

Subject: REAR CONSOLE LID DOES NOT SLIDE SMOOTHLY	Bulletin No.: 09-024/20
	Last Issued: 07/22/2020

APPLICABLE MODEL(S)/VINS

2020 CX-30

DESCRIPTION

Some customers may complain that the rear console lid does not slide smoothly. This may be caused by improperly positioned felt pads attached to the rear console lid lock, which may have moved out of position after repetitive use. The exposed adhesive residue may stick to the rail and disrupt smooth sliding operation.



To eliminate this concern, the felt pad positions have been changed.

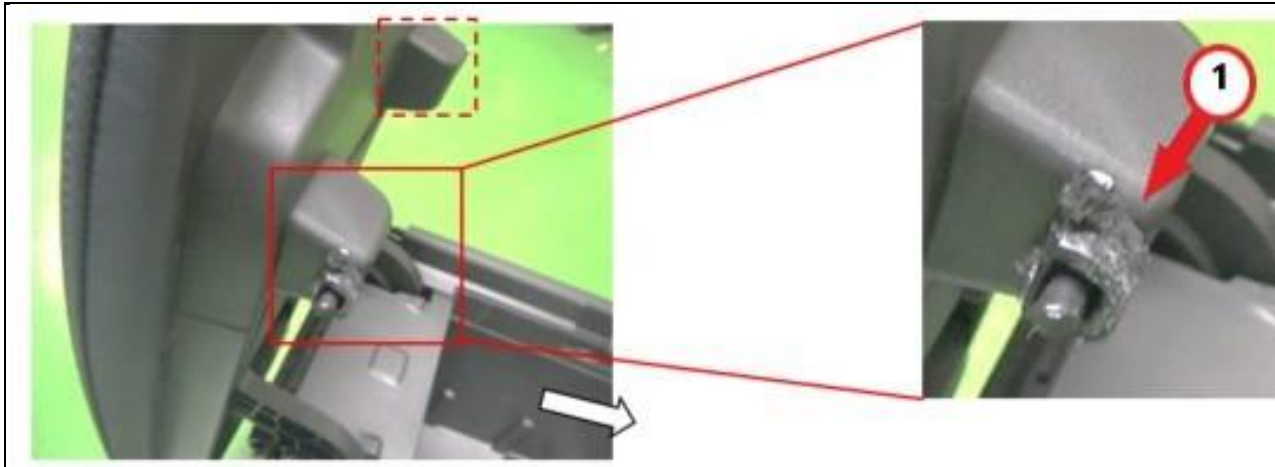
Customers having this concern should have their vehicle repaired using the following repair procedure.

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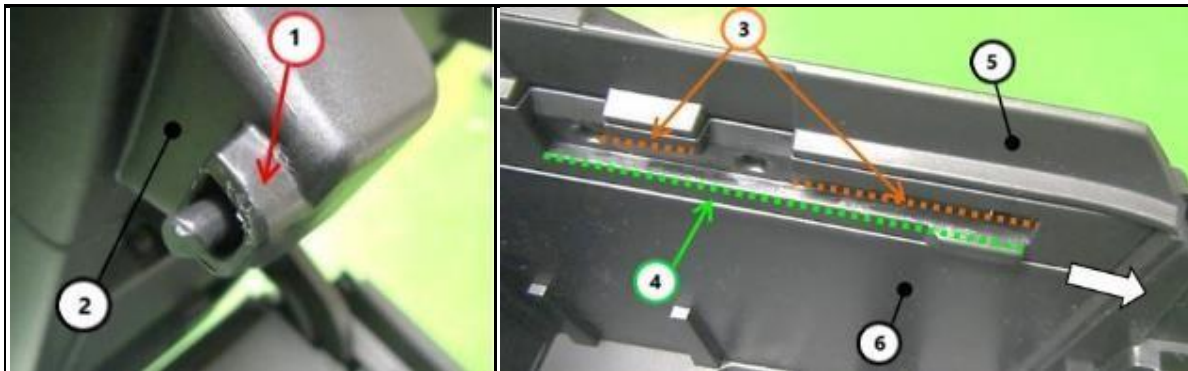
REPAIR PROCEDURE

1. Verify the customer concern.
2. Open the lid and remove the felt pads (1) glued onto the locks, as shown below.

NOTE: The white arrow indicates the front side.



3. Remove all adhesive residue from the locks and rails (upper and lower faces).
CAUTION: Before removing the residue, verify the adhesive cleaning product will not damage the parts to be cleaned. Refer to the materials (1 - 6) list below.



