

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b> <b>CONVERTIBLE TOP INNER CLOTH (HEADLINER) FALLING DOWN CAUSING POOR APPEARANCE AND OBSTRUCTING VIEW OF BACK WINDOW</b>	<b>Bulletin No.: 09-034/21</b>
	<b>Last Issued : 11/19/2021</b>

## BULLETIN NOTES

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

Previously Issued TSBs:	Date(s) Issued
09-005/17	11/14/17 and 02/17/17
09-021/16	04/15/16 and 03/31/16

## APPLICABLE MODEL(S)/VINS

### CASE A:

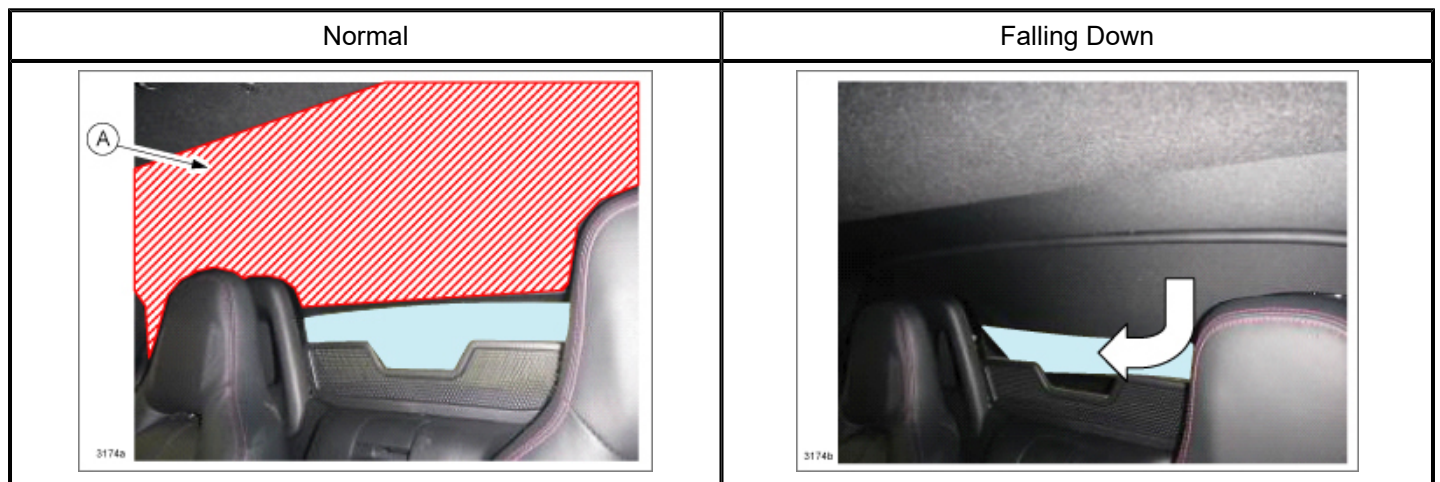
2016 MX-5 vehicles with VINs lower than JM1ND\*\*\*\*\*110159 (produced before January 19, 2016)

### CASE B:

2016-~~2022~~ MX-5

## DESCRIPTION

Some vehicles may exhibit the inner cloth (A) falling down at the rear end causing a poor appearance and obstructing the view of the back window.

