

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  LIFTGATE SWITCH DOES NOT WORK	<b>Bulletin No.:</b> 09-004/22
	<b>Last Issued :</b> 08/08/2022

## BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09-004/22	01/27/22
09-015/21	05/25/21
09-019/20	04/29/20

## APPLICABLE MODEL(S)/VINS

### US Spec.:

2017-2020 CX-5 vehicles with VINs lower than JM3KF\*\*\*\*\*869654 (produced before Aug. 24, 2020)

2022 MX-30 vehicles with VINs lower than JM1DR\*\*B\*\*\*100436 (produced before Sept. 22, 2021)

2020-2021 CX-30 (Mexico built) with VINs lower than 3MVDM\*\*\*\*\*320005 (produced before December 7, 2021)

2019-2022 Mazda3 (Japan built) with VINs lower than JM1BP\*\*\*\*\*507513 (produced before December 7, 2021)

### Mexico Spec.:

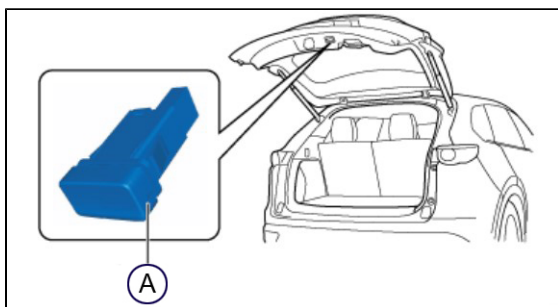
2018-2020 CX-5 vehicles with VINs lower than JM3KF\*\*\*\*\*843827 (produced before Jul. 8, 2020)

## DESCRIPTION

Some CX-5 and CX-30 customers may find that the liftgate does not close when pressing the power liftgate (PLG) rear switch (A) located on the interior liftgate trim. This may be caused by PLG switch corrosion. Water from a high pressure car washer and/or condensation may drip onto the switch connector and cause corrosion.

To eliminate this concern, the PLG rear switch has been modified with a waterproof connector.

**NOTE:** CX-5 shown below



Page 1 of 7

**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.

Some Mazda3, CX-30 and MX-30 customers may complain that the vehicle door locking system does not work when the door lock switch on the liftgate interior trim is pressed. DTC B11C4:23 (BCM - liftgate lock switch circuit malfunction) may be stored. This may be caused during a high pressure car wash and/or condensation. Water may enter through the rear center brand emblem base component and drip onto the switch connector causing corrosion. The rusted connector may also cause a battery drain.

To eliminate this concern, the rear center brand emblem base has been modified to prevent water entry (Mazda3) and the rear harness has been modified to prevent water infiltration (Mazda3, CX-30 and MX-30).

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

## REPAIR PROCEDURE



1. Verify the customer concern.
2. Inspect the connector for traces of water or moisture and repair as follows.
  - If water or moisture is visible, but the parts are not rusted, wrap the connector with PVC tape to make it waterproof according to "INSTRUCTIONS FOR WRAPPING THE CONNECTOR".
  - If some rust is visible, replace the rusted parts with new ones using the following steps.
    - If the rear harness No. 2 connector terminals are also found to have rust/corrosion, replace the connector with a new one according to the instructions on MGSS online REPAIR-USE CONNECTOR REPLACEMENT PROCEDURE and WIRING HARNESS CONNECTION PROCEDURE.
    - If the switch is rusted, replace it with new one according to the instructions on MGSS online and wrap the connector with PVC tape according to "INSTRUCTIONS FOR WRAPPING THE CONNECTOR".
      - CX-5: POWER LIFTGATE (PLG) REAR SWITCH REMOVAL/INSTALLATION
      - Mazda3: **DOOR LOCK SWITCH REMOVAL/INSTALLATION**
      - CX-30: **DOOR LOCK SWITCH REMOVAL/INSTALLATION**
      - MX-30: **DOOR LOCK SWITCH REMOVAL/INSTALLATION**



3. Verify the repair by making sure the PLG switch operates properly.

**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.

**INSTRUCTIONS FOR WRAPPING THE CONNECTOR:**

Before Wrapping	After Wrapping
	

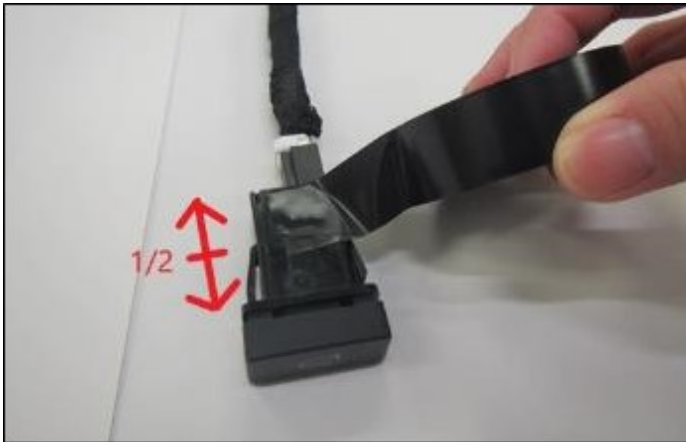
**NOTE:**

- While wrapping either upwards or downwards, use the half-overlapping method.
- To seal any possible gaps from water entry, stretch the tape a little to make it fit securely to the shape of the switch and coupler.
- In the image below, the thick foam rubber is not illustrated (the connector used for this photo did not have this part), but it is important as a position reference during the wrapping.



**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. Start wrapping from the middle of the switch and continue upwards until the thick rubber foam and the border between it and the harness are completely covered.



**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. After reaching the border between the thick rubber foam and the harness, cut the tape once. Then, start wrapping again in the reverse direction (i.e. start from where the tape was cut and stop at the middle of the switch). After cutting the tape once more, wrap upwards again to ensure no gaps are left.



**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. Verify there are no gaps left.



#### PARTS INFORMATION

Parts Number	Description	Qty.	Notes
TK48-66-LR0	Switch, Power L/G	1	CX-5
BEMD-66-660A	Switch, Door Lock	1	Mazda3, CX-30, MX-30 with power liftgate
DFR5-66-660	Switch, Door Lock	1	CX-30 with power liftgate and keyless entry
DFR7-66-660	Switch, Door Lock	1	CX-30 with power liftgate, without keyless entry
T3Y0-67-SH3	Cord, Short-PLG SW	1	Replace only if the rear harness No. 2 connector terminals are rusted/corroded

**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.

**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.

If there is **NO RUST/CORROSION** found at the rear harness No. 2 connector terminals.

Warranty Type	A
Symptom Code	64
Damage Code	9Q
Part Number Main Cause	TK48-66-LR0 (CX-5) ****-66-660* (Mazda3, CX-30, MX-30)
Quantity	1
Operation Number / Labor Hours:	XXS1YXRX / 0.3 Hrs.

If there is **RUST/CORROSION** found at the rear harness No. 2 connector terminals.

Warranty Type	A
Symptom Code	64
Damage Code	9Q
Part Number Main Cause	TK48-66-LR0 (CX-5) ****-66-660* (Mazda3, CX-30, MX-30)
Quantity	1
Operation Number / Labor Hours:	XXS1YBRX / 0.8 Hrs.

**NOTE:** Claim Cord, Short-PLG SW (T3Y0-67-SH3, Qty. 1) as a related part.

**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.