

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: RUSTY PANEL AT BOTTOM (INNER SIDE) OF DOORS	Bulletin No.: 09-009/21
	Last Issued : 12/17/2021

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09-009/21	03/11/21

APPLICABLE MODEL(S)/VINS

2017-2021 CX-5
2016-2021 CX-9

DESCRIPTION

Some customers may complain about rust at the bottom (inner side) of the doors where the seaming welt is located. It is caused by mud/sand adhering to the side sill, which scratches the paint surface when the door is opened/closed. The mud/sand is most likely brought in by the driver and/or passenger when stepping in and out of the vehicle.

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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 rust/blister damage on the affected door panel(s) according to normal bodyshop repair procedures.
3. After the paint repair has been completed, attach the protection film to the door panels according to steps a ~ f below.

NOTE: Attach the protective film to all (4) four door panels, even those without any paint rust/blister damage.

a) Remove the door trim according to MGSS online:

- CX-5: FRONT DOOR TRIM REMOVAL/INSTALLATION
- CX-5: REAR DOOR TRIM REMOVAL/INSTALLATION
- CX-9: FRONT DOOR TRIM REMOVAL/INSTALLATION
- CX-9: REAR DOOR TRIM REMOVAL/INSTALLATION

b) Using a clean cloth, clean the door panel where the film will be attached using isopropyl alcohol or equivalent. Make sure to remove all dust and grease.

c) Spray the door panel surface with isopropyl alcohol diluted in water.

NOTE: Water will make it easier to properly position the film.

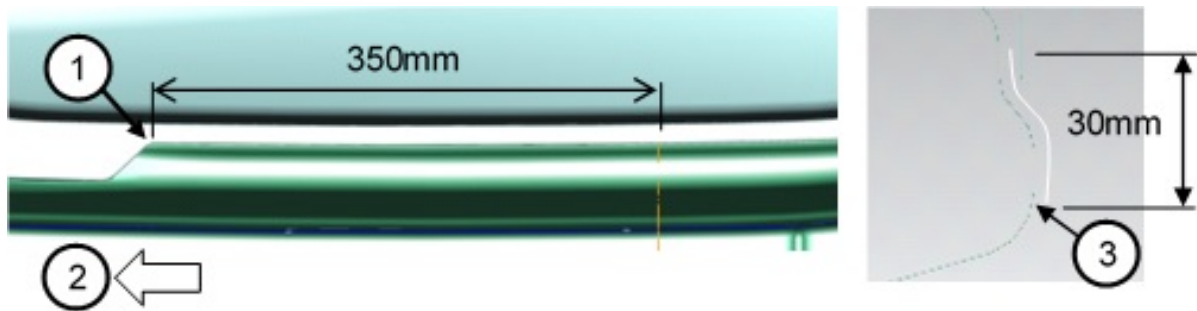
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- d) [CX-5 - Rear Doors Only] Cut the protection film **in half** to the necessary dimensions (shown below).
- e) Remove the backing from the film and attach it to the door panel as shown below.
- f) Run a spatula or equivalent tool over the film to ensure proper adhesion, squeezing out the air bubbles. Make sure that edges of film are not turned over.

NOTE: Remaining air bubbles with a diameter of 3mm or smaller is okay.

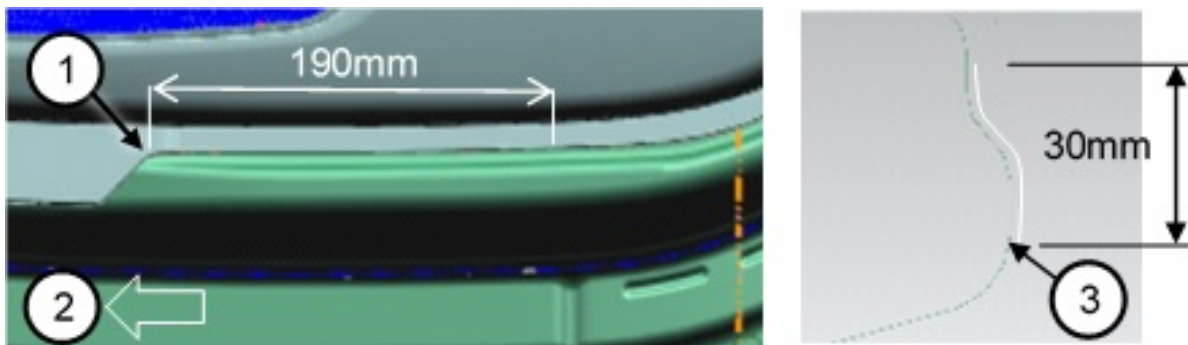
CX-5 - Front Door (RH door shown):

- Use a strip of 350mm x 30mm without cutting it.
- Starting from the corner (1) at the front side of the vehicle (2), apply the film.
- Vertically align the bottom of the protection film to the corner (3) where the round shape changes to straight.