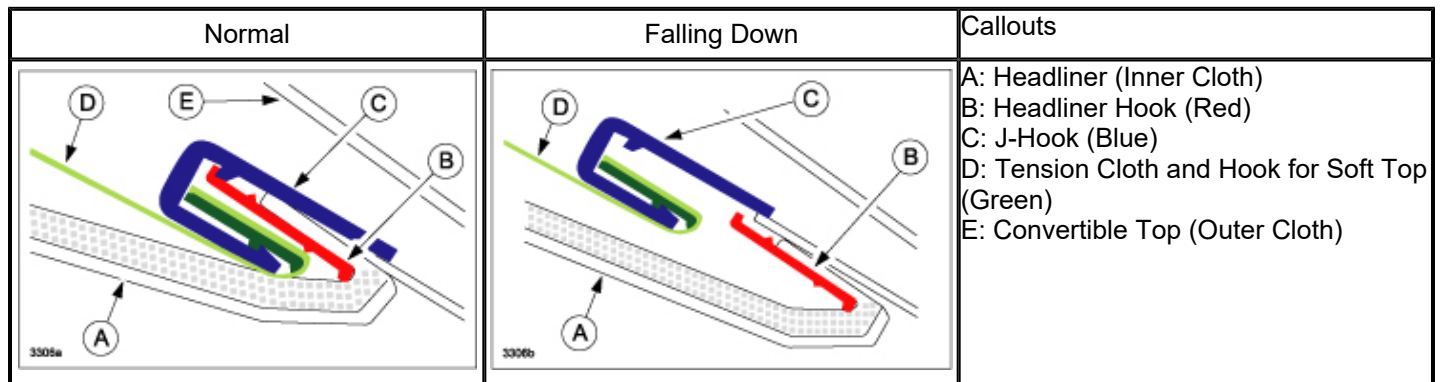


This is caused by:

**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.

CASE A: The J-hook binding holding the inner cloth coming loose because the convertible top is opened/closed a lot or from high ambient temperatures.

CASE B: After the previous improvement carried out at the supplier since January 19, 2016, some J-hooks have still been found coming loose to bind and hold the inner cloth during the assembly process.



To correct the problem:

CASE A: Two top-protector clips have been additionally installed to both side edges of the J-hook to prevent the J-hook from loosening and separating.

CASE B: An improved inspection process has been started at the supplier to check the appearance of the inner cloth after installation of the clip.

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

**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.

## REPAIR PROCEDURE

1. Verify customer concern. Choose the suitable Repair Procedure (Case A or Case B) according to the APPLICABLE MODELS/VINS.

### Case A: Vehicles NOT having clips installed

Order the new clips and cut off the ribs. Add adhesive to the inside of the clips and install them to the both sides of the J-hook according to step 3 in the Repair Procedure.

NOTE: The clip has a rib. Cut the rib before installation to the J-hook. Since the rib is an obstacle when installing itself to the inner cloth, cut the rib off, and add the adhesive to inside of the clip to stabilize it and prevent the J-hook from sliding.

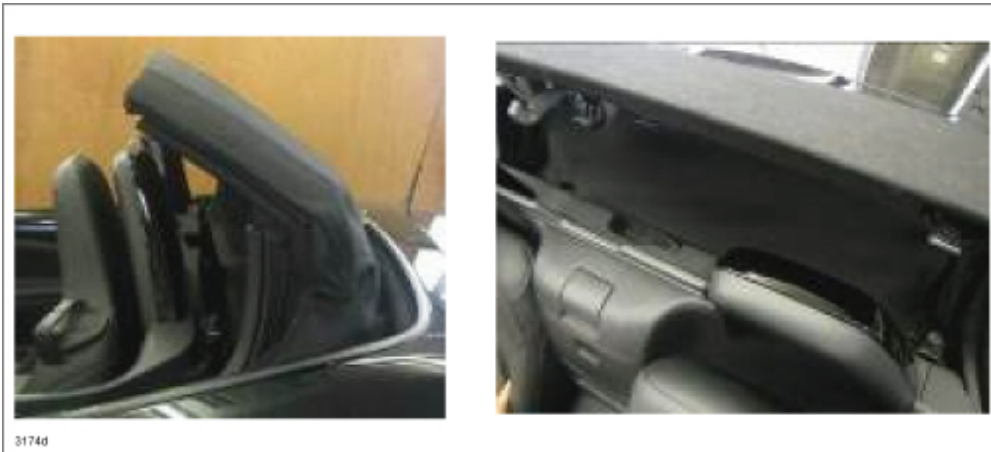
### Case B: Vehicle already having clips (top protectors) installed

Order the new clips and replace the defective clips with a new one according to the following procedure. The old clips being installed before seem to have less fitting force.

