

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

REAR DOOR WEATHERSTRIP COMES OFF

Bulletin No.: 09-018/19

Last Issued: 04/24/2019

BULLETIN NOTES

This bulletin supersedes the previously issued bulletin(s) listed below. The changes are noted in Red text.

Previous TSBs:	Date(s) Issued:
09-004/18	01/11/2018 and 01/29/2018

APPLICABLE MODEL(S)/VINS

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

DESCRIPTION

Some customers may complain that the door weatherstrip (1) comes off at the front / lower part of the rear door(s). This concern is caused by insufficient weatherstrip gripping force. To eliminate this concern, the shape of the weatherstrip has been changed.



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

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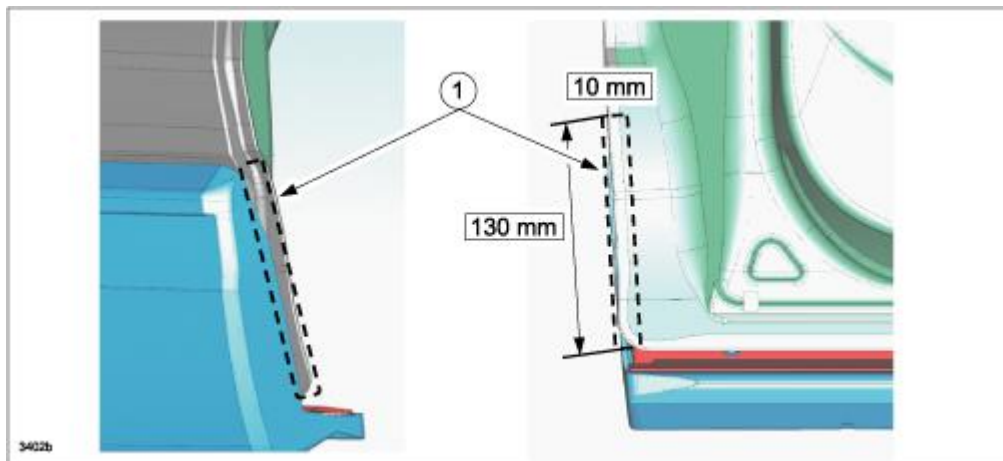
REPAIR PROCEDURE

1. Verify the customer concern.
2. Remove the affected weatherstrip from the rear door.
3. Clean and degrease the front / lower part of the rear door hemming (1) with isopropyl alcohol and a clean shop towel.

NOTE:

- Clean and degrease both contact areas (inside the new weatherstrip and outer edge of the door).
- To assure proper adhesion, perform this work in ambient temperatures above 60 degrees F (15 degrees C).

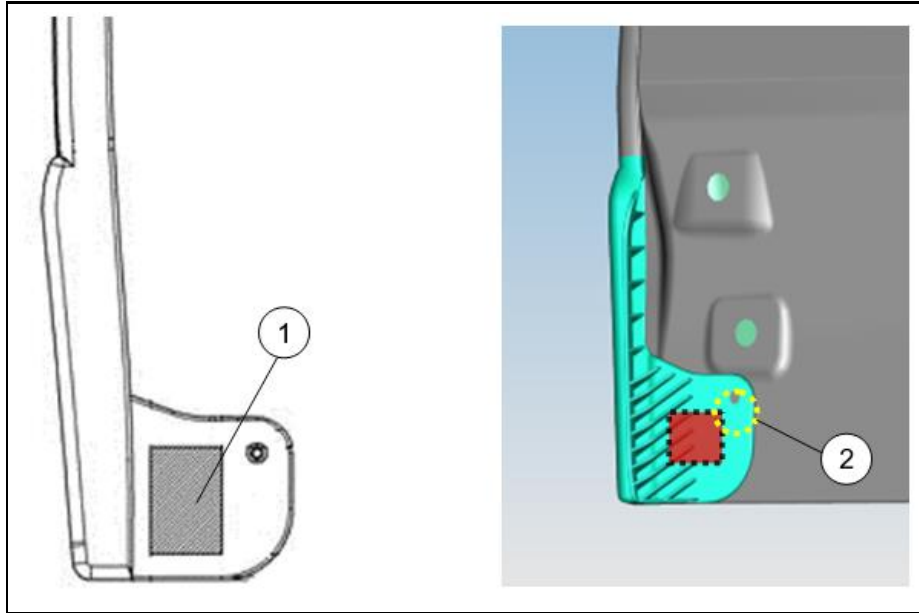
4. Using locally sourced 3M Adhesion Promoter 06396 (or equivalent), wipe both areas again. Let the areas dry for 5 minutes.



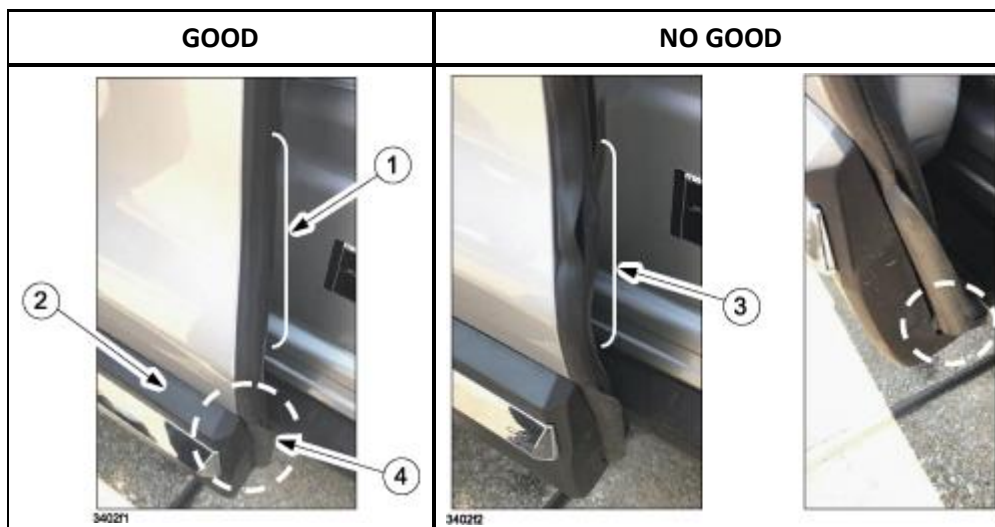
5. Install a new weatherstrip as shown below.

NOTE:

- Dual-sided adhesive tape (1) is already attached.
- Ignore hole (2), it's for the weatherstrip clip.

**NOTE:**

- Install the weatherstrip (1) working from the top downward so that it will not create a wave (3).
- Install the weatherstrip lip (4) under the door garnish (2).



6. Verify the repair.

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PARTS INFORMATION

Parts Number	Description	Qty.
TKY0-72-76X	Weatherstrip, Rear Door (R)	1
TKY0-73-76X	Weatherstrip, Rear Door (L)	1
----	Locally sourced 3M Adhesion Promoter 06396 (or equivalent)	---

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
Symptom Code	89
Damage Code	97
Part Number Main Cause	TKY0-72-76X or TKY0-73-76X
Quantity	1
Operation Number / Labor Hours:	XXR3YXRX / 0.2 hrs. (One or both sides) Weatherstrip RR

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