

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

**DRIVER AND/OR PASSENGER SIDE SEAT CUSHION SURFACE
WARPING - (LEATHER SEATS ONLY)**

Bulletin No.: 09-002/20

Last Issued: 01/08/2020

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09-020/19	04/30/2019 and 08/12/2019

APPLICABLE MODEL(S)/VINS

US Spec.:

2017-2018 CX-5 vehicles equipped with leather seats:

- Driver seat - Applicable VIN Range: JM3KF*****100001 - 419140
- Passenger seat - Applicable VIN Range: JM3KF*****100001 - 476357

Mexico Spec.:

2018 CX-5 vehicles equipped with leather seats:

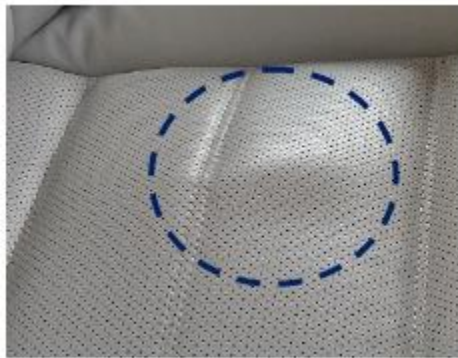
- Driver seat - Applicable VIN Range: JM3KF*****100001 - 409134
- Passenger seat - Applicable VIN Range: JM3KF*****100001 - 472983

DESCRIPTION

Some customer may complain of warping on the driver and/or passenger side seat cushion trim, which may cause poor appearance complaints. This is caused by a gap between the leather seat surface and the seat cushion pad due to insufficient tension on the seat trim. To eliminate this concern, a non-woven fabric has been attached to the backside of the seat trim to increase tension.

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

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REPAIR PROCEDURE

If you encounter a customer complaint for this concern, repair the affected side(s) using the following repair procedure.

US Spec.:

Seat Position	VIN of Modification	Modification Date
Driver Seat	2018 CX-5 - JM3KF*****419140	May 10, 2018
Passenger Seat	2018 CX-5 - JM3KF*****476357	----

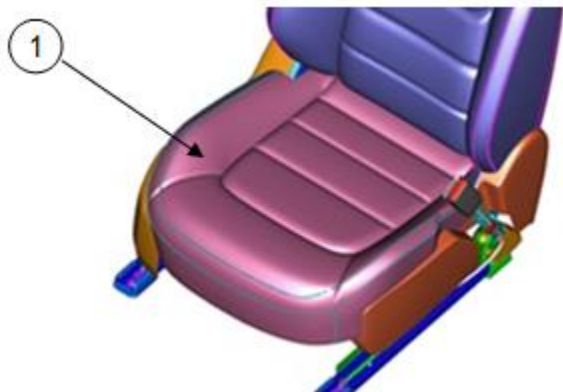
Mexico Spec.:

Seat Position	VIN of Modification	Modification Date
Driver Seat	2018 CX-5 - JM3KF*****409134	May 10, 2018
Passenger Seat	2018 CX-5 - JM3KF*****472983	----

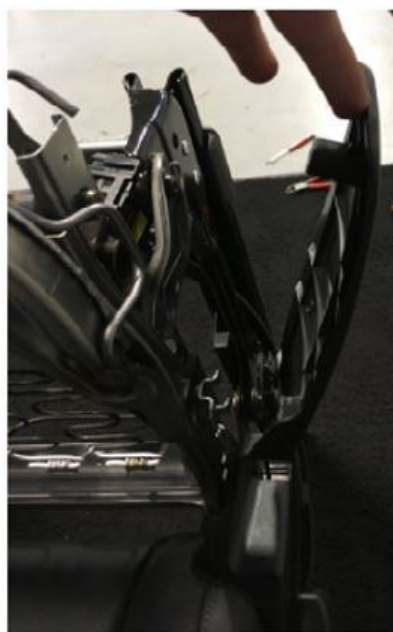
Seat	Repair
If DRIVER SEAT is affected:	Replace the front seat cushion trim, felt pad and front seat cushion pad with modified parts according to the instructions on MGSS online (FRONT SEAT CUSHION TRIM REMOVAL/INSTALLATION) and the procedure (below) for felt pad and seat cushion trim end installation.
If PASSENGER SEAT is affected:	Replace the front seat cushion trim, felt pad with modified parts according to the instructions on MGSS online (FRONT SEAT CUSHION TRIM REMOVAL/INSTALLATION) and the procedure (below) for felt pad and seat cushion trim end installation.