NOTE: Cutting the rib is NOT needed for Case B vehicles because the J-hook has a groove to install the ribs easily. Adhesive is also NOT needed for the clips.

## 2. Install the inner cloth.

- a. Open the soft top to the position shown.



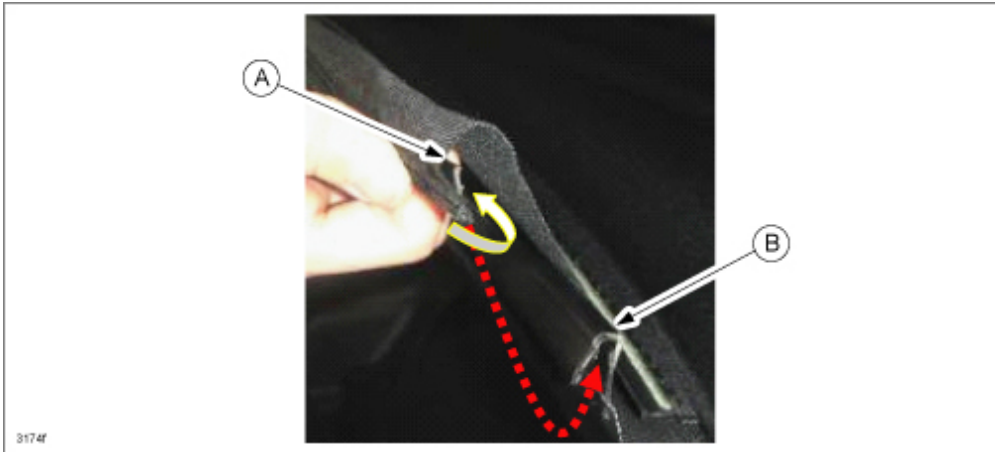
**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." 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. Install the resin edge of the tension cloth into the J-hook.

1) Pull the tension cloth (A).

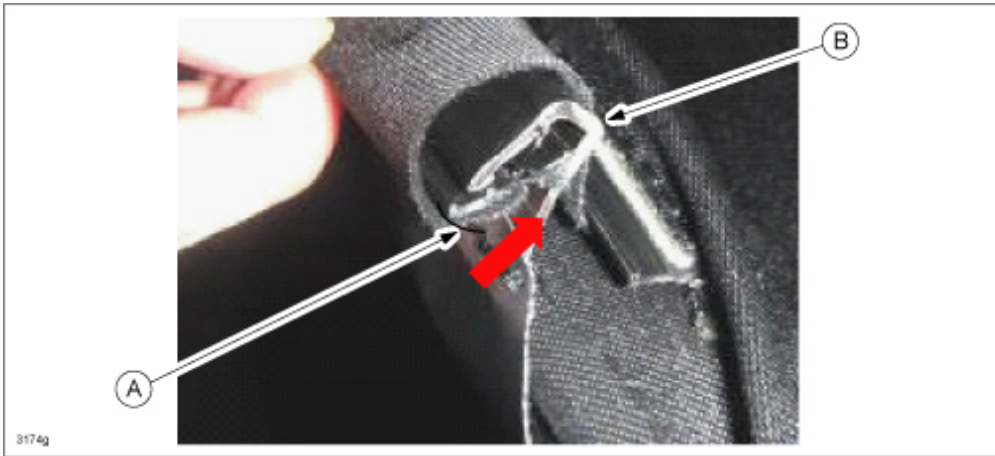


2) Turn over the resin edge of the tension cloth (A) to insert into the J-hook (B).

