

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

**POWER WINDOW DOES NOT WORK PROPERLY AND/OR
ABNORMAL NOISE WHEN OPERATING**

Bulletin No.: 09-045/18

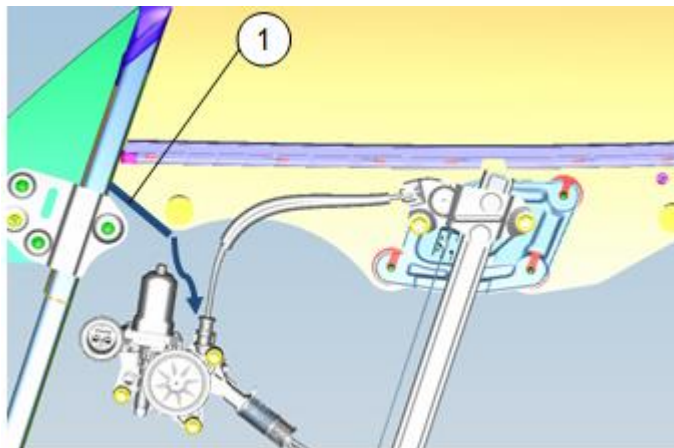
Last Issued: 12/21/2018

APPLICABLE MODEL(S)/VINS

2016-2019 MX-5 vehicles

DESCRIPTION

Some vehicles may exhibit the power window(s) not working properly (window does not move or has fallen into the door) and/or making an abnormal noise while operating the power window switch. This may be caused by the cable of the power window motor being damaged from water entry through area (1) of the front beltline molding.



To eliminate this concern, the shape of the door glass will be modified during mass production to prevent water entry to the power window regulator.

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

REPAIR PROCEDURE

1. Verify the customer concern.
2. Replace the power window regulator with a new one and attach the rubber seal to the front glass to prevent water entry into the door.

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a. Replace the power window regulator according to the instructions on MGSS (POWER WINDOW REGULATOR REMOVAL/INSTALLATION).

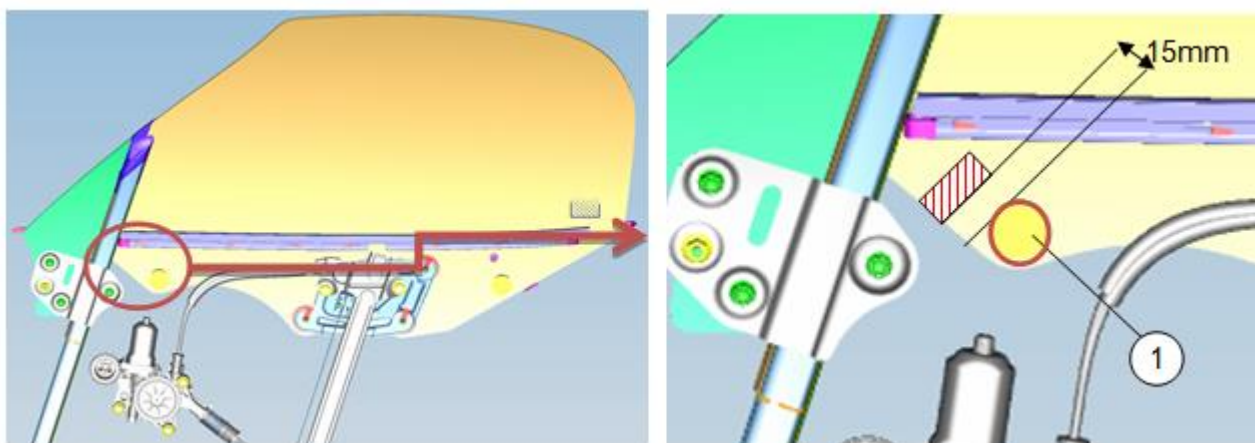
CAUTION: DO NOT ALLOW THE REGULATOR CABLE TO UNWIND. It is very difficult to wind the cable around the drive wheel if it does unwind. Hold the drive wheel in place before removing the zip tie and installing it to the power window motor.

Add Photo

b. Transfer the power window motor to new regulator according to the instructions on MGSS (POWER WINDOW REGULATOR DISASSEMBLY/ASSEMBLY).

c. Clean and degrease around the area of the glass where the rubber seal will be applied using 3M Adhesion Promoter 06396 (or equivalent) and let it dry for 5 minutes.

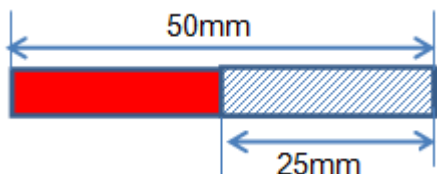
d. Apply the rubber seal 15 mm from glass stopper (1).



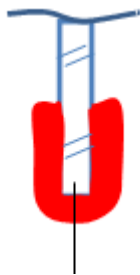
1) Cut the rubber seal into two 50 mm length strips and stack them together.



2) Peel off the half of protective foil to confirm its center.



3) Apply the seal to the position shown in step d so that the edge of the glass is wrapped.



center of the glass

3. Install in the reverse order of removal.
4. Initialize the power window system according to the instructions on MGSS (POWER WINDOW SYSTEM INITIALIZATION PROCEDURE).
5. Verify repair.

PARTS INFORMATION

Parts Number	Description	Qty.
N243-58-590B	Arm / Base (R) Window	1
N243-59-590B	Arm / Base (L) Window	1
NEY1-R1-221	Pad, Soft Top	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.

Warranty Type	A
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Symptom Code	64
Damage Code	9A
Part Number Main Cause	N243-58-590* or N243-59-590*
Quantity	1
Operation Number / Labor Hours:	XXP82ARX / 0.7 (One side) XXP82BRX / 1.2 (Both sides) Includes: Power window regulator, RR

NOTE: When replacing both sides, claim the RH side as the causal part and LH side as the related part.

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