

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: FRONT SEAT CUSHION TRIM COMING OFF SEAT FRAME	Bulletin No.: 09-025/19
	Last Issued: 06/17/2019

BULLETIN NOTES

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

Previously issued TSBs:	Date issued:
09-044/18	12/18/18

APPLICABLE MODEL(S)/VINS

2014-2018 Mazda3 (Mexico built) with VINS starting with 3MZ

DESCRIPTION

Some vehicles may exhibit a condition where the front seat cushion trim comes off the seat frame at the front end. This may be found on vehicles with all types of the seat trims (leather, leatherette and fabric). The front seat cushion is attached to the seat frame using folding collars.

NOTE: Sample images in this TSB are a Mazda2, but they are applicable to Mazda3.



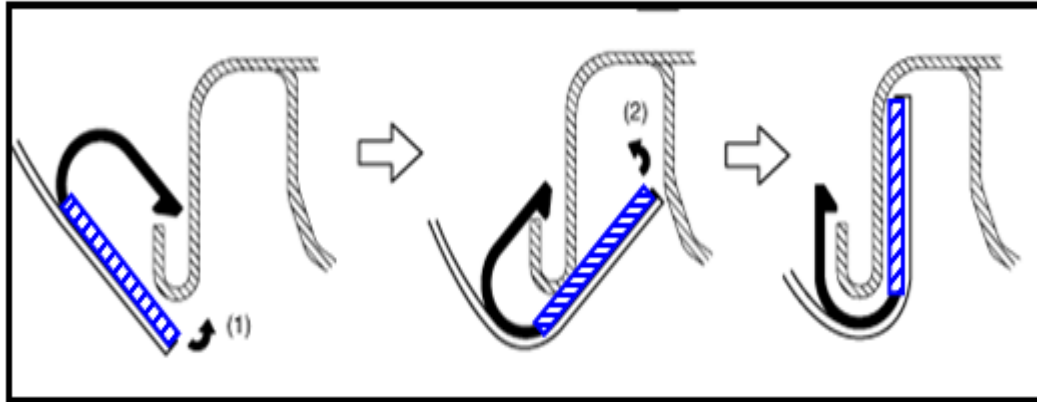
This is caused by the collars slipping out of the seat frame when an excessive force is applied to the seat cushion.

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





CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

REPAIR PROCEDURE

1. Verify concern.
2. Attach strips of double-sided tape to the folding collars (hooks) to increase the grasping force by filling the gap.



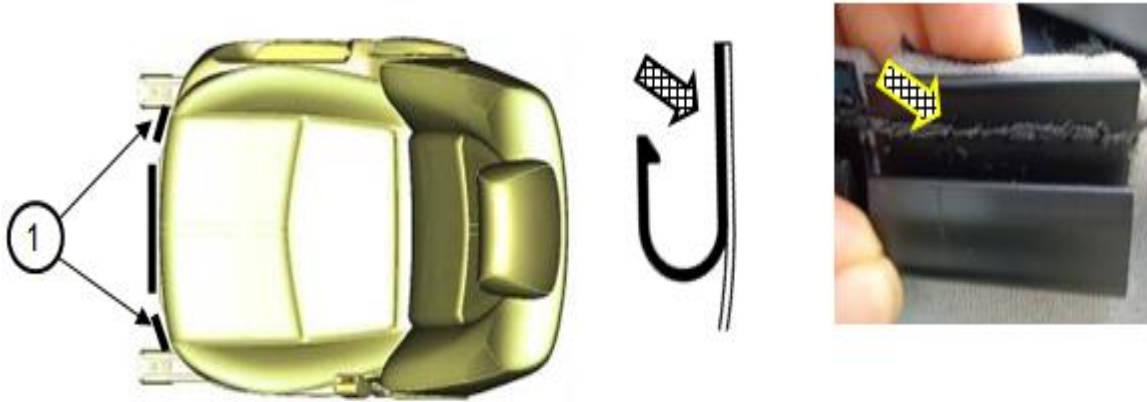
Cross section of the seat cushion frame

	Hook
	Front seat cushion frame
	Front cushion trim
	Tape

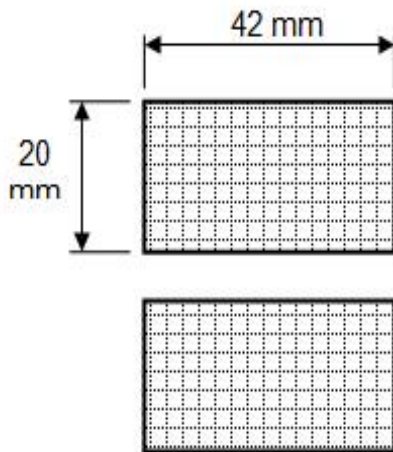
NOTE: The double-sided tape is not intended to adhere to the seat cushion frame.