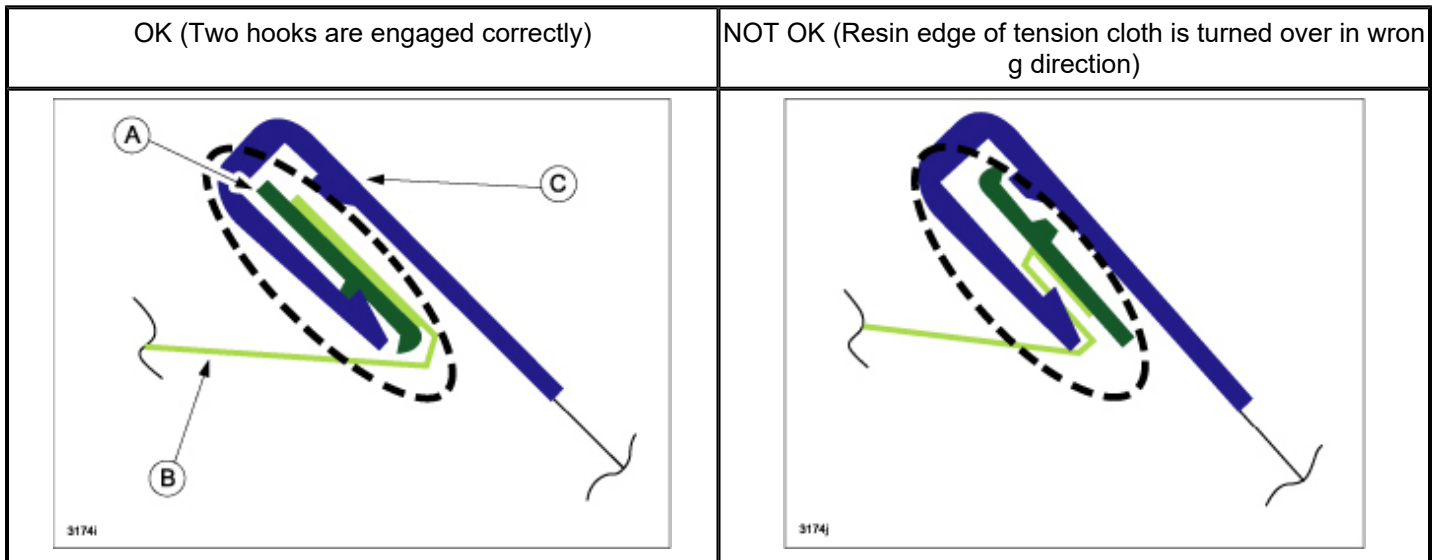


**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." 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.

3) Turn over the resin edge of the tension cloth (A) in the direction shown and insert the resin edge of the tension cloth into the J-hook (B).

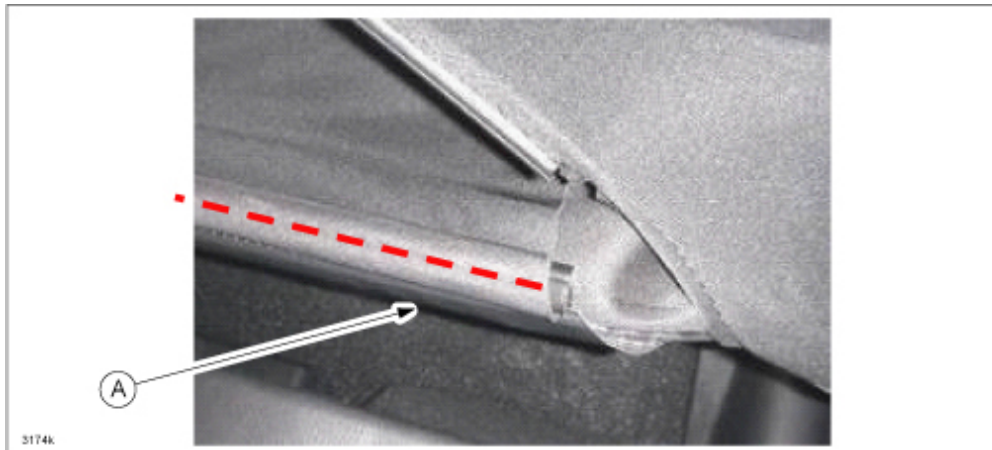


**NOTE:** Make sure to turn over the resin edge (A) of the tension cloth (B) to the correct direction as shown so that the hook of the tension cloth engages correctly in the J-hook (C).