CX-5 - Rear Door (RH door shown):

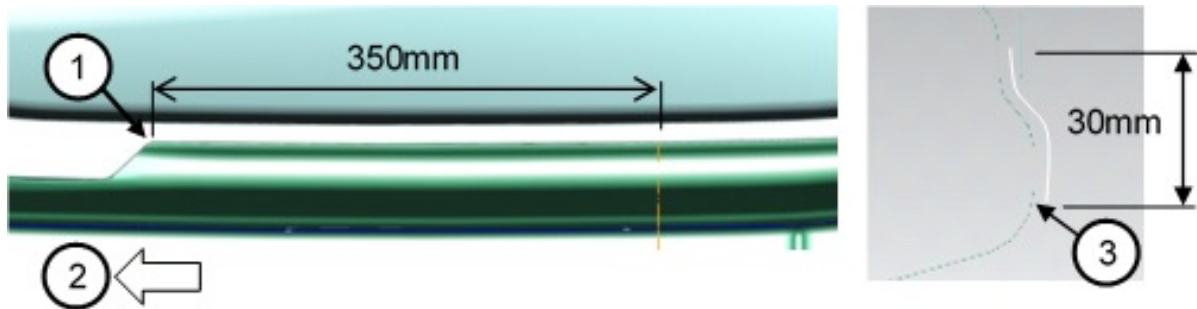
- Cut the protection film **in half**, to a strip of 175mm x 30mm.
- Starting from the corner (1) at the front side of the vehicle (2), apply the film.
- Vertically align the bottom of the protection film to the corner (3) where the round shape changes to straight.



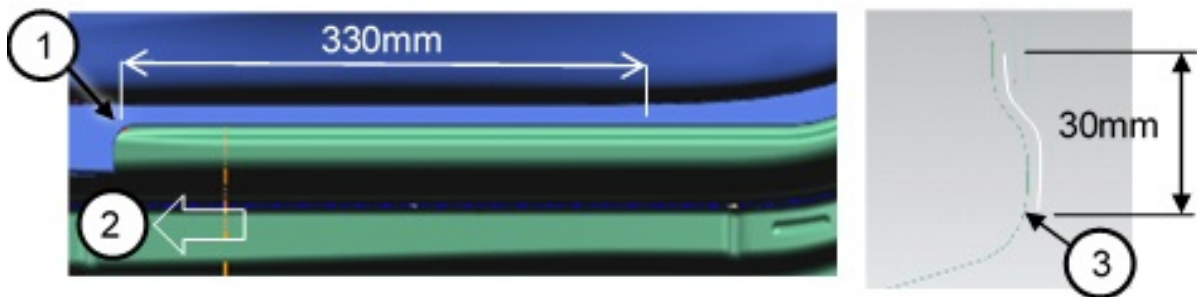
CX-9 - Front Door (RH door shown):

- Use a strip of 350mm x 30mm without cutting it.
- Starting from the corner (1) at the front side of the vehicle (2), apply the film.
- Vertically align the bottom of the protection film to the corner (3) where the round shape changes to straight.

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**CX-9 - Rear Door (RH door shown):**

- Use a strip of 350mm x 30mm without cutting it.
- Starting from the corner (1) at the front side of the vehicle (2), apply the film.
- Vertically align the bottom of the protection film to the corner (3) where the round shape changes to straight.



4. Reinstall the door trim according to MGSS online:

- CX-5: FRONT DOOR TRIM REMOVAL/INSTALLATION
- CX-5: REAR DOOR TRIM REMOVAL/INSTALLATION
- CX-9: FRONT DOOR TRIM REMOVAL/INSTALLATION
- CX-9: REAR DOOR TRIM REMOVAL/INSTALLATION

5. Verify the repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
KBY0-58-887	PROTECTION FILM	1	Set of 4 strips (300mm x 30mm)

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.

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NOTE: Attach the protective film to all (4) four door panels, even those without any paint rust/blister/corrosion damage.

Warranty Type	A
Symptom Code	53
Damage Code	9Y
Part Number Main Cause	5555-RS-001
Quantity	0
Operation Number / Labor Hours:	<p style="text-align: center;">Protection Film, Attach (all four doors) XXS8WGRX / 0.9 Hrs.</p> <p>NOTE:</p> <ul style="list-style-type: none"> • If the paint repair is performed by outside bodyshop, enter 0.0 hours then claim the actual sublet cost using the sublet code "A2". • If the sublet amount is over \$1000, it is required that photos of all 4 doors be submitted, along with the sublet repair estimate for warranty preauthorization,

NOTE: Enter "Protection Film" with the quantity "2" as related parts.

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