1. Verify the customer complaint.
2. Replace the affected front seat cushion trim (1) and the front seat cushion pad with a modified parts according to the instructions on MGSS online (FRONT SEAT CUSHION TRIM REMOVAL/INSTALLATION).

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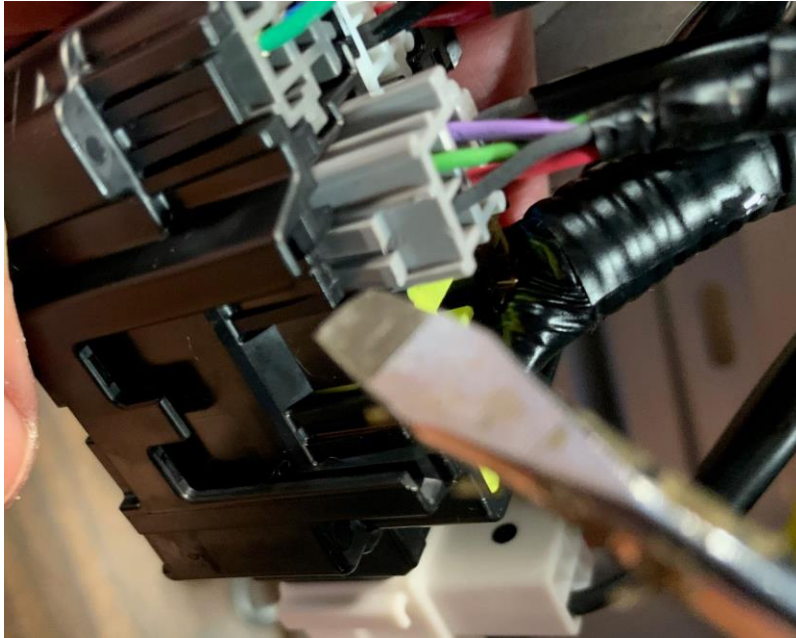
NOTE: It is not necessary to completely remove the side seat covers. Loosen the front of the covers only (as shown below) to access the side of the seat cushion.



CAUTION: Be careful not to break the side covers.

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3. Disconnect connector C-32 and remove the grey 4 pin connector by releasing the locking tab and pushing the connector through.



(Seat Heater Connector View)

