

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: RUST AROUND REAR VIEW CAMERA AND/OR LIFTGATE OPENER SWITCH	Bulletin No.: 09-036/21
	Last Issued : 11/19/2021

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09-004/20	01/10/20
09-002/17	01/13/17

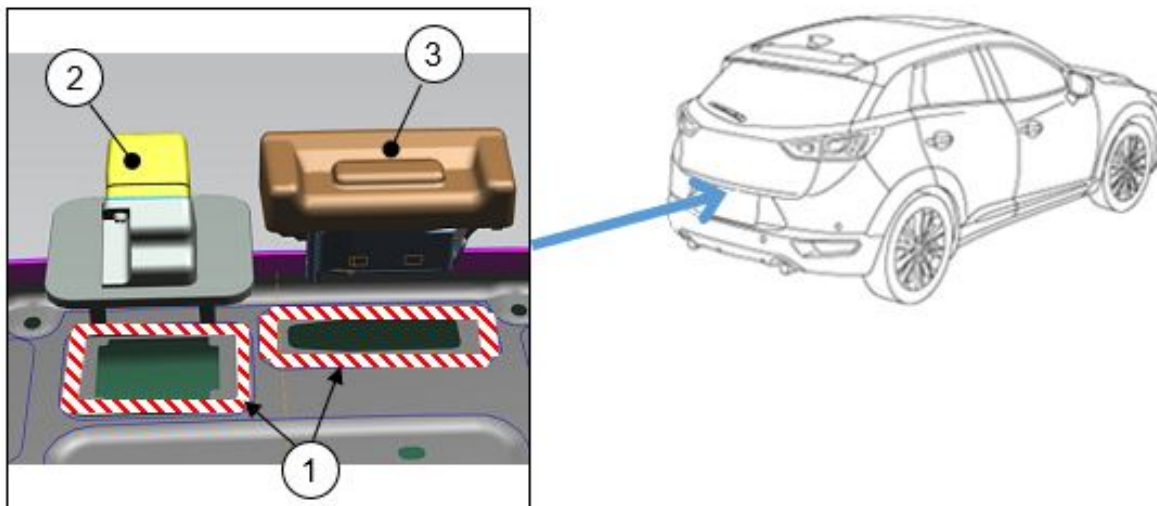
APPLICABLE MODEL(S)/VINS

2016-2017 CX-3 vehicles with VINs lower than JM1 DK**** **164981 (produced before Jan. 23, 2017)

DESCRIPTION

Some vehicles may exhibit rust (1) on the liftgate around the border of the rear mount camera (2) and/or the liftgate opener switch (3). Repair the rust and install a pad to prevent future rust.

NOTE: This service bulletin is only applicable if the rust started from the marked area (1) around the holes. If rust occurs on other areas, this service bulletin is not applicable.



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

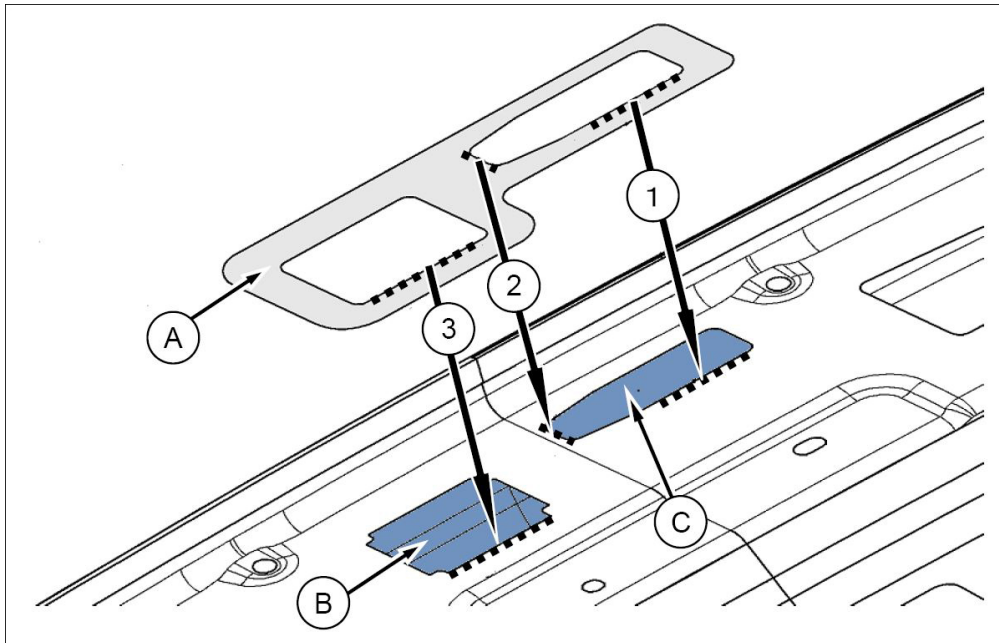
1. Verify customer concern.
2. Repair the affected area of the liftgate by ordinary paint rust damage repair procedure.

NOTE: Repair affected area(s) only. There is no need to repaint the whole liftgate.

3. To prevent direct interference of the rear mount camera and liftgate opener switch mount bases with the liftgate paint surface, attach a protector film (DBY0-62-864) to the liftgate.

NOTE:

- Degrease the liftgate where the protector film is attached.
- The protector film (A) must not cover the installation holes for the rear mount camera (B) and liftgate opener switch (C). To attach the protector film in the correct position, first align three edges (marked with 1 - 3 in figure) of the protector film with three edges (marked with 1 - 3 in figure) of the installation holes, and then attach the whole protector film without leaving air bubbles.



A	Protector Film
B	Installation Hole for Rear Mount Camera
C	Installation Hole for Liftgate Opener Switch

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4. Verify repair.

PARTS INFORMATION

Part Number	Description	Qty.
DBY0-62-864	Protector Film	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" or "Paint and Surface Corrosion Limited Warranty" term, whichever is applicable to the vehicle in repair.
- Additional diagnostic time cannot be claimed for this repair.
- Distributor's authorization is required prior to performing the repair exceeding the cost specified by Prior-Approval Policy.

	Sublet Independent Body Shop	Repaired at Dealer
Warranty Type	A	
Symptom Code	53	
Damage Code	9Y	
Part Number Main Cause	5555-RS-001	
Quantity	0	
Operation Number / Labor Hours:	MM030XRX / 0.3 Hrs (Sublet Admin Operation)	XXMA8XPT / Actual time to repair vehicle (Includes materials allowance)
Sublet Information		
Sublet	Enter Sublet invoice Number	---
Sublet Code	Select D14 from Drop Down	---
Sublet Amount	Amount of Sublet invoice	---

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Sublet Description

Paint Repair for TSB 09-xxx/16

NOTE: Submit DBY0-62-864 (Protector Film) (Qty. 1) as related part.

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