

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: REAR DOOR SEAMING WELT COMES OFF WHEN STEPPING IN AND OUT OF VEHICLE	Bulletin No.: 09-033/21
	Last Issued : 11/10/2021

BULLETIN NOTES

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

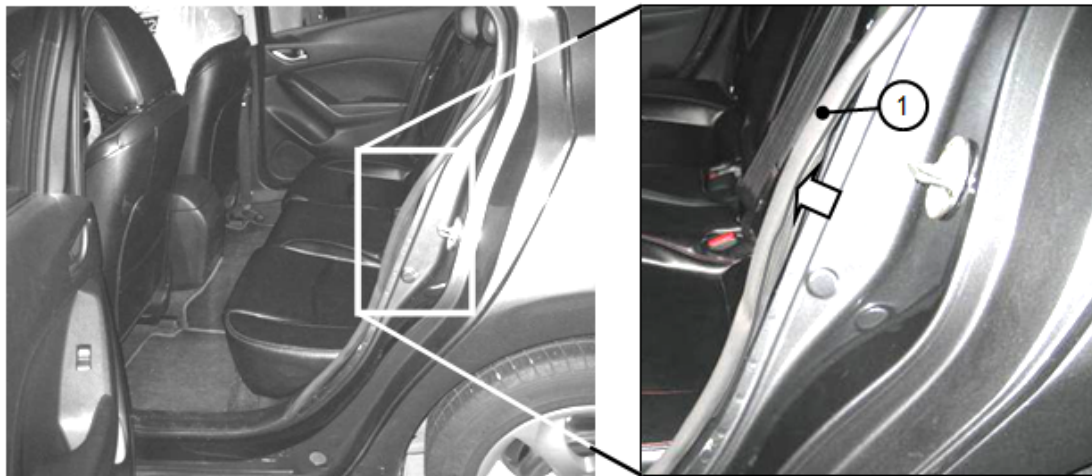
Previous TSBs:	Issued Dates:
09-015/19	03/27/19
09-030/18	08/02/18

APPLICABLE MODEL(S)/VINS

2014-2018 Mazda3
2013-2021 CX-5

DESCRIPTION

Some customers may complain that the rear door seaming welt (1) comes off when stepping in and/or out of the vehicle. This is caused by the gripping force of the seaming welt being insufficient for frequent usage of the rear seat (vehicle used for ride sharing). No mass production change is planned.



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

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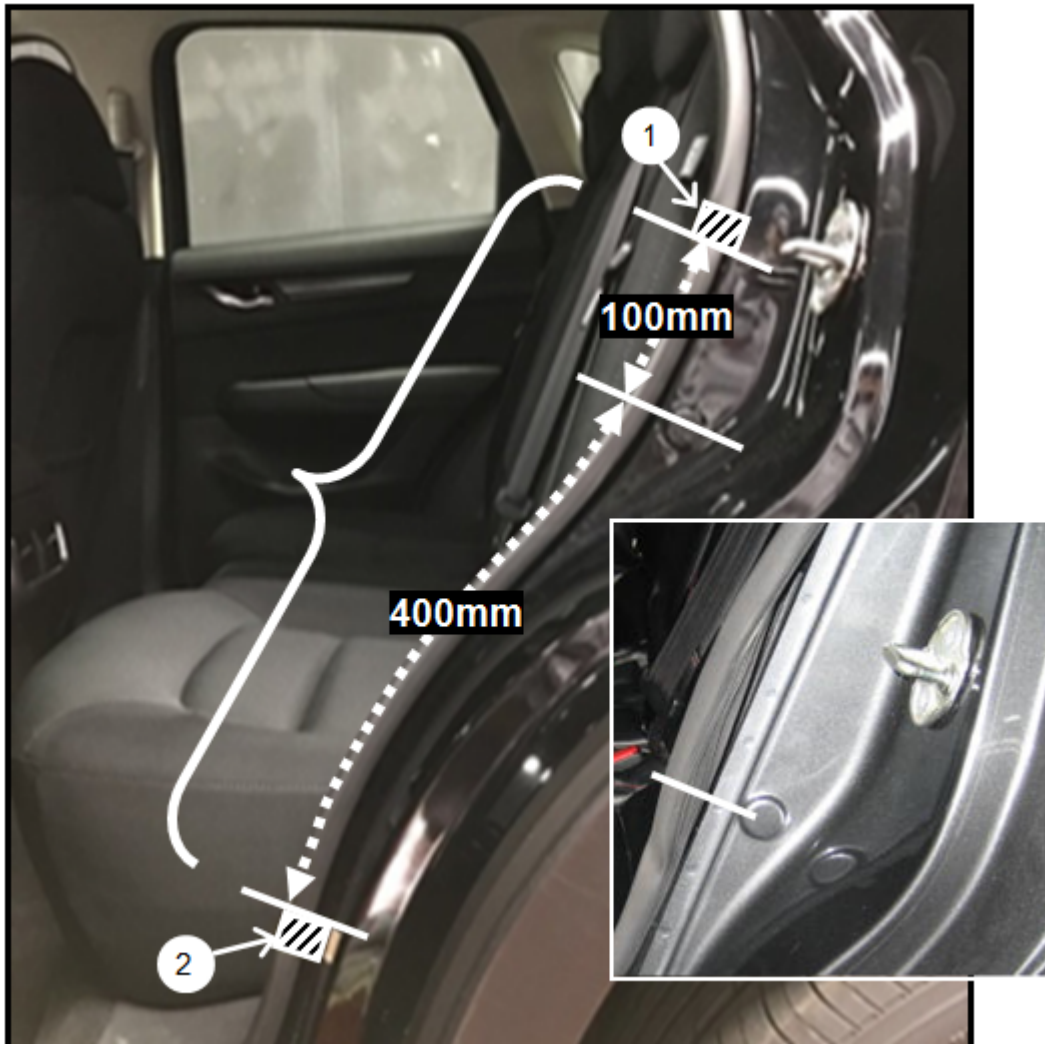
REPAIR PROCEDURE