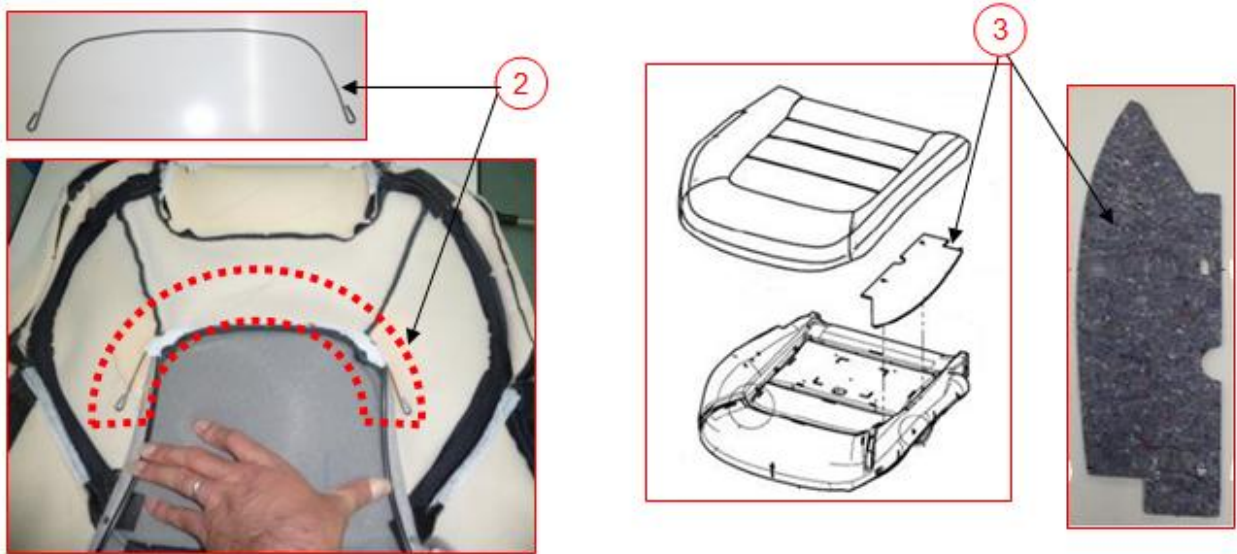


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NOTE:

- **Cloth Loop Type Seat Cover:** If the wire (2) on the backside of the seat cushion trim is not damaged, re-use it. If the wire is damaged, replace it with a new one.
- **Plastic Bead Type Seat Cover:** The new seat cover may come with a plastic bead instead of a wire. Wire replacement is not necessary on plastic bead type seat cover.

NOTE: If the felt pad (3) at the bolster area of the front seat cushion trim is not damaged, re-use it. If the felt pad is damaged, replace it with a new one.



4. Place the felt pad (shown below) between the seat cushion and seat cushion trim according to the "FELT PAD REMOVAL/INSTALLATION PROCEDURE" below.

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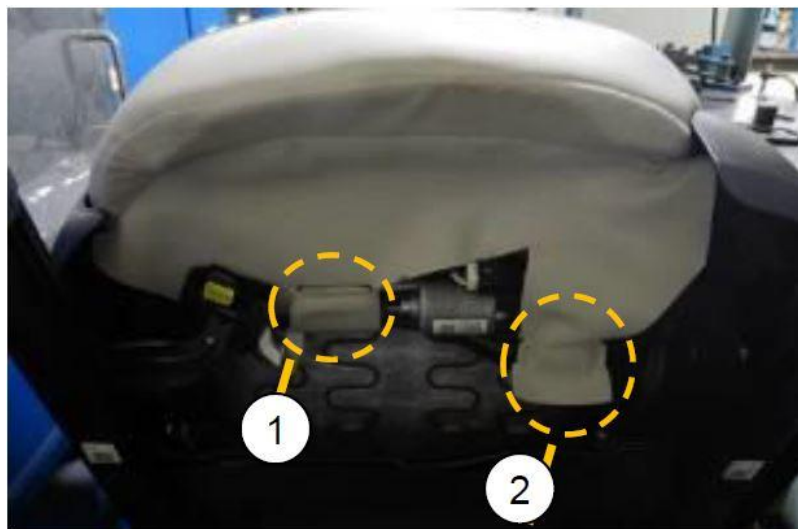


SEAT CUSHION TRIM INSTALLATION:

NOTE: The shape of the seat cushion trim end has been modified in order to avoid scratches or cuts to the hands during installation.

DRIVER SEAT:

