

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: REAR CONSOLE / CUP HOLDER WARMING	Bulletin No.: 09-023/21
	Last Issued : 07/19/2021

BULLETIN NOTES

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

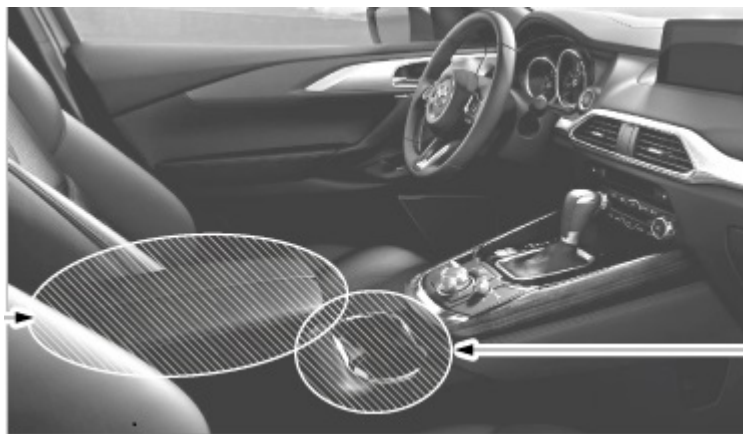
Previous TSBs:	Date(s) Issued:
09-020/20	05/01/20
09-013/17	04/13/17

APPLICABLE MODEL(S)/VINS

2016-2021 CX-9

DESCRIPTION

Some customers may complain that the rear console / cup holder area is warming.



The warming is caused by heat radiating from the rear heater core, which is located under the console. The warm air created by the heater core escapes through small gaps and carries heat along the inner walls of rear console / cup holder, causing an increase in temperature.

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

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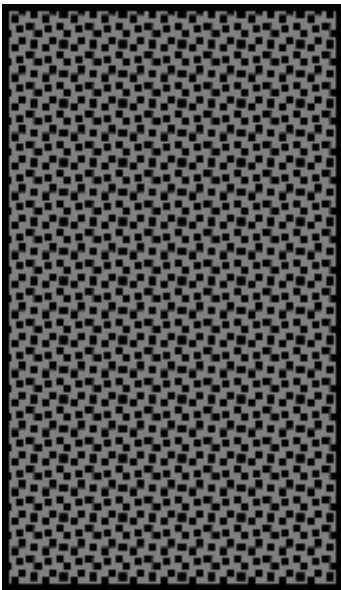
REPAIR PROCEDURE

1. Verify the customer concern.

NOTE:

- Before beginning this repair, inform the customer of 1) the cause of the symptom and 2) that this repair cannot guarantee a perfect thermal isolation.
- If the customer still experiences this concern after the repair, instruct them to turn on the rear A/C to expel the heat from the console interior.

2. To reduce heat transfer, install the Seals (A and B) and the insulator onto the bottom of the rear console according to the following instructions.

SPACER SET / INSULATOR INSTALLATION:**SPACER SET (TKY1-55-180)****INSULATOR (TK48-55-165)****SEAL A**

100 mm x 270 mm
Qty. 3

SEAL B

30 mm x 20 mm
Qty. 2



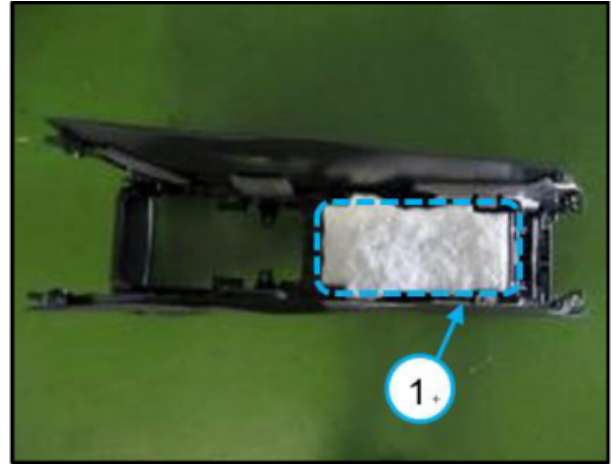
Qty. 1

1. Remove the rear console according to MGSS online (REAR CONSOLE REMOVAL/INSTALLATION).

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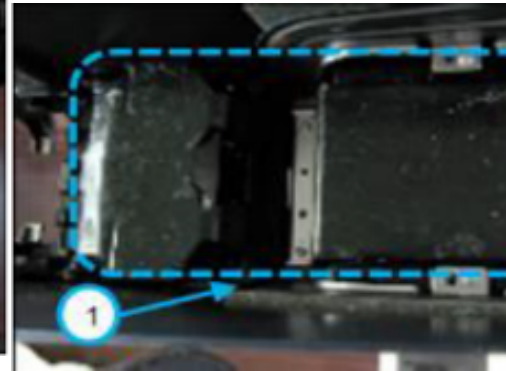
Rear Console Removed