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

- a. Lock the seat at the rear most position.
- b. Clean the small folding collars (1) with a clean shop towel and isopropyl alcohol.



- c. Cut the tape into two 42 mm x 20 mm strips and attach them to the small folding collars as shown.

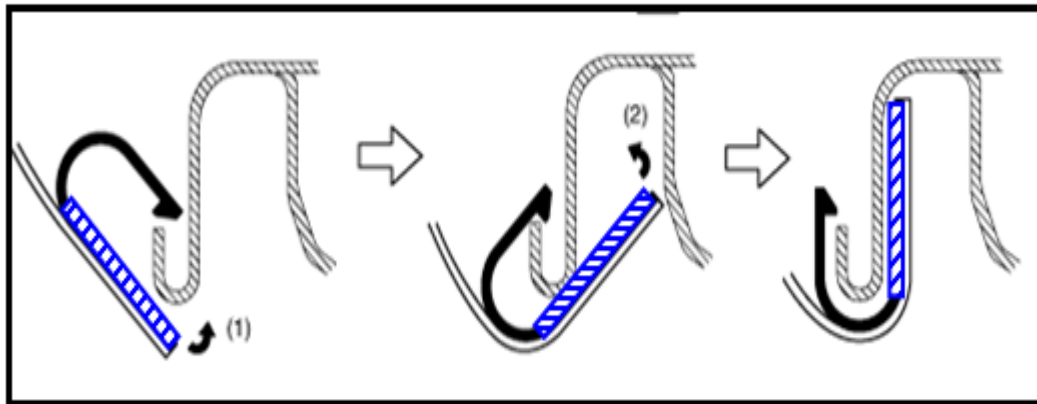


CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.





NOTE: Using a ruler (or equivalent tool), press fit the tape for best adhesion. DO NOT remove the protective foil from the tape.



d. Move the folding collars (hooks) in the order of arrows (1) and (2) shown in the figure and install the front seat cushion trim to the front seat cushion frame.



Cross section of the seat cushion frame

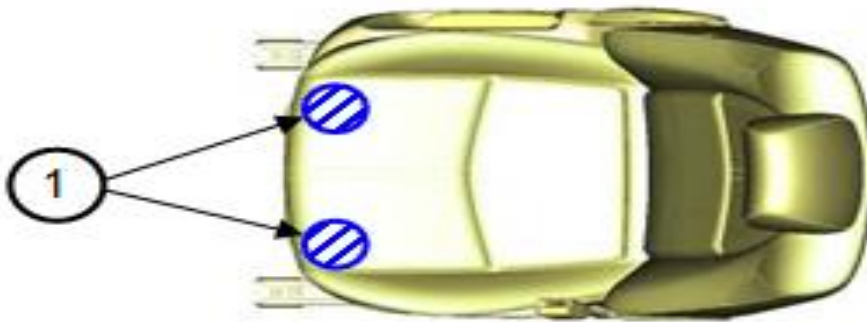
	Hook
	Front seat cushion frame
	Front cushion trim
	Tape

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

NOTE: First engage the large center folding collar and then the side small folding collars. DO NOT remove the protective foil from the tape and pull the folding collar.



3. Press down on the area (1) three times by hand to verify that the folding collars do not come off.



PARTS INFORMATION

Parts Number	Description	Qty.	Notes
N/A	Tape	1	Scotch (R) Outdoor Mounting Tape 4011-SP. One roll of tape will repair 7 vehicles.

NOTE: Obtain procured tape locally. If the specified tape is not available, one of the following tapes is recommended.

- Heavy duty double sided tape
- 1.0 mm thick high density foam backing

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

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	****-88-111 or ****-88-161 (Select the part number of seat cushion trim applicable to the subject vehicle from the GEPC and enter it.)
Quantity	0
Operation Number / Labor Hours:	XXP7PBRX / 0.3 Hrs. (Both sides)

NOTE: Claim the locally procured tape with the sublet code "H9" for the first repair only.

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.