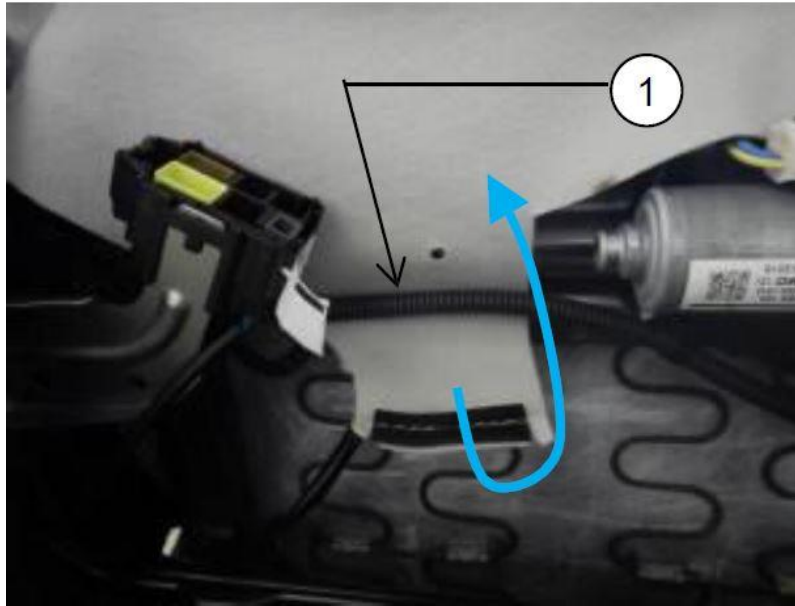
Install the modified trim ends (1) and (2) by following the steps below.



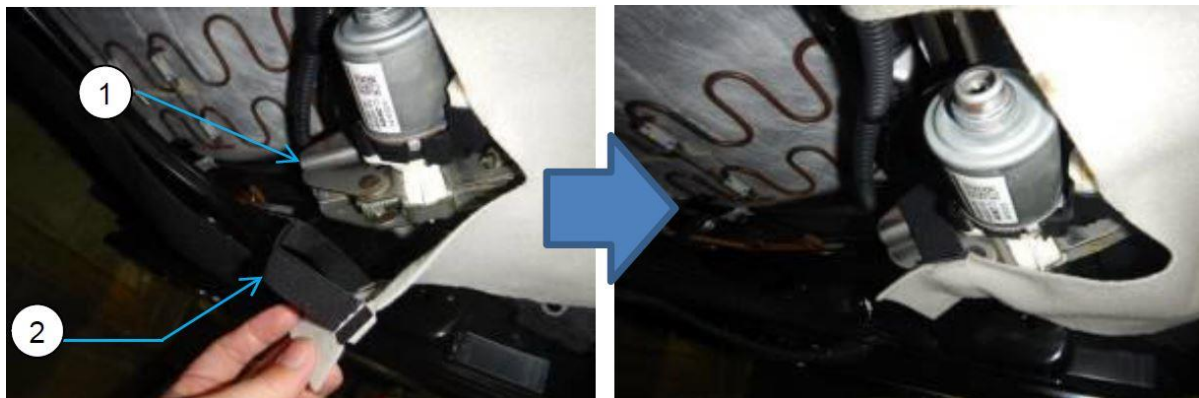
Trim end (1):

1. Wrap the air bag harness (1) with the trim end.

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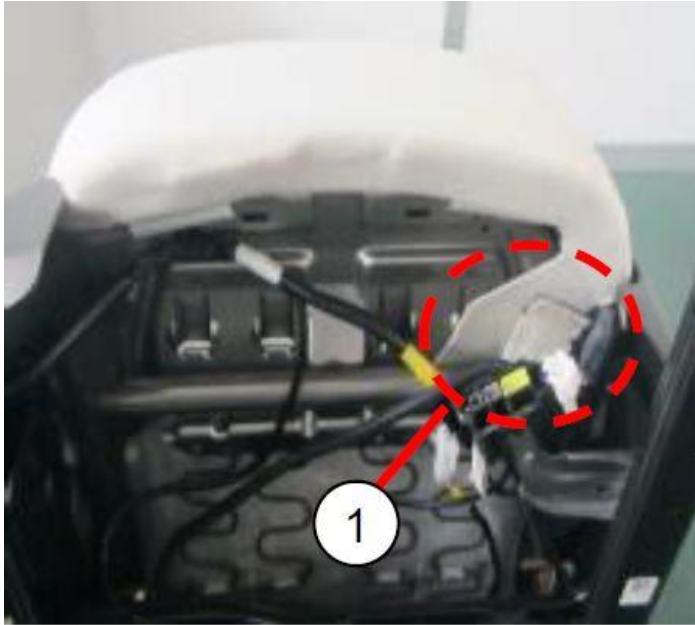
**Trim end (2):**

2. Hook the trim end to the bracket (1) with the rubber band (2).

**PASSENGER SEAT:**

Install the modified trim end (1) by following the steps below.

