

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

RUST OR PAINT PEELING AT INSIDE EDGE OF FRONT DOOR(S)

Bulletin No.: 09-016/21

Last Issued : 09/13/2021

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09-016/21	05/27/21 and 07/12/21

APPLICABLE MODEL(S)/VINS**US / Canada Spec.:**

2017-2020 CX-5 vehicles with VINs lower than JM3KF*****869654 (produced before Aug. 24, 2020)

2021 CX-5

Mexico Spec.:

2018-2020 CX-5 vehicles with VINs lower than JM3KF*****869654 (produced before Aug. 24, 2020)

2021 CX-5

DESCRIPTION

Some vehicles may exhibit rust or paint peeling at the inside edge of the front door(s). This may be caused by dust adhering between the front door edge and the rear door weatherstrip, which rubs/damages the paint during vehicle operation (door opening/closing and vibration while driving).

NOTE: If the rust/paint peeling is seen on the outer side of the door, this service bulletin does not apply.

Page 1 of 8

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.



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

REPAIR PROCEDURE

1. Verify the customer concern.
2. Repair the paint peeling and/or rust on the vehicle according to normal body shop procedures.
3. Attach the protector tape to the front door(s) according to **"Procedure to attach the protector tape"** below.

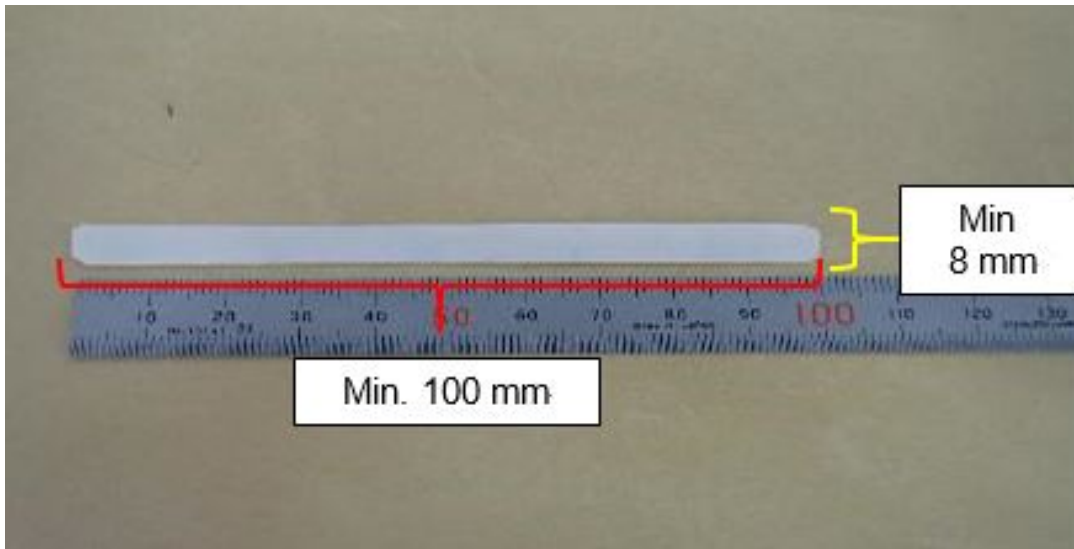
NOTE: Replace both rear door weatherstrips as necessary.

Procedure to attach the protector tape:

- a. Cut out a strip from the protector tape according to the size of the damaged area.

NOTE: The minimum size of the strip should be 100 mm x 8 mm. Protection may not be enough if smaller than this size.

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.



b. Cut off all corners of the protector tape to prevent it from peeling off.



c. Degrease and clean the protector tape application area (1).

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.



d. Apply the protector tape to the application position (see yellow framed area above) on the hemming part of the front door.

NOTE:

- Pressing the protector tape and bleeding any air, gradually peel it off the release paper.
- Start the application at the top of the area and continue while lightly pulling the tape downward.
- Align the upper end (2) of the protector tape to the end of the curve.
- Align the edge of the protector tape to the inner edge of the door hem (3) so that it is not visible from the outside.

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.



e. Apply the protector tape to the other side door

1. Replace the rear door weatherstrips (both sides) according to steps a - c below.

NOTE: Sample pictures below are for the right side of the rear door weatherstrip.

a. Remove the clips (4), remove the upper cover of the rear door weatherstrip.

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.



b. Remove the clip (5) at lower of the rear door weatherstrip.



c. Install in the reverse order of removal.

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

2. Replace the other side of the rear door weatherstrip according to steps a - c above.
3. Verify the repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
F151-72-864	Protector Tape	1	Repairs two (2) vehicles per sheet
KB7W-72-76XB	Weatherstrip	1	Right Rear
KB7W-73-76XB	Weatherstrip	1	Left Rear

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	53
Damage Code	9Y
Part Number Main Cause	5555-RS-001
Quantity	0
Operation Number / Labor Hours:	<p>1. Protection Film, Attach and Rear Door Weather Strips (both sides), Replacement XXT3CXR/ 0.8 Hrs.</p> <p>2. Paint rust, corrosion, Repair Enter actual time (XXT48XPT Max. 1.7 Hrs. for front right door, XXT5XXPT Max. 1.7 Hrs. for front left door)</p> <p>NOTE: If the paint repair is performed by an outside bodyshop, enter 0.0 hours, then claim the actual sublet cost using the sublet code "A2"</p>

NOTE:

- Enter the protector tape and weatherstrips as related parts.
- Contact the Warranty Dept. for pre-authorization for sublet over \$1,000.

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.