1. Verify concern
2. Re-install the affected side seaming welt(s) with a double-sided adhesive tape (new service part).

NOTE:

- If the seaming welt is deformed, replace it with a new one.
- To assure proper adhesion of the adhesive tape, perform this work in ambient temperatures above 60 °F (15 °C).

- a. Put two position marks (1 and 2) on the seaming welt where the adhesive tape will be attached.



- b. Remove the seaming welt from the vehicle.

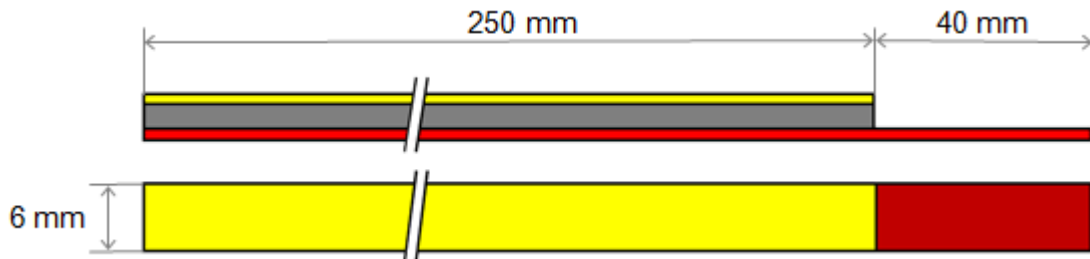
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c. Apply an adhesion promoter (one that is suitable for use on rubber) to the seaming welt between the two marks where the adhesive tape will be attached.

NOTE:

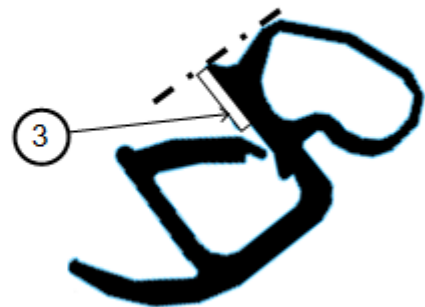
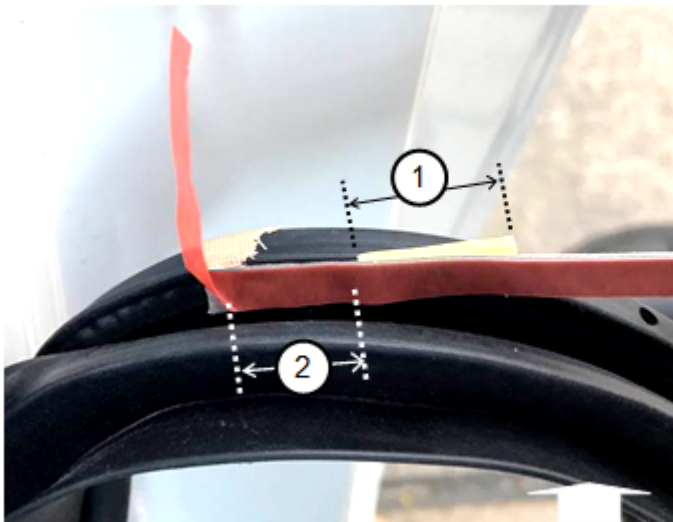
1. Using a piece of cloth including an appropriate solvent, wipe off any debris or grease from the seaming welt where the adhesive tape will be attached.
2. Using 3M Adhesion Promoter 06396 (or equivalent), wipe the area on the seaming welt where the adhesive tape will be attached and let it dry for 5 minutes.

d. Prepare the double-sided adhesive tape set (BWY0-72-512). One set contains 5 pieces of the following size tape.



