

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: FRONT BUMPER CRACKED NEAR THE FRONT FENDER/FRONT COMBINATION LIGHT	Bulletin No.: 09-022/20
	Last Issued: 06/26/2020

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09-042/18	11/30/18

APPLICABLE MODEL(S)/VINS

2016-2019 CX-9 vehicles with VINs lower than JM3TC*****306028 (produced before September 17, 2018)

NOTE: DO NOT perform TSB repair on vehicles that have existing collision damage or improper collision damage repairs.

DESCRIPTION

Some customers may notice cracks (as shown below) at one or both ends of the front bumper near the front fender / front combination light. This may be caused when driving over bumps. The bumper fascia may receive higher than expected forces, depending on driving manner and road conditions. To eliminate this concern, the internal shape and material of the front bumper fascia has been modified.



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REPAIR PROCEDURE

1. Verify the customer concern.
2. Replace the front bumper cover with a modified part according to the instructions on MGSS online:

NOTE: Be sure to disconnect the connectors to the fog lights / parking sensors and remove the wiring harness clips before removing the front bumper.

- (FRONT BUMPER REMOVAL)
- (FRONT BUMPER DISASSEMBLY/ASSEMBLY)
- (FRONT BUMPER INSTALLATION)

3. Verify the repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
TK48-50-031JBB	Front Bumper Cover	1	Unpainted (without Parking sensor)
TM55-50-031BBB	Front Bumper Cover	1	Unpainted (with Parking sensor)

NOTE: Be sure to inform customers that the new front bumper comes unpainted, so it will need to be painted before installation. This will cause a delay that customers should be aware of.

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.

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- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	87
Damage Code	9A
Part Number Main Cause	TK48-50-031J or TM55-50-031B
Quantity	1
Operation Number / Labor Hours:	(See tables below)

Without 360°view monitor system:

Fog light	Headlight cleaner	Ultrasonic sensor	Operation No.	Labor Hours
w/o	w/o	w/o	XXP9KARX	0.9
w/o	w/o	with	XXP9KBRX	1.0
w/o	with	w/o	XXP9KCRX	1.0
w/o	with	with	XXP9KDRX	1.1
with	w/o	w/o	XXP9KERX	1.0
with	w/o	with	XXP9KFRX	1.1
with	with	w/o	XXP9KGRX	1.1
with	with	with	XXP9KHRX	1.2

With 360°view monitor system:

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Fog light	Camera Aiming	Operation No.	Labor Hours
w/o	w/o	XXP9KSRX	1.3
w/o	with	XXP9KTRX	1.3
with	w/o	XXP9KURX	1.4
with	with	XXP9KVRX	1.5

NOTE: For painting (including primer) the bumper cover, claim it as follows.

-	In-house painting:
	XXP9KXPX / 2.7 Hrs. Paint material is included in labor times.
-	Outsourced painting:
	Enter "0.0 Hrs." then claim actual painting cost with the sublet code "A1".

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