

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

REAR DOOR LOWER GARNISH CRACKING

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APPLICABLE MODEL(S)/VINS**US Spec.:**

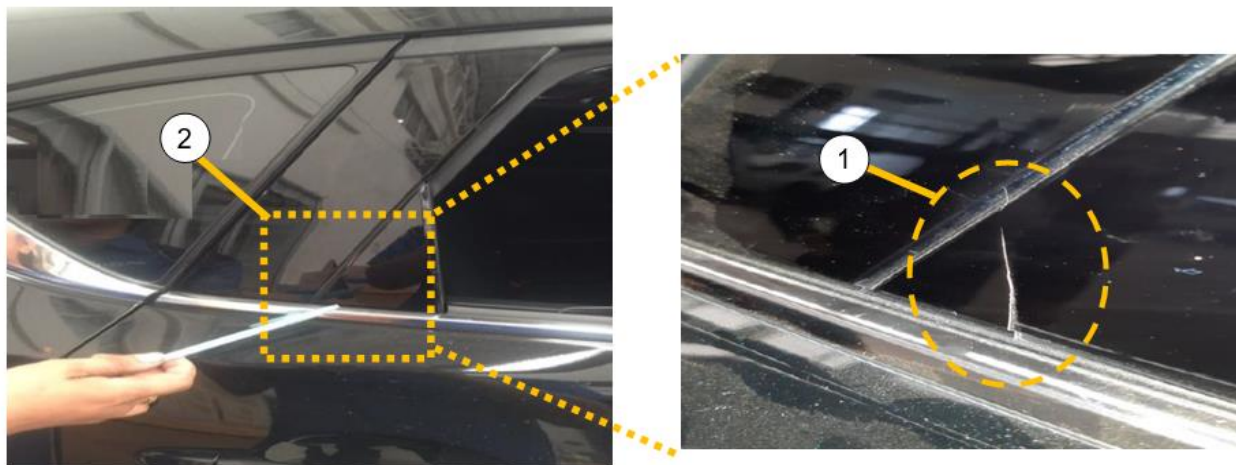
2017-2019 CX-5 vehicles equipped with piano black garnish

Mexico Spec.:

2018-2019 CX-5 vehicles equipped with piano black garnish

DESCRIPTION

Some vehicles may exhibit cracking (1) at the lower part of the rear side, rear door garnish (2). This concern is caused by excess stress applied to the rear door garnish. To eliminate this concern, the clip and tape position on the rear door garnish has been improved.



NOTE: This concern only occurs to the piano black garnish.

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

Page 1 of 2

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 the customer concern.
2. Replace the rear side, rear door garnish with a modified part according to the instructions on MGSS online (REAR DOOR GARNISH REMOVAL/INSTALLATION).
3. Verify the repair.

PARTS INFORMATION

Part Number	Description	Qty.	Notes
KB8A-50-M50D	GARNISH-R DOOR, RH	1	Piano black
KB8A-50-M60D	GARNISH-R DOOR, LH	1	Piano black
KB7W-50-660C	MOULD (R) BELTLINE	1	[R]
KB7W-50-670C	MOULD (L) BELTLINE	1	[R]

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.

Symptom Code	87
Damage Code	9A
Part Number Main Cause	KB8A-50-M50D or KB8A-50-M60D
Part Quantity	1
Labor Operation Number / Labor Hours	XXR8DARX / 0.3 Hr. (one side) XXR8DBRX / 0.5 Hr. (both sides) (Includes: Rear door garnish, RR)