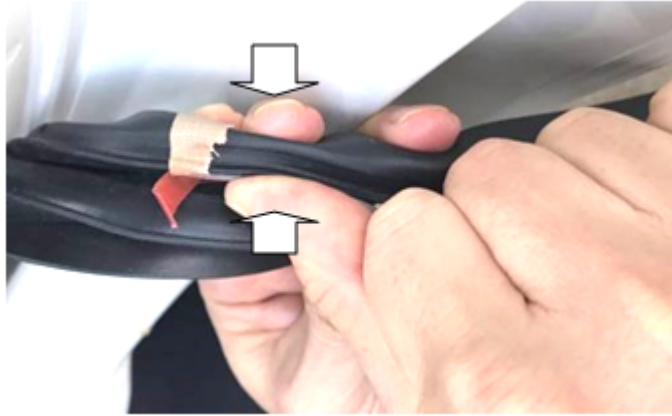
e. Peel off the yellow liner (from the side where the red liner is overlapping) for 30 mm (1) and attach the tape to the seaming welt (2), aligning the tape (3) edge with the dashed/dotted line.

CAUTION: Attach the adhesive tape carefully. The tape will not adhere again if peeled back up after being attached.



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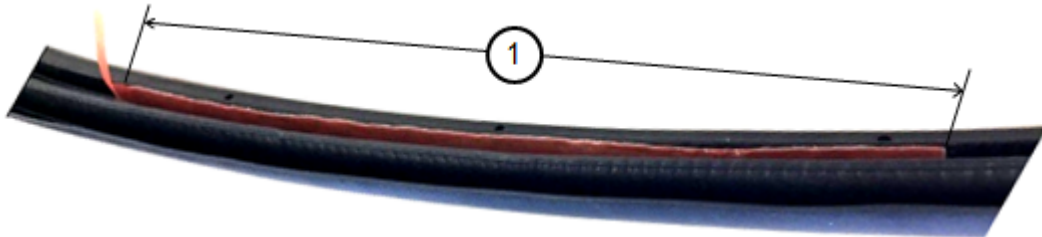
f. Press the tape on with fingers to ensure proper adhesion.



g. Peel off the yellow liner for another 10 mm (1) and press on that portion of the adhesive tape (2) to adhere to the seaming welt.



h. Repeat the previous step and attach the complete 250 mm of adhesive tape (1) to the seaming welt.



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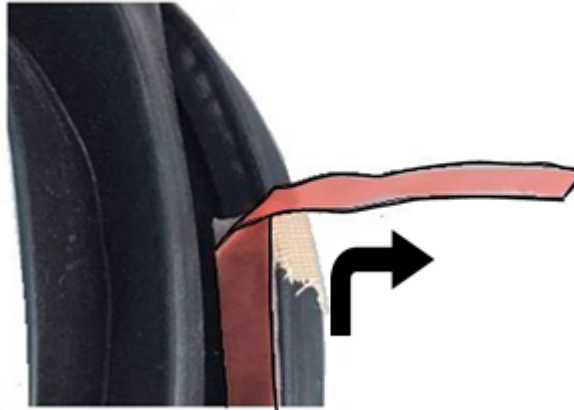
NOTE: Make sure there are no waves in the adhesive tape.



i. Repeat from step e to attach all of the adhesive tape (1) between the position marks.



j. Bend the tail of the red liner 90 degrees so that it becomes easier to knead it with fingers.



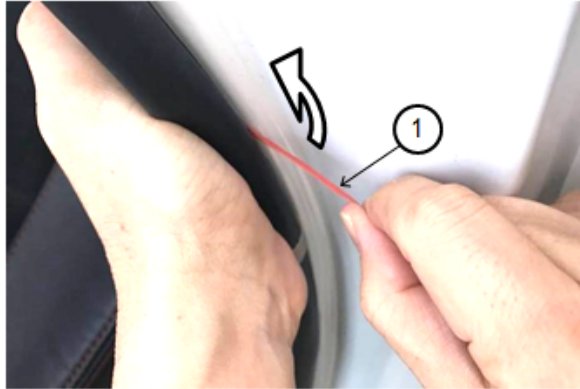
k. Clean the vehicle panel hemming part where the adhesive tape on the seaming welt will be attached.

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l. Install the seaming welt with the adhesive tape to the vehicle body leaving the tail of the red liner (1) outside.



m. While holding the seaming welt so that it will not lift up, remove the red liner (1) by pulling on it.



n. Press the seaming welt on with fingers where the adhesive tape is attached to ensure proper adhesion.



3. Verify repair.

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PARTS INFORMATION

Parts Number	Description	Qty.	Notes
BWY0-72-512	Double-sided adhesive tape set	1	One set can repair both side rear doors.
****-68-913*	Seaming Welt	1 or 2	Replace with a new one if it is deformed. Use the GEPC to check the correct part number applicable to the vehicle.
06396	3M Adhesion Promoter 06396 (or equivalent),	1	Locally sourced.

WARRANTY INFORMATION**NOTE:**

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under the 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	****-68-913*
Quantity	0 (When the seaming welt is not replaced) 1 or 2 (When the seaming welt is replaced with a new one)
Operation Number / Labor Hours:	XXP12ARX / 0.6 Hrs. (One side) XXP12BRX / 1.0 Hrs. (Both sides) Remove Seaming Welt, Attach Adhesive Tape and Reinstall Seaming Welt

NOTE: Enter BWY0-72-512 (Double-sided adhesive tape set) in Related Parts.

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