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1. Fold the modified trim end to the backside of the seat.

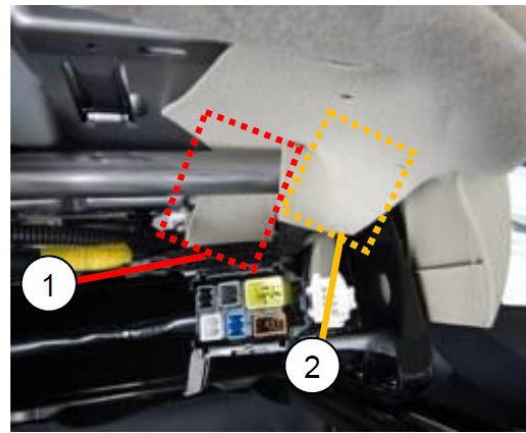
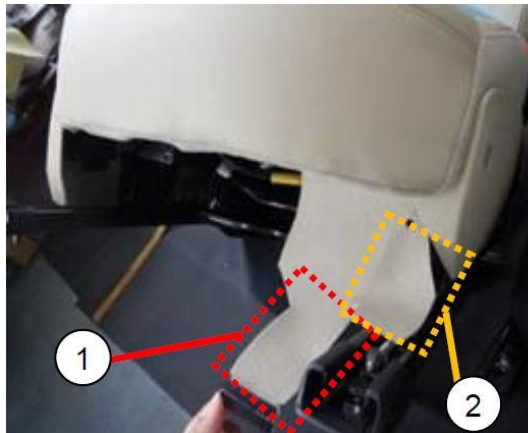
CAUTION: Take care not to scratch or cut your hands on the edge of the seat frame.



2. Insert the modified trim end (1) between the seat cushion frame and the stabilizer rod of the seat cushion frame.

NOTE: Do not insert the trim side end (2) behind the the stabilizer rod.

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3. Fold and secure the modified trim end to wrap the stabilizer rod.

NOTE: Although there are two types of seat cushion trim, the part number is the same for both types. One type has two holes in the trim end to mark where the trim end position is to be secured. The other type has no holes in the trim end.

Trim with holes:

Align the trim end with the holes.

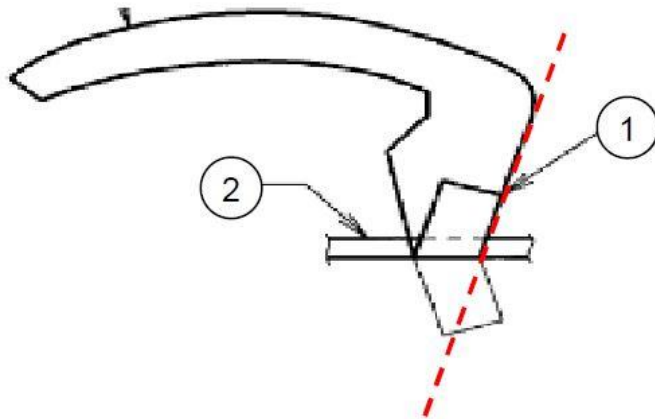


Trim without holes:

Align the side of the trim end as shown below.