**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.

4) Insert the full width of the tension cloth (A) into the J-hook.



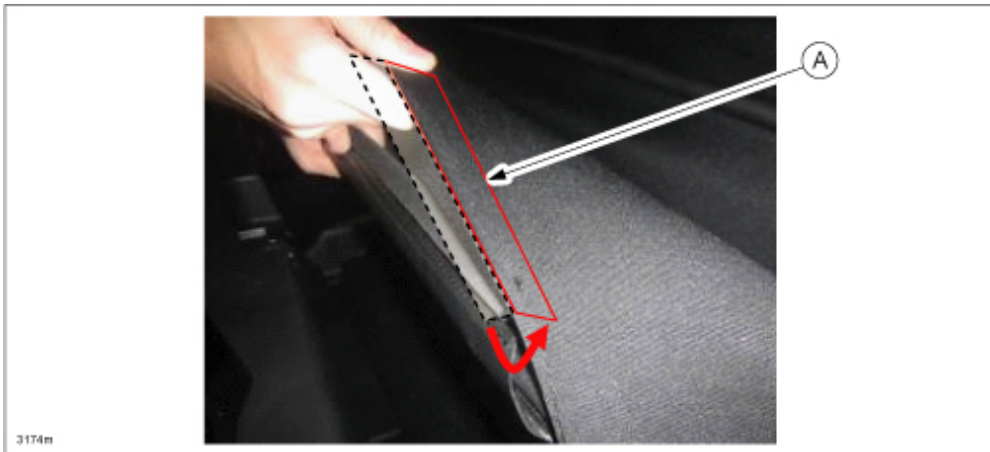
c. Install the edge of the inner cloth into the J-hook.

1) Pull the edge of the inner cloth (A).

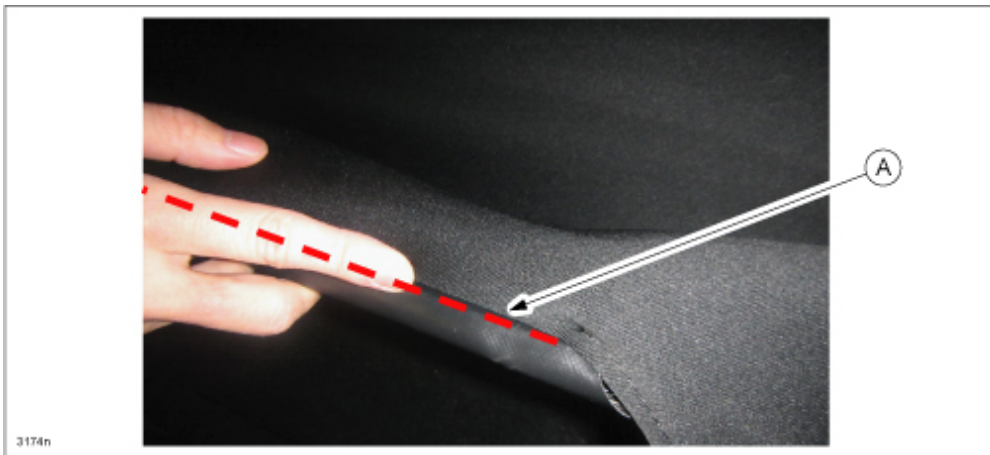


**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." 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) Turn over the edge of the top inner cloth (A).



3) Insert the edge of the inner cloth into the J-hook (A).



