

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  <b>INTERFERENCE BETWEEN LIFTGATE AND REAR BUMPER</b>	<b>Bulletin No.: 09-018/21</b>
	<b>Last Issued : 06/17/2021</b>

## BULLETIN NOTES

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

Previously issued TSBs	Date issued
09-032/20	09/25/20

## APPLICABLE MODEL(S)/VINS

2019-2021 Mazda3 5-door HB (Japan built) with VINS lower than JM1BP\*\*\*\*\*313228 (produced before **October 3, 2020**)

## DESCRIPTION

Some vehicles may exhibit that the liftgate interferes with the rear bumper when closed forcefully, resulting in damaged paint on the rear bumper. Due to variations of the clearance between the liftgate and the rear bumper, the bottom edge of the liftgate may overrun the rear bumper. To correct this concern, the following steps have been taken:

- **Phase 1** - The hardness of stop rubbers on the liftgate has been modified for VINS greater than JM1BP\*\*\*\*\*300045 (produced after **June 16, 2020**)
- **Phase 2** - A cushioning pad has been added to the hollow part in the liftgate weatherstrip (in addition to Phase 1 modification) for VINS greater than JM1BP\*\*\*\*\*313227 (produced after **October 2, 2020**)

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

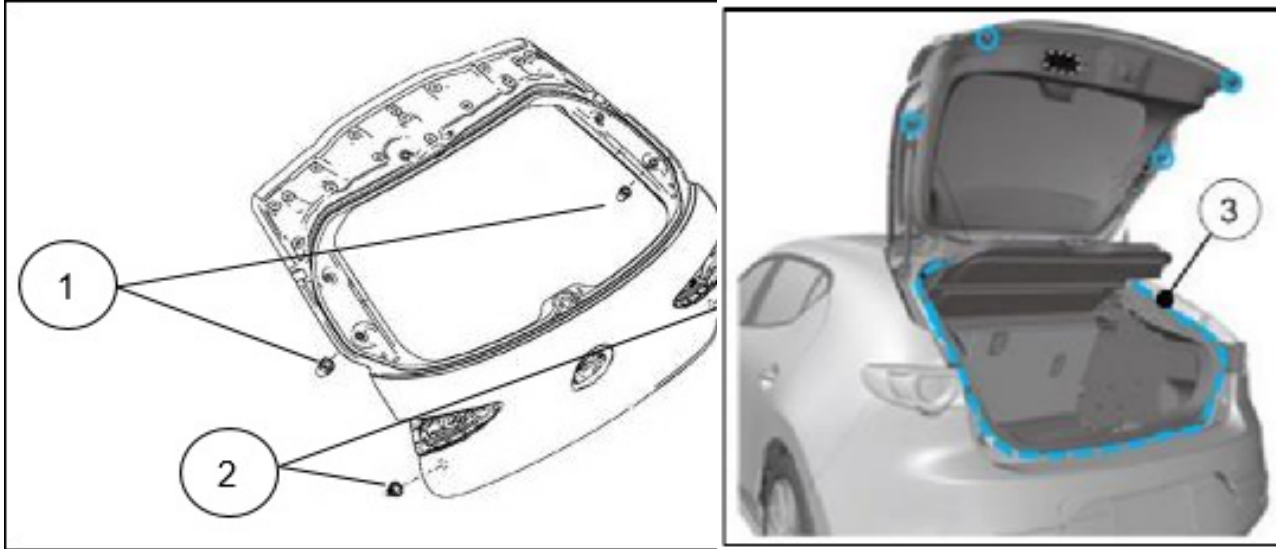
## REPAIR PROCEDURE

1. Verify customer concern.
2. Replace the liftgate weatherstrip and/or stop rubber bumpers according to the VIN.

**NOTE:** If the paint is damaged, repaint after confirming the interference is resolved.

VIN lower than JM1BP*****300046 (before Phase 1 )	Replace the stop rubbers and liftgate weatherstrip with modified ones.
VIN greater than JM1BP*****300045 and lower than JM1BP*****313228	Replace the weatherstrip with modified one.

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- (1) Rubber, Stop (Main)  
 (2) Rubber, Stop (Sub)  
 (3) Liftgate Weatherstrip

3. Verify repair.

**NOTE:** Explain the following to the customer when replacing the stop rubbers (and/or the weatherstrip with pads).

By changing to the weatherstrip with pads and/or harder rubber, the overrun allowance between the liftgate and the weatherstrip will be reduced and the interference will be prevented. As a result, the bounce when opening the liftgate will be stronger and the liftgate will need to be closed a little harder against the stop rubber. The bounce and tightness of closing the liftgate will be gradually reduced as time goes by.

#### PARTS INFORMATION

Parts Number	Description	Qty.	Notes
TK78-62-877A	Rubber, Stop	2	Main
KB7W-62-877C	Rubber, Stop	2	Sub
<b>BCKP-62-761A</b>	<b>Weatherstrip, Liftgate</b>	<b>1</b>	

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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	90	
Damage Code	9H	
Part Number Main Cause	TK78-62-877A	
Quantity	2	2
Operation Number / Labor Hours:	Replace stop rubbers (main and sub)	Replace stop rubbers (main and sub) and weatherstrip
	XXS46XRX / 0.2 Hrs.	XXS46ARX / 0.5 Hrs.

**NOTE:**

- Enter KB7W-62-877C (Sub) and BCKP-62-761A as a related part number.
- If painting is required, claim it using sublet code "A1" and attach pictures of the damage.
- All paint sublet of \$1000 or higher must have prior authorization from MNAO Warranty.

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