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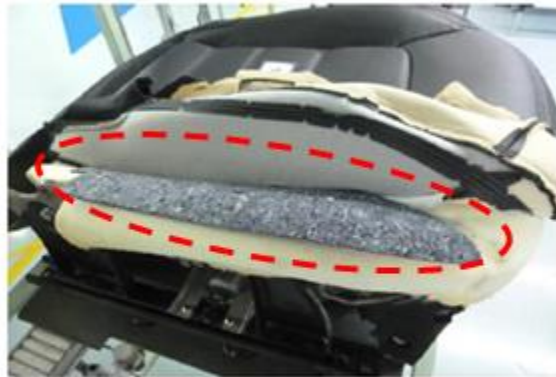
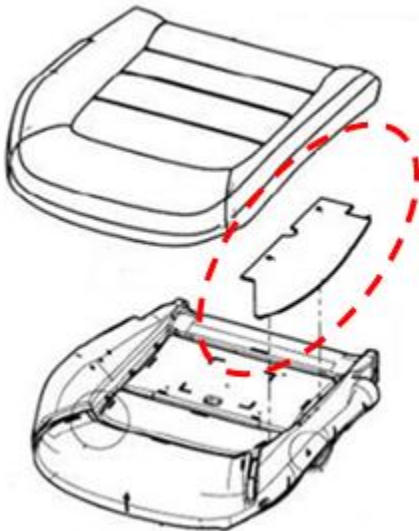
NOTE: Do not allow the trim end be too loose.



1	Trim end
2	Stabilizer rod

FELT PAD REMOVAL/INSTALLATION PROCEDURE:

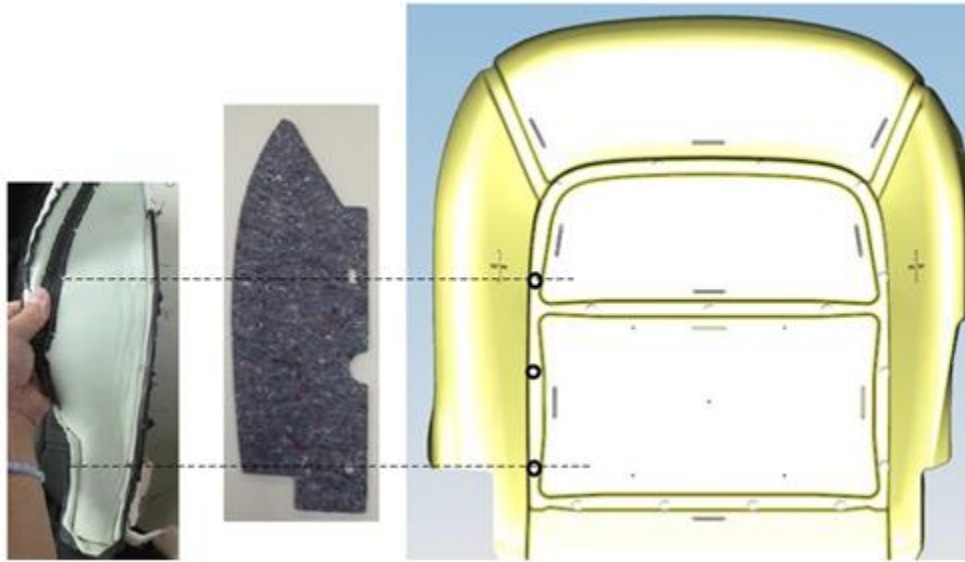
- a. Remove the felt pad from the seat cushion pad bolster.



- b. Place the felt pad onto the new seat cushion pad and tie the seat cushion pad, felt pad and seat cushion trim with two (2) hog-rings.

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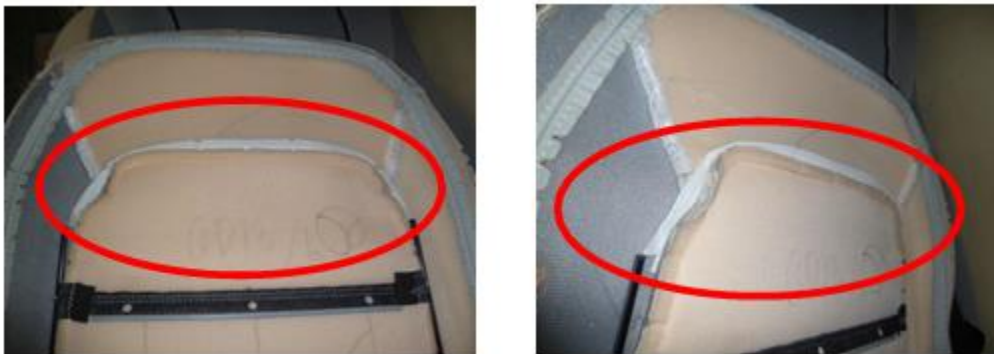
NOTE: Refer to the illustration below for proper hog-ring position.