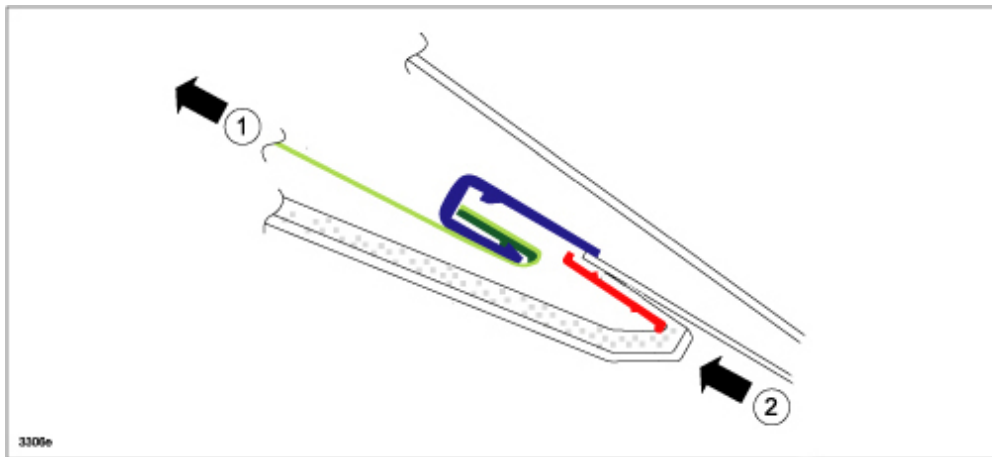
**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." 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.

4) Insert the edge of the inner cloth into the J-hook (A).

**NOTE:** If the headliner hook catches the headliner as it is inserted into the J-hook, it will prevent the hook and J-hook from locking.

Good	No Good	Callouts
		<p>A: Headliner (Inner Cloth)                  B: Headliner Hook (Red)                  C: J-Hook (Blue)                  D: Tensioner Cloth (Green)</p>

**NOTE:** In order to avoid catching the tensioner cloth (green), (1) pull the tensioner cloth before (2) pushing in the headliner hook.



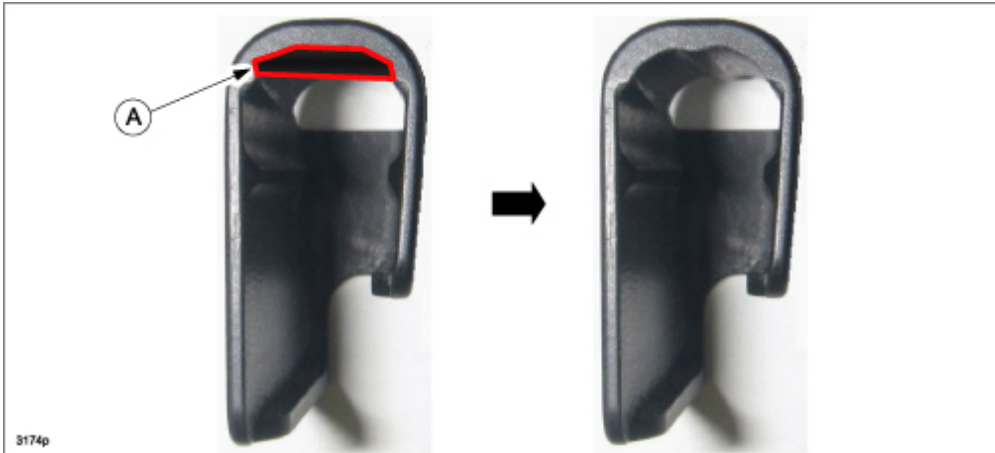
d. Lightly pull the inner cloth and verify that the inner cloth does not come off easily.

**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.

**3. Install the clips onto both edges of the J-hook.**

- a. Cut off the shaded area (A) of the clips (for both left and right sides).

