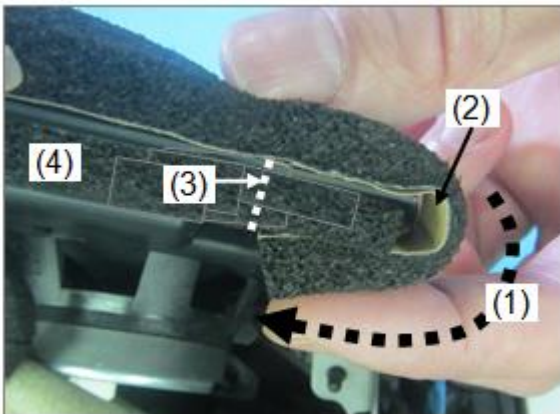
c. Press on the cushion tape with your fingers to insure proper adhesion.



d. Continue attaching the cushion tape along the front end of dashboard.

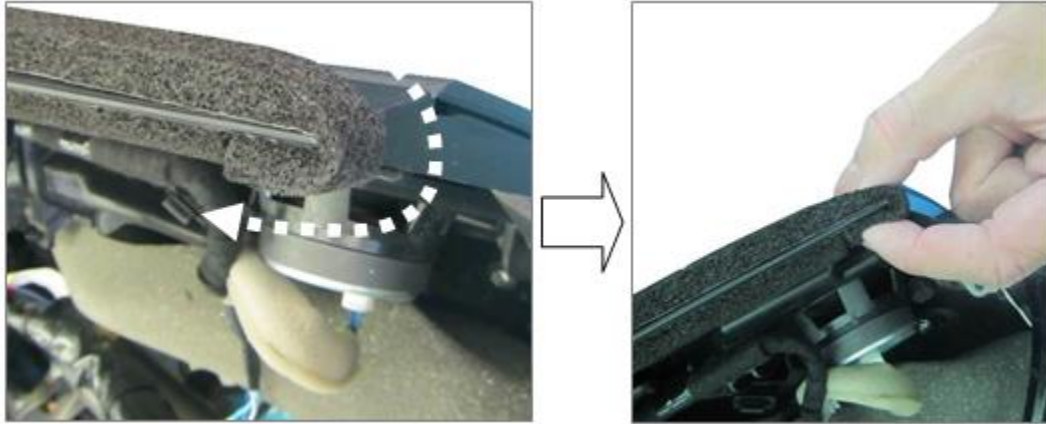
**NOTE:** Attach the cushion tape while peeling off the adhesive backing little by little.

e. When the left side of dashboard is reached, fold over the tape end (1) to the back face of dashboard with the adhesive backing (2) still attached. While holding the cushion tape in position, mark a cutting line (3) on the seal tape (4), then cut off the seal tape along the cutting line. The length of seal tape to cut off should be about 20 mm.



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f. Degrease the dashboard where the seal tape was cut off. Then attach the cushion tape end and press on it with your fingers to ensure proper adhesion.



6. Have the windshield installed or install the dashboard according to the instructions on MGSS.

- Mazda3 (DASHBOARD INSTALLATION)
- Mazda6 ([DASHBOARD REMOVAL/INSTALLATION](#))
- CX-5 ([DASHBOARD REMOVAL/INSTALLATION](#))

7. Verify repair.

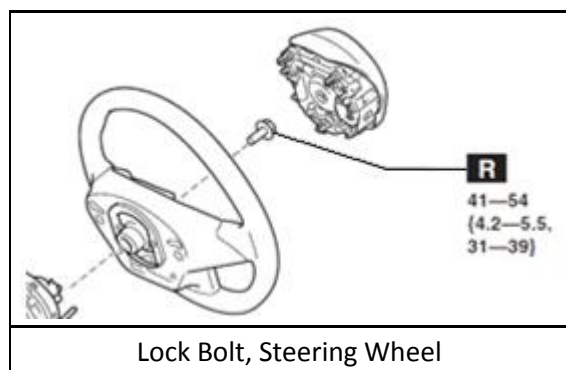
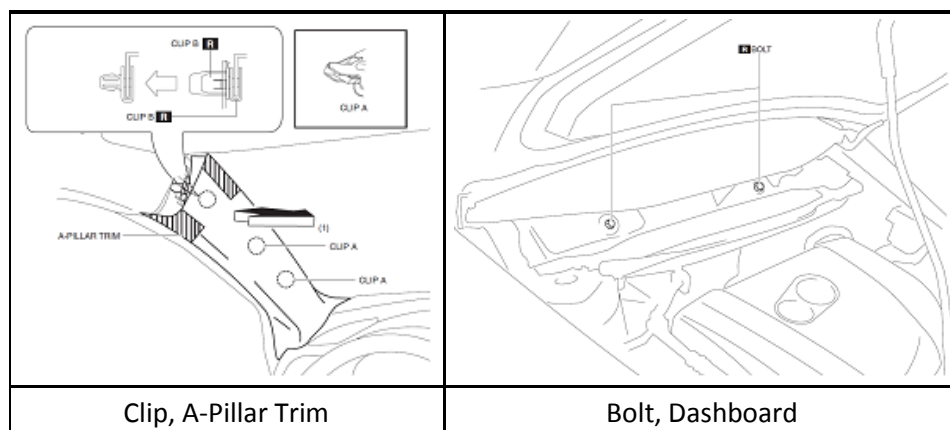
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## PARTS INFORMATION

Parts Number	Description	Qty.	Notes
BHN2-55-161	Cushion Tape	1	For Mazda3
K123-55-161A	Cushion Tape	1	For CX-5 and Mazda6
D651-68-162A	Clip, A-Pillar Trim	2	[R] (if dashboard removed)
9YA0-20-682	Bolt, Dashboard	2	[R] (if dashboard removed)
9YA0-11-007	Lock Bolt, Steering Wheel	1	[R] For Mazda3 and Mazda6 (if dashboard removed)
9YA0-11-003A	Lock Bolt, Steering Wheel	1	[R] For CX-5 (if dashboard removed)

[R]: Replacement parts

### REPLACEMENT PARTS LOCATION (if dashboard removed)



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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.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	89
Damage Code	98
Part Number Main Cause	BHN2-55-161 (For Mazda3) or K123-55-161A (For CX-5 and Mazda6)
Quantity	1
Operation Number / Labor Hours:	<p>If the windshield is removed by glass company: XXP2GCRX / 0.2 Hrs. (Enter the actual repair cost with the sublet code "D1" (Max \$250))</p> <p>If the dashboard is removed: XXP2GARX / 2.4 Hrs. (Mazda3 and Mazda6) XXP2GARX / 2.5 Hrs. (CX-5)</p>

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