4.Cloth Loop Type Seat Cover Only: Transfer (or replace) the wire according to the "WIRE REMOVAL / INSTALLATION PROCEDURE" below.

WIRE REMOVAL/INSTALLATION PROCEDURE:

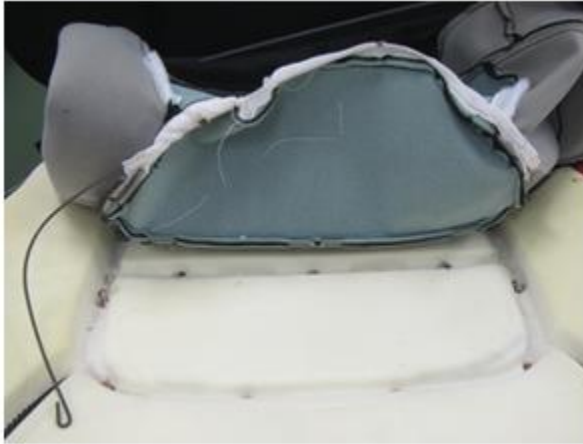
- a. Remove the existing wire from the backside of the old cushion seat trim.



NOTE: If the wire is not damaged, re-use it. If not, replace it with a new one.

- b. Pass the wire through the mesh fabric tube on the new seat cushion trim.

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NOTE: DO NOT allow the wire to come out of the hog-ring holes.



c. Adjust the wire position so that it is even on both sides.



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NOTE: If hog-rings are broken or missing, order new ones.



NOTE: Be sure to route the three (3) seat heater wires through the seat bottom cover.

5. Reassemble in reverse order of removal.

6. Perform Occupant Classification Sensor Calibration according to the instructions on MGSS online ([OCCUPANT CLASSIFICATION SENSOR CALIBRATION \[TWO-STEP DEPLOYMENT CONTROL SYSTEM - US/CANADA SPEC.\]](#)).

7. Verify the repair.

PARTS INFORMATION

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Parts Number	Description	Qty.	Color /Notes
KD1A-88-161 02	Driver Side Seat Cushion Trim	1	Black
KD1C-88-161 39	Driver Side Seat Cushion Trim	1	White
KB8E-88-16XD	Driver Side Seat Cushion	1	---
KN3T-88-111 02	Passenger Side Seat Cushion Trim (with power driver seat)	1	Black
KN4J-88-111 02	Passenger Side Seat Cushion Trim (with manual driver seat)	1	Black
KN4B-88-111 39	Passenger Side Seat Cushion Trim (with power driver seat)	1	White
KN1C-88-111 39	Passenger Side Seat Cushion Trim (with manual driver seat)	1	White
KD45-88-585	Clip	2	One Side
		4	Both Sides
K123-88-139	Wire	1	[R]
K1Y0-88-727	Felt Pad	1 or 2	[R] Driver and/or passenger side
0824-88-049	Hog-Rings	1	[R] (1 = 100) Max. 34 pc.

[R] - Replace part

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	87
Damage Code	9B

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Part Number Main Cause	(SEE PARTS INFORMATION TABLE)
Quantity	1
Operation Number / Labor Hours:	XXP7LARX / 0.8 Hr. (One side) XXP7LCRX / 1.5 Hr. (Both sides) (Front seat cushion trim and front seat cushion, RR)

NOTE: This bulletin only applies to vehicles equipped with leather seats.

NOTE: Claim other related parts, qty. = 1 as related parts. Also, claim the other side of the seat cushion trim, qty. = 1 as related parts if both seat cushion trims are replaced.

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