

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: LIFTGATE OPENER SWITCH INOPERATIVE	Bulletin No.: 09-012/19
	Last Issued: 03/04/2019

APPLICABLE MODEL(S)/VINS

2016-2018 CX-9 vehicles with VINs lower than JM3TC*****237357 (produced before June 30, 2018)

DESCRIPTION

While stopped with the transmission in Park position, some vehicles may exhibit concerns that the liftgate unlatches itself without pressing the liftgate opener switch (1) or it will not unlatch when pressing the liftgate opener switch (1).

NOTE: The liftgate (power or manual type) will not unlatch or open by itself while the vehicle is being driven. This concern can only occur while the vehicle is stopped and in the Park position.



This concern may be caused by water entry into the liftgate, through the garnish mounting area or outer panel. Condensation water may enter into the liftgate and drip onto the liftgate opener switch causing corrosion. The corrosion may create a poor contact or short in the liftgate opener switch.

To eliminate this concern in the future, the structure of the liftgate opener switch has been improved.

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REPAIR PROCEDURE

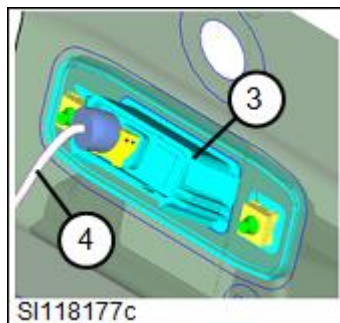
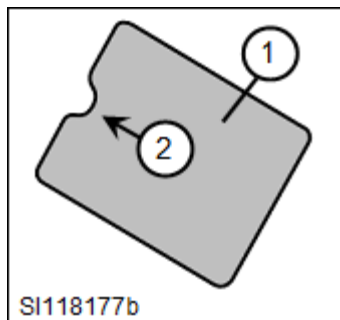
1. Verify the customer concern.
2. Replace the liftgate opener switch with a new one (including water-proof sheet) according to the instructions on MGSS online: LIFTGATE OPENER SWITCH REMOVAL/INSTALLATION.

NOTE: If the No. 2 rear harness terminals are found to be corroded and have poor contact, replace the No. 2 rear harness with a new one.

Water-Proof Sheet Installation Procedure:

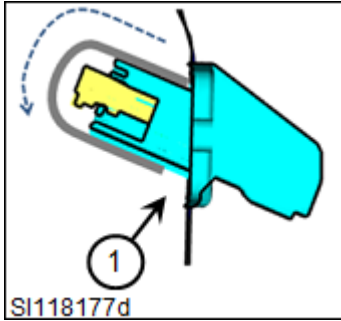
Attach the water-proof sheet (1) to the liftgate opener switch (3). The notch (2) is for the No. 2 rear harness (4).

a) When attaching the water-proof sheet (1), start at the upper side of the liftgate opener switch (3) so the top of the sheet aligns with the panel.

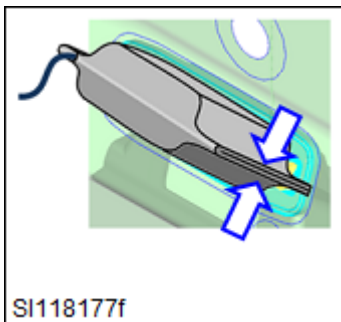


NOTE: Ensure there is a 5-10 mm gap (1) at the bottom of the water-proof sheet (as shown below).

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b) Fold the water-proof sheet at the notch so the No. 2 rear harness goes through the notch (1). Put both ends together and press firmly for complete sealing. Put both ends together at the other side and press firmly for complete sealing.



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3. Replace the left and right liftgate garnish protectors (single-use, double-sided tape) according to the instructions on MGSS online.

NOTE:

- Failure to replace the protectors (single-use, double-sided tape) could result in noise/vibration complaints.
- To assure proper adhesion of the protectors (single-use, double-sided tape), perform this work in ambient temperatures above 60 degrees F (15 degrees C).

a) Using isopropyl alcohol, clean the areas where the left and right liftgate garnish protectors (single-use, double-sided tape) will be attached, of all dirt, grease, debris, etc..

b) Using locally sourced 3M Adhesion Promoter 06396 (or equivalent), wipe both areas again. Let the areas dry for 5 minutes.

c) Install the left and right liftgate garnish protectors (single-use, double-sided tape) according to the instructions on MGSS online (LIFTGATE GARNISH REMOVAL/INSTALLATION).

4. Verify the repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
GHP9-62-4B0	Liftgate Opener Switch	1	Service part
BC1B-58-862	Water-Proof Sheet	1	---
TK52-50-814	Protector (L)	1	Single-use, double-sided tape
TK53-50-814	Protector (R)	1	Single-use, double-sided tape
---	Adhesion Promoter	1	Locally sourced 3M Adhesion Promoter 06396 (or equivalent)

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NOTE:

- The modified liftgate opener switch used after the mass-production change of June 30, 2018, is not compatible with the vehicles applicable to this bulletin. Vehicles applicable to this bulletin are only compatible with the service part listed in the parts table above.
- If the No. 2 rear harness (****-67-060*) needs to be replaced, find the applicable part number for the subject VIN using the GEPC. Be aware that it may take some time to obtain the No. 2 rear harness.

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.

THERE IS NO RUST/CORROSION IN THE NO. 2 REAR HARNESS TERMINALS:

Warranty Type	A
Symptom Code	64
Damage Code	9Q
Part Number Main Cause	GHP9-62-4B0
Quantity	1
Operation Number / Labor Hours:	XXP9FARX / 0.7 Hrs.

NOTE: For BC1B-58-862, TK52-50-814 and TK53-50-814, submit as related parts.

THERE IS RUST/CORROSION IN THE NO. 2 REAR HARNESS TERMINALS:

Warranty Type	A
Symptom Code	64
Damage Code	9Q
Part Number Main Cause	GHP9-62-4B0
Quantity	1
Operation Number / Labor Hours:	XXP9FCRX / 1.1 Hrs. (Includes No. 2 rear harness replacement)

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NOTE: For BC1B-58-862 TK52-50-814, TK53-50-814, and the No. 2 rear harness (****-67-060*), submit as related parts.

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