

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: POOR FITTING REAR DOOR WEATHERSTRIPS	Bulletin No.: 09-029/20
	Last Issued: 09/03/2020

APPLICABLE MODEL(S)/VINS

US Spec.:

2017-2020 CX-5

2016-2020 CX-9

Mexico Spec.:

2017-2020 CX-5

DESCRIPTION

Some vehicles may exhibit poor fitting rear door weatherstrips at the lower/front location. The weatherstrips may be deformed by frequent contact with passengers entering and exiting the vehicle, causing the weatherstrip joint to become enlarged. The enlarged weatherstrip joint does not grip the door panel tight enough when it is refitted.



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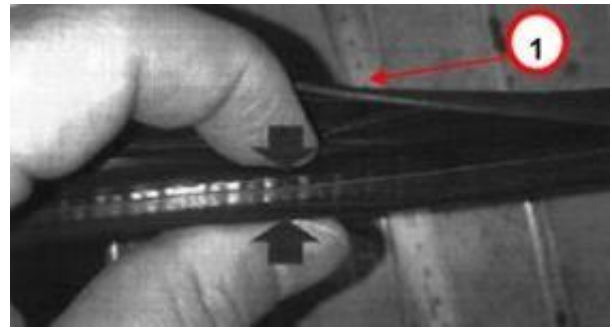
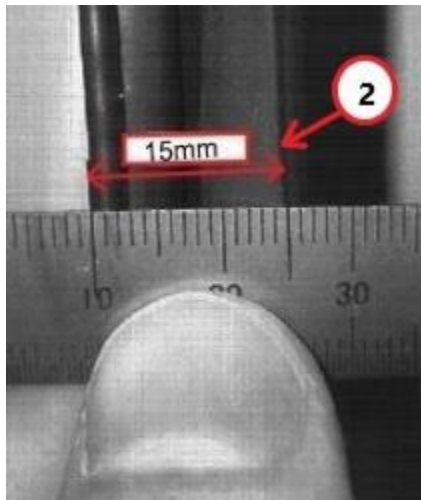
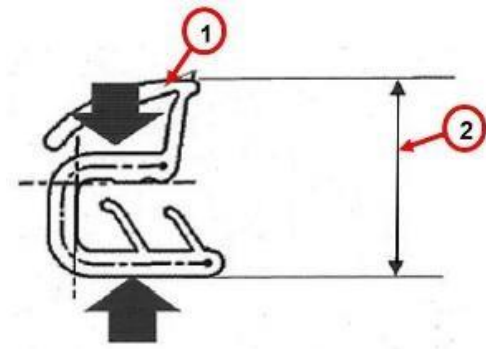
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Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

1. Verify the customer concern.
2. To restore the weatherstrip's grip, pinch the weatherstrip joint until the width is shorter than 15mm, as shown below.

Lift up the lip (1) then pinch the weatherstrip joint (at the black arrows) until the width (2) is less than 15mm.



3. Refit the weatherstrip to the door panel.
4. Verify the repair.

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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	89
Damage Code	9B
Part Number Main Cause	KB7W-72-76XA or KB7W-73-76XA (CX-5) TK48-72-76XG or TK48-73-76XG (CX-9)
Quantity	0
Operation Number / Labor Hours:	XXS3MXAX / 0.2 Hrs. (for one or two doors)

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