

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: POWER LIFTGATE (PLG) DOES NOT CLOSE WHEN PRESSING REAR LIFTGATE SWITCH	Bulletin No.: 09-019/20
	Last Issued: 04/29/2020

APPLICABLE MODEL(S)/VINS

US Spec.:

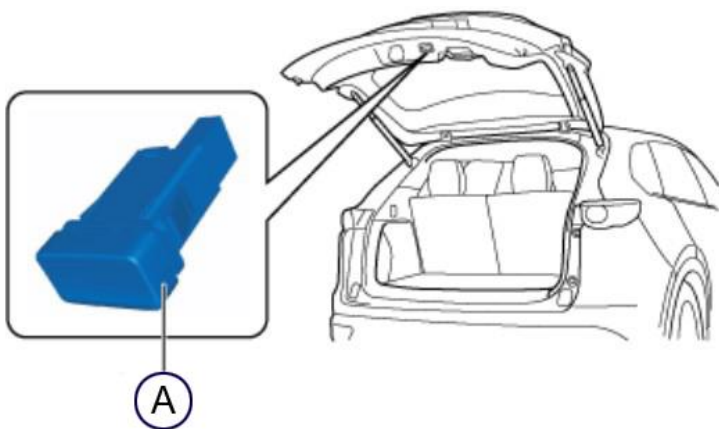
2017-2020 CX-5

Mexico Spec.:

2018-2020 CX-5

DESCRIPTION

Some customers may find that the liftgate does not close when pressing the power liftgate (PLG) rear switch (A) located on the interior liftgate trim. This may be caused by PLG switch corrosion. Water from condensation may drip onto the switch connector and cause corrosion.



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

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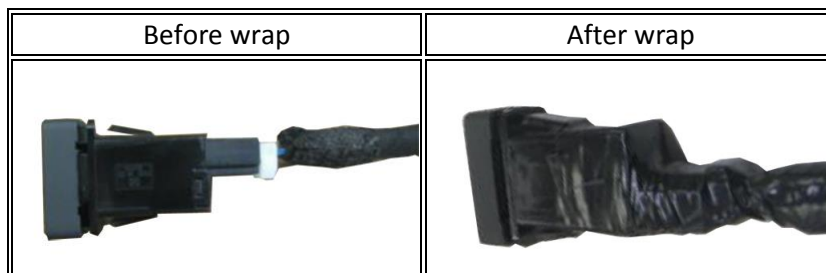
CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers 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. Remove the rear power liftgate switch according to the instructions on MGSS online POWER LIFTGATE (PLG) REAR SWITCH REMOVAL/INSTALLATION.
3. Inspect rear power liftgate switch. Is rust/corrosion found?
 - Yes - Replace the rear power liftgate switch, then go to Step 4.
 - No - Go to Step 4.

NOTE: If the rear harness No. 2 connector terminals are also found to have rust/corrosion, replace the connector with a new one according to the instructions on MGSS online REPAIR-USE CONNECTOR REPLACEMENT PROCEDURE and WIRING HARNESS CONNECTION PROCEDURE.

4. Use electrical tape to wrap the rear power liftgate switch connector.



5. Verify the repair.

PARTS INFORMATION

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Parts Number	Description	Qty.	Notes
TK48-66-LR0	SWITCH, POWER L/G	1	---
T3Y0-67-SH3	CORD, SHORT-PLG SW	1	Replace only if the rear harness No. 2 connector terminals are rusted/corroded

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.

If there is **NO RUST/CORROSION** found at the rear harness No. 2 connector terminals.

Warranty Type	A
Symptom Code	64
Damage Code	9Q
Part Number Main Cause	TK48-66-LR0
Quantity	1
Operation Number / Labor Hours:	XXS1YXRX / 0.3 Hrs.

If there is **RUST/CORROSION** found at the rear harness No. 2 connector terminals.

Warranty Type	A
Symptom Code	64
Damage Code	9Q
Part Number Main Cause	TK48-66-LR0
Quantity	1
Operation Number / Labor Hours:	XXS1YBRX / 0.8 Hrs.

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NOTE: Claim CORD, SHORT-PLG SW (T3Y0-67-SH3, Qty. 1) as a related part.

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