

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



|   |                                |
|---|--------------------------------|
| <b>Subject:</b><br><b>FLOCK FINISHING ON DOOR SASH MOLDING PEELS OFF WHEN OPENING FROZEN DOOR</b> | <b>Bulletin No.:</b> 09-008/21 |
|   | <b>Last Issued:</b> 03/09/2021 |

## BULLETIN NOTES

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

| Previous TSBs: | Date(s) Issued: |
|----------------|-----------------|
| 09-040/18      | 11/09/18        |

## APPLICABLE MODEL(S)/VINS

2017-2019 CX-5

2018-2019 CX-5 (Mexico spec.)

## DESCRIPTION

Some customers may notice the flock finishing on the door sash molding is peeled off (as shown below) when opening the frozen door. This concern may be caused by insufficient durability due to an improper production process of the door sash moldings. To eliminate this concern, the production process of the door sash moldings has been changed.

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## REPAIR PROCEDURE

1. Verify the customer concern.
2. Replace the affected door sash molding(s) with modified part(s) according to the instructions on MGSS online:
  - FRONT SASH MOLDING REMOVAL
  - FRONT SASH MOLDING INSTALLATION
  - REAR SASH MOLDING REMOVAL
  - REAR SASH MOLDING INSTALLATION
3. Verify the repair.

## PARTS INFORMATION

### FRONT SASH MOLDING (RIGHT):

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| Part Number  | Description               | Qty. | Remark                             |
|--------------|---------------------------|------|------------------------------------|
| KB7W-50-981K | MOULD (R), FRONT, SASH'A' | 1    |                                    |
| KB7W-50-640C | MOULD (R), FRONT, BELT    | 1    | [R]                                |
| KB7W-50-M10B | GARNISH (R), FRONT DOOR   | 1    | [R] B-PILLARGARNISH<br>BLACK       |
| KB8A-50-M10D | GARNISH (R), FRONT DOOR   | 1    | [R] B-PILLARGARNISH<br>PIANO BLACK |

**FRONT SASH MOLDING (LEFT):**

| Part Number  | Description               | Qty. | Remark                              |
|--------------|---------------------------|------|-------------------------------------|
| KB7W-50-985K | MOULD (L), FRONT, SASH'A' | 1    | ---                                 |
| KB7W-50-650C | MOULD (L), FRONT, BELT    | 1    | [R]                                 |
| KB7W-50-M20B | GARNISH (L), FRONT DOOR   | 1    | [R] B-PILLAR GARNISH<br>BLACK       |
| KB8A-50-M20D | GARNISH (L), FRONT DOOR   | 1    | [R] B-PILLAR GARNISH<br>PIANO BLACK |

**REAR SASH MOLDING (RIGHT):**

| Part Number  | Description              | Qty. | Remark                              |
|--------------|--------------------------|------|-------------------------------------|
| KB7W-50-991K | MOULD (R), REAR, SASH'A' | 1    | ---                                 |
| KB7W-50-660C | MOULD (R), REAR, BELT    | 1    | [R]                                 |
| KB7W-50-M30B | GARNISH (R), REAR DOOR   | 1    | [R] B-PILLAR GARNISH<br>BLACK       |
| KB8A-50-M30C | GARNISH (R), REAR DOOR   | 1    | [R] B-PILLAR GARNISH<br>PIANO BLACK |
| KB7W-50-M50A | GARNISH (R), REAR DOOR   | 1    | [R] C-PILLAR GARNISH<br>BLACK       |
| KB8A-50-M50C | GARNISH (R), REAR DOOR   | 1    | [R] C-PILLAR GARNISH<br>PIANO BLACK |

**REAR SASH MOLDING (LEFT):**

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| Part Number  | Description              | Qty. | Remark                              |
|--------------|--------------------------|------|-------------------------------------|
| KB7W-50-995K | MOULD (L), REAR, SASH'A' | 1    | ---                                 |
| KB7W-50-670C | MOULD (L), REAR, BELT    | 1    | [R]                                 |
| KB7W-50-M40B | GARNISH (L), REAR DOOR   | 1    | [R] B-PILLAR GARNISH<br>BLACK       |
| KB8A-50-M40C | GARNISH (L), REAR DOOR   | 1    | [R] B-PILLAR GARNISH<br>PIANO BLACK |
| KB7W-50-M60A | GARNISH (L), REAR DOOR   | 1    | [R] C-PILLAR GARNISH<br>BLACK       |
| KB8A-50-M60C | GARNISH (L), REAR DOOR   | 1    | [R] C-PILLAR GARNISH<br>PIANO BLACK |

**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.

|                               |   |
|-------------------------------|---|
| Symptom Code                  | 92  |
| Damage Code                   | 92  |
| Part Number Main Cause        | ****-50-981*<br>or<br>****-50-985*<br>or<br>****-50-991*<br>or<br>****-50-995*<br><br>(Select the part number of the affected sash molding applicable to the subject vehicle from “Parts Information” table.) |
| Quantity                      | 1   |
| Operation No. and Labor Hours | Refer to the table below  |

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**NOTE:** Claim other necessary parts for repair, Qty. = 1 as related part.

**Sash Moldings Replaced: ONE**

| Operation No. | Labor Hrs. | Replacement                        |
|---------------|------------|------------------------------------|
| XXP9NARX      | 0.5        | Front Door Sash Molding - One Side |
| XXP9NBRX      | 0.6        | Rear Door Sash Molding - One Side  |

**Sash Moldings Replaced: TWO**

| Operation No. | Labor Hrs. | Replacement                              |
|---------------|------------|--|
| XXP9NCRX      | 0.8        | Front Door Sash Molding - Both Side      |
| XXP9NDRX      | 1.0        | Rear Door Sash Molding - Both Side       |
| XXP9NERX      | 0.9        | One Front and One Rear Door Sash Molding |

**Sash Moldings Replaced: THREE**

| Operation No. | Labor Hrs. | Replacement                               |
|---------------|------------|---|
| XXP9NFRX      | 1.1        | Both Front Door Sash Molding and One Rear |
| XXP9NGRX      | 1.3        | Both Rear Door Sash Molding and One Front |

**Sash Moldings Replaced: FOUR**

| Operation No. | Labor Hrs. | Replacement                            |
|---------------|------------|--|
| XXP9NHRX      | 1.5        | Both Front and Rear Door Sash Moldings |

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