Rear Console Bottom, (1) White Insulator

2. Thoroughly remove all the white insulator (1) from the bottom of the rear console.

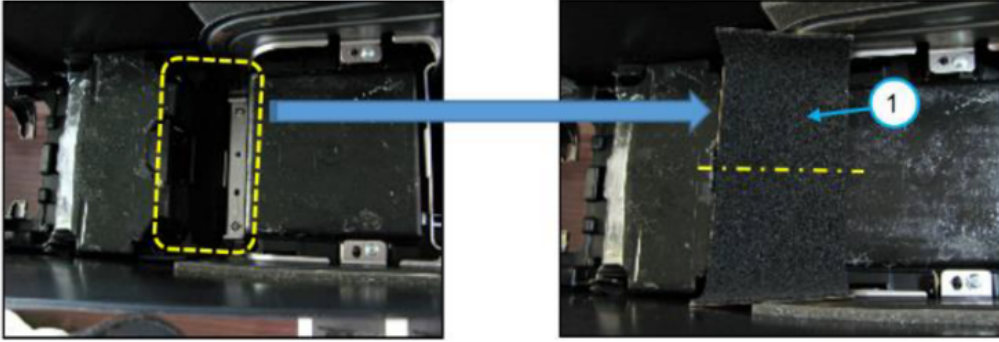
NOTE: Make sure there are no leftover pieces of insulator. Use parts cleaner to remove any stuck insulator remains.



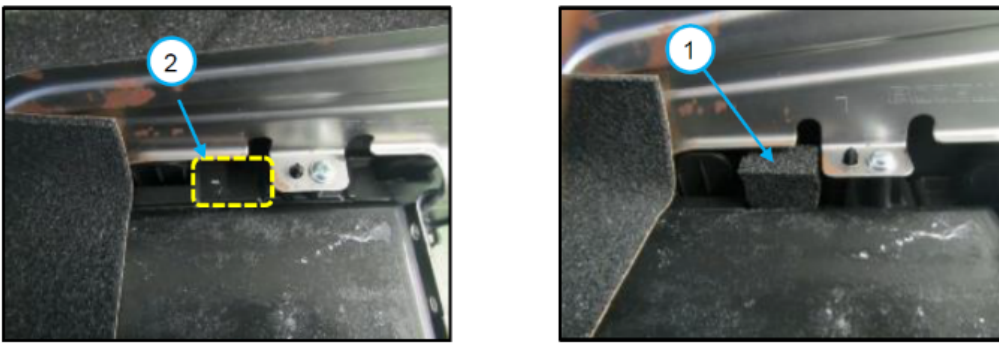
(1) After Insulator Removal

3. Place the first 100 mm x 270 mm SEAL A (1) in the marked location (as shown below (left)), then adjust the center of the seal according to the dotted line (as shown below (right)).

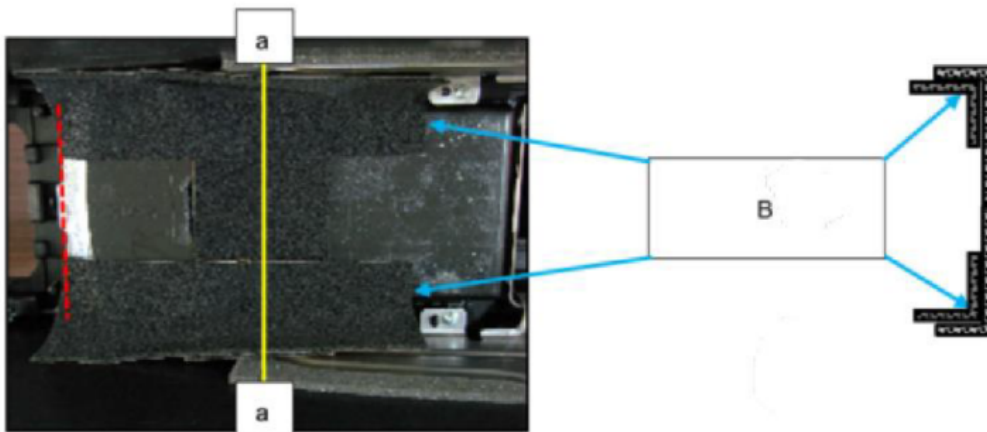
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4. Place both 30 mm x 20 mm SEAL Bs (1) in the marked locations (2) as shown below. One seal on each side of the rear console.