1. Lid lock (Material: AES)
2. Lid (Material: AES)

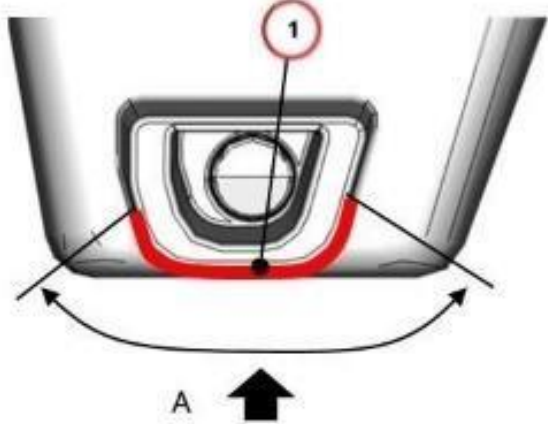
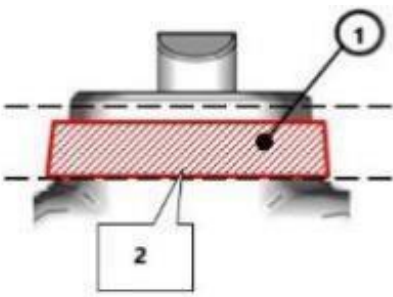
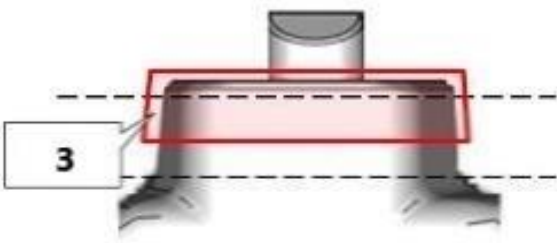
3. Rail (upper face) (Material: ABS)
4. Rail (lower face) (Material: ABS)

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	5. Console (Material: PP) 6. Console box (Material: PP)
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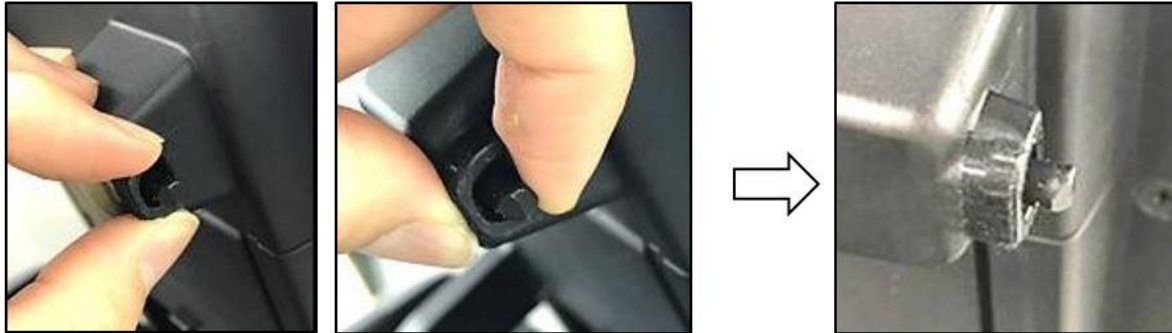
4. After removing all adhesive residue, clean the area using a clean cloth, then confirm the rails (upper and lower faces) are smooth.
5. Attach Felt A (1) as shown below.

	
Felt A (5mm x 20mm)	Felt B (4.5mm x 43mm)

 <p>Side view of lid lock</p>	<p>Attach Felt A (1) to lid lock</p>
<p>Felt A Installation - Good</p>	<p>Felt A Installation - No Good</p>
	
<p>View from A</p>	
<p>2. The felt edge must attach the lid along the entire length.</p>	<p>3. The felt edge should not come out of the lid lock rim.</p>

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6. Press the newly attached felt with fingers for better bonding.