**NOTE:** Left side shown.



- b. Apply 3M black Super Weatherstrip Adhesive to the inside of the clips as shown.

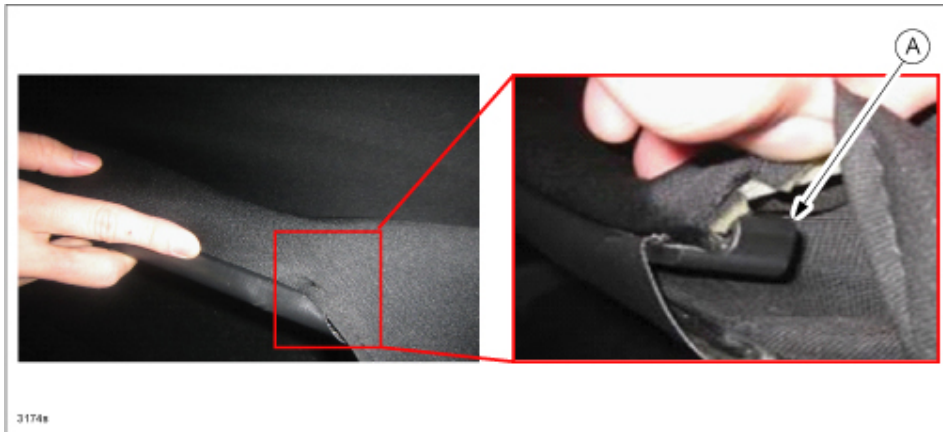


- c. Install the clips (A) to both edges of the J-hook.

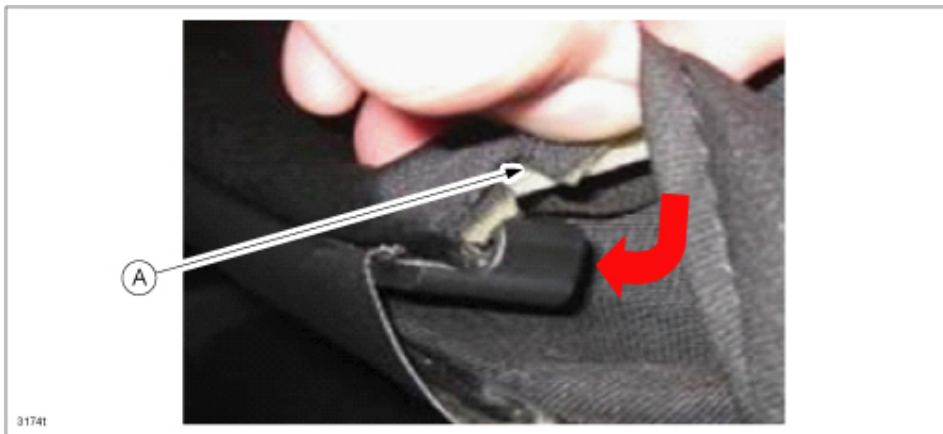
**NOTE:** Left side shown.



**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.



1) Insert the clip over the left edge of the J-hook (A).



2) Press to insert the clip until it makes contact with the J-hook (A).



4. Verify repair.

**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.

**PARTS INFORMATION**

Part Number	Description	Qty.	Notes
N247-R1-280	Protector-Top, LH	1	LH
N247-R1-230	Protector-Top, RH	1	RH
03602 (1 fl oz) or 08011 (5 fl oz)	3M Super Weatherstrip Adhesive (Black)	1	Locally procured part. One tube will repair multiple vehicles.

**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.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	88
Damage Code	9E
Part Number Main Cause / Qty.	N243-R1-210G-02 / 0
Operation Number / Labor Hours:	XXM2KXRX / 0.4 Hrs.

**NOTE:** Claim "Protector-Top. LH and RH" (N247-R1-280 Q'ty=1; N247-R1-230 Q'ty=1) as related parts.

**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.