5. Place the remaining two SEAL As over the first SEAL A placed there in Step 3. Place one seal on each side, begin gluing from the left edge.

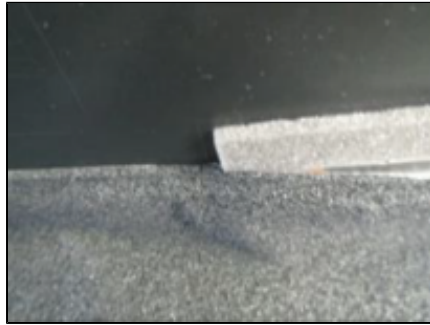
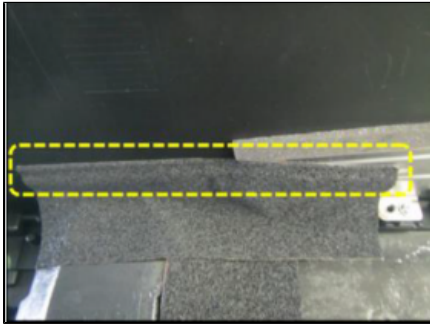


Adjust SEALs A to the border (red dotted line) on the left

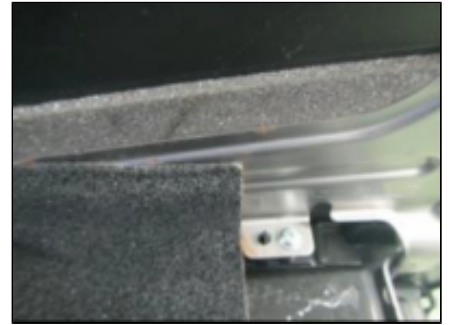
SEALs A as seen from side (a-a)
(B) Place SEALs A centered into the corners

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NOTE: Carefully place each seal to completely eliminate any existing gaps (as shown below). Fit the seals into the irregular surfaces as well as possible.

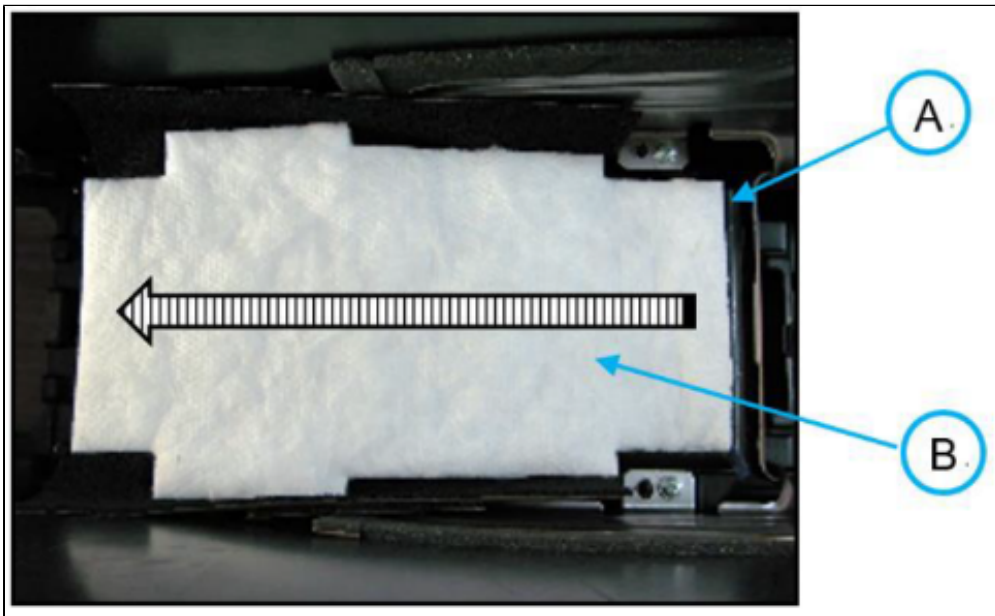


Step Between Side Cover
And Sponge Tape



Irregularities Of Console Bracket

6. Starting from side (A), place the new insulator (B) over SEAL A, like the original insulator.



7. Reinstall the rear console according to MGSS online (REAR CONSOLE REMOVAL/INSTALLATION).

8. Verify the repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
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TKY1-55-180	Spacer Set	1	Includes: Seal A (qty. 3) and Seal B (qty. 2) Insulator (qty. 1)
TK48-55-165	Tape, Seal	1	

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	99
Damage Code	99
Part Number Main Cause	TKY1-55-180
Quantity	1
Operation Number / Labor Hours:	XXRBYARX / 0.8 Hrs.

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