

Subject:

REAR OUTER DOOR HANDLE FAILS TO RETURN DUE TO WATER FREEZING IN THE HANDLE

Bulletin No.: 09-038/21

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APPLICABLE MODEL(S)/VINS

2019-2021 Mazda3 (Japan built) with VINS lower than JM1BP*****402991 (produced before August 24, 2021)

2019-2021 Mazda3 (Mexico built) with VINS lower than 3MZBP*****214849 (produced before June 23, 2021)

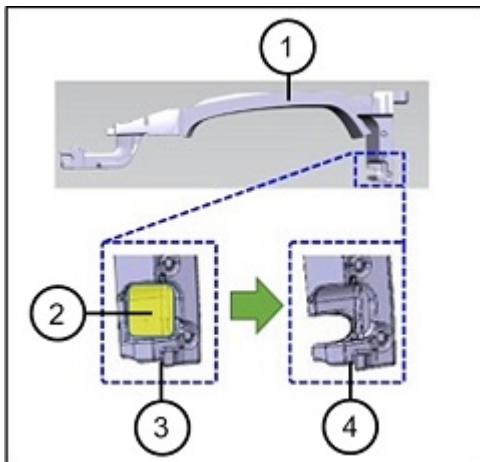
2020-2021 CX-30 with VINS lower than 3MVDM*****271146 (produced before June 23, 2021)

DESCRIPTION

Some vehicles may exhibit the rear outer handle remains pulled out and does not return when the rear outer handle is operated in freezing temperatures. This is caused by the accumulation of snow on the rear outer handle melting and dripping water on the sliding part of the lever. When the water freezes due to decreased temperature and the handle is operated, peeled ice gets caught between the outer handle case and the slide, causing the return failure.

To eliminate this concern, the shape of the rear outer handle (1) has been changed to prevent the accumulation of water (2) on the sliding part of the lever.

(Before modification (3) and After modified (4)).



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.
2. Replace both rear outer handles with modified ones according to the instruction on MGSS.
 - Mazda3 (REAR OUTER HANDLE REMOVAL/INSTALLATION)
 - CX-30 (REAR OUTER HANDLE REMOVAL/INSTALLATION)
3. Verify repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
BCJH-72-410G**	Lever (R), Outer Handle	1	Mazda3 (Japan built)
BCJH-73-410G**	Lever (L), Outer Handle	1	
BDS-72-410D**	Lever (R), Outer Handle	1	Mazda3 (Mexico built) and CX-30
BDS-73-410D**	Lever (L), Outer Handle	1	

NOTE: ** is the color code. Refer to GEPC.

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	71
Damage Code	92
Part Number Main Cause	Lever (R) per VIN
Quantity	1
Related Part	Lever (L) per VIN
Quantity	1
Operation Number / Labor Hours:	XXT6RDRX / 0.4 Hrs. (Both sides)

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