

Subject: FRONT DOORS DO NOT LOCK WHEN USING TOUCH SENSOR	Bulletin No.: 09-016/20
	Last Issued: 04/17/2020

APPLICABLE MODEL(S)/VINS

2019-2020 Mazda3 (Japan Built) vehicles with VINs lower than JM1BP*****169827 (produced before Feb. 13, 2020)

2019-2020 Mazda3 (Mexico Built)

2020 CX-30

DESCRIPTION

Some customers may find that they cannot lock their vehicle when using the touch sensor (shown below) on the front door handle, however, they can unlock the vehicle. This concern may occur after the vehicle has been recently washed and water has accumulated around the touch sensor, resulting in temporarily lowering the sensitivity of the capacitive sensor. To eliminate this concern, the shape and material of the rubber sheet attached to the touch sensor has been improved.

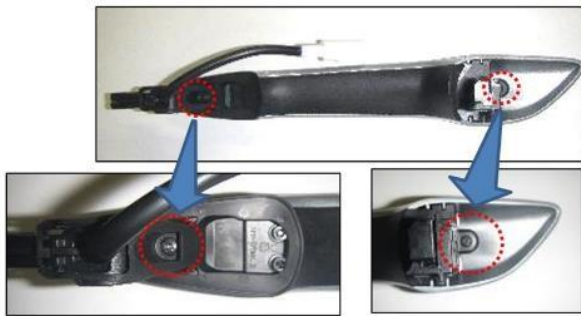


Customers having this concern should have their vehicle repaired using the following repair procedure.

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REPAIR PROCEDURE

1. Verify the customer concern.
2. Remove the affected front door handle(s) according to MGSS online:
 - Mazda3:(FRONT OUTER HANDLE REMOVAL/INSTALLATION)
 - CX-30: (FRONT OUTER HANDLE REMOVAL/INSTALLATION)
3. Disassemble the front door handle.
 - a. Remove the two (2) screws shown below.



- b. Disassemble the door handle.



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4. Remove the rubber sheet from the sensor.

NOTE:

- Make sure to remove any residue left on the surface of the sensor after removing the rubber sheet.
- Ensure that no water remains in the door handle or around the sensor.

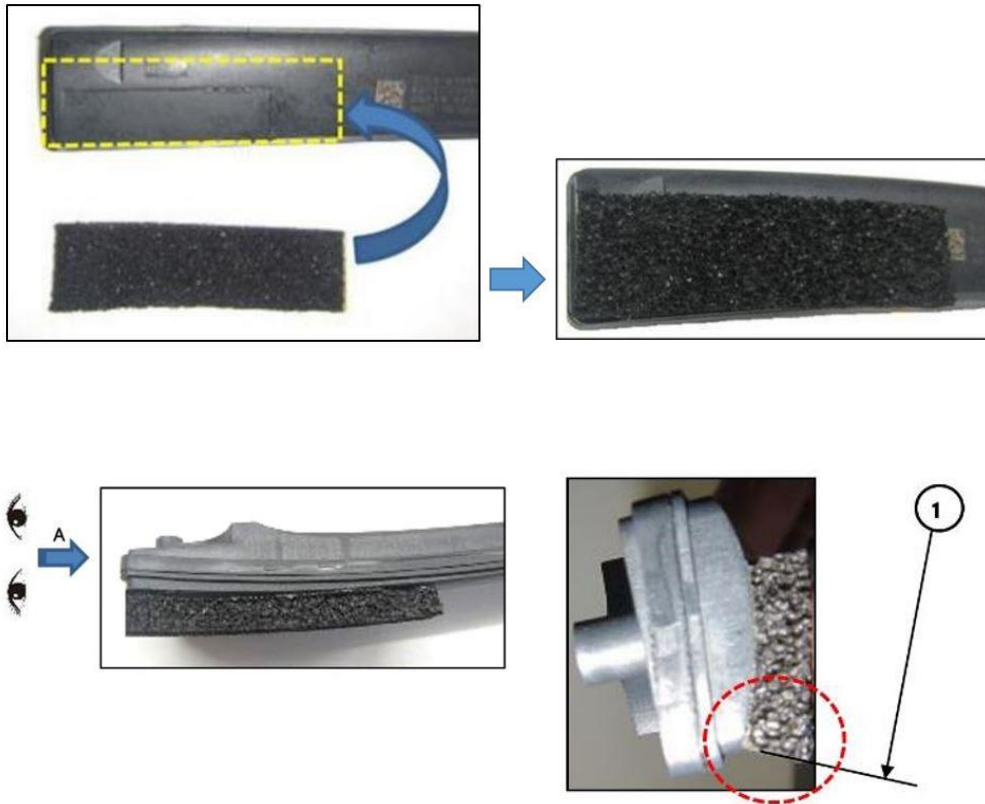


5. Cut a piece of foam rubber sheet from the kit into a 55 mm x 16 mm strip (as shown below).



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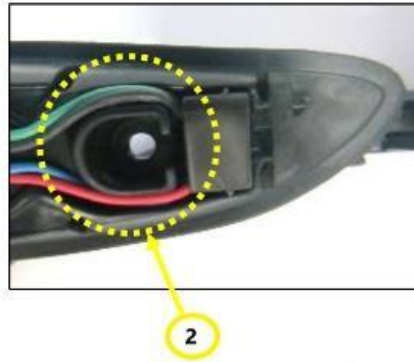
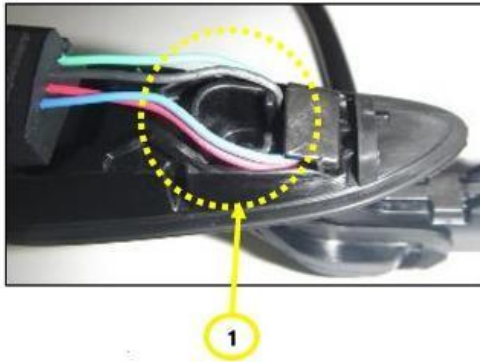
6. Attach the foam rubber strip onto the sensor (as shown below).



7. As shown from view A (above), align the edge of the foam rubber strip with line (1).

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8. Re-assemble the door handle.



NOTE: Verify the wires are not outside the grooves before assembling the cover (1 is not good, 2 is good).

9. Re-install the door handle and verify that it locks and unlocks correctly.



Lock



Unlock

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
TA01-76-100	Noise Repair Kit	1	Use foam rubber sheet only (14 pieces per sheet). 1 kit will repair 14 door handles.

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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	42
Damage Code	9H
Part Number Main Cause	7777-SP-S08
Quantity	0
Operation Number / Labor Hours:	XXS21DRX / 0.5 Hrs. (Driver Side Only) XXS21ERX / 0.4 Hrs. (Passenger Side Only) XXS21FRX / 0.7 Hrs. (Both Sides)

NOTE: Do not claim TA01-76-100 as a part for this TSB. It is included in the labor operation.

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