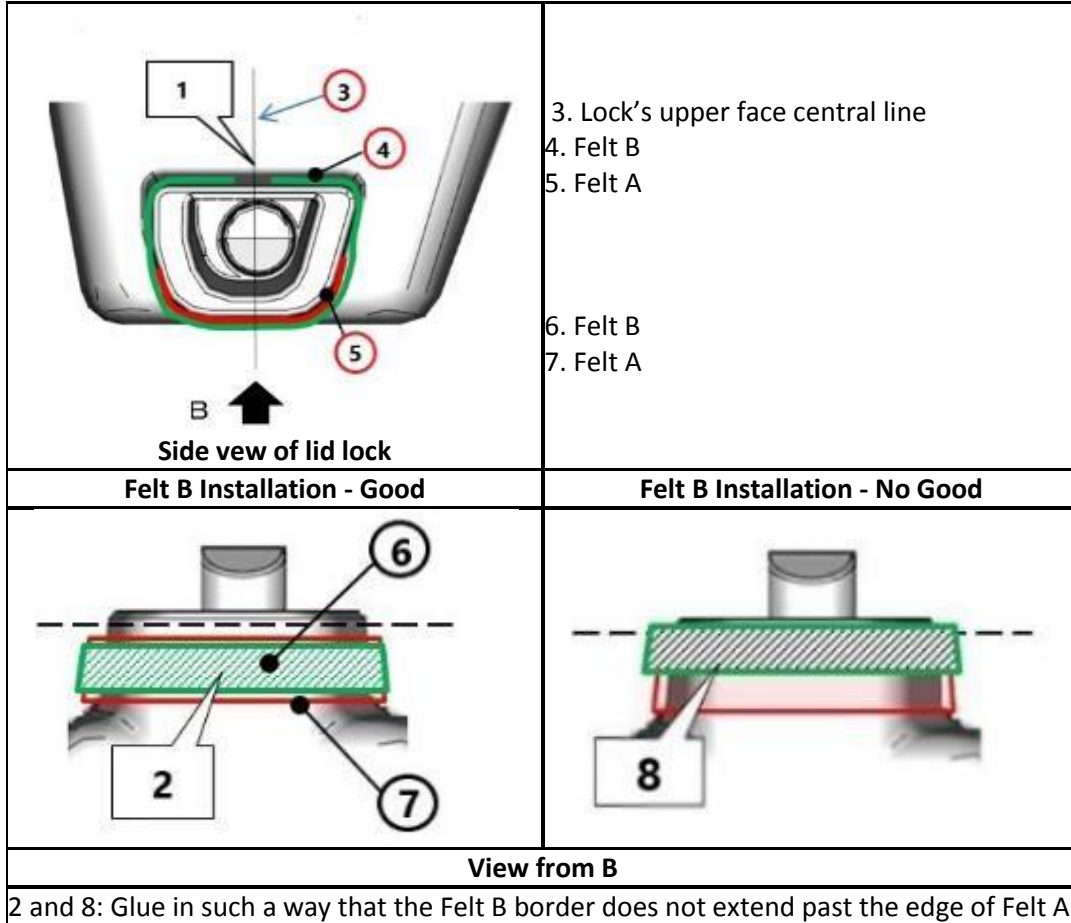


7. Attach Felt B as shown below.

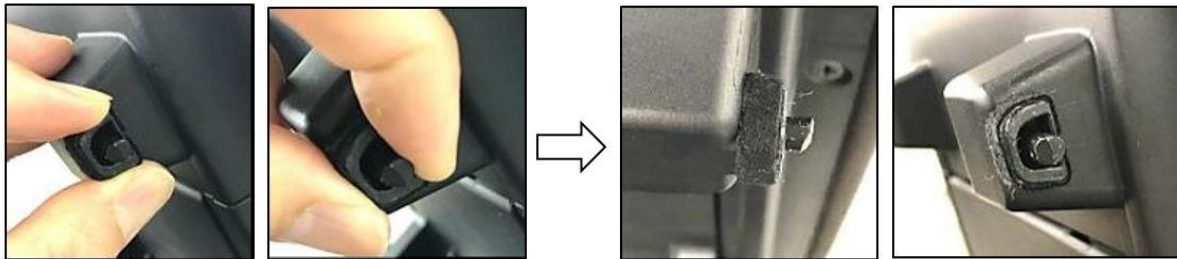
NOTE: Felt B must be attached so that its two ends are located on the lock's upper face, symmetrical to the upper face central line (1), as shown below. Also, the ends of Felt B must not touch each other.

8. Glue Felt B onto Felt A (2) as shown below.

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9. Press the newly attached felt with fingers for better bonding.



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10. Repeat Steps 2 - 9 on opposite side of the console lid.

11. Verify the repair by sliding the console lid several times.

NOTE: The glue takes about 24 hours to completely dry. Recommend to the customer to wait for 24 hours before sliding the lid.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
DFY0-55-180	Spacer Set	1	2 pieces of Felt A (5mm x 20mm x 0.5mm) 2 pieces of Felt B (4.5mm x 43mm x 0.7mm)

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	72
Damage Code	9G
Part Number Main Cause	DFY0-55-180
Quantity	1
Operation Number / Labor Hours:	XXS2PXRX / 0.3 Hrs.

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