

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  ABNORMAL NOISE WHEN OPENING POWER LIFTGATE	<b>Bulletin No.:</b> 09-009/23
	<b>Last Issued :</b> 02/07/2023

## BULLETIN NOTES

### APPLICABLE MODEL(S)/VINS:

2020-2023 CX-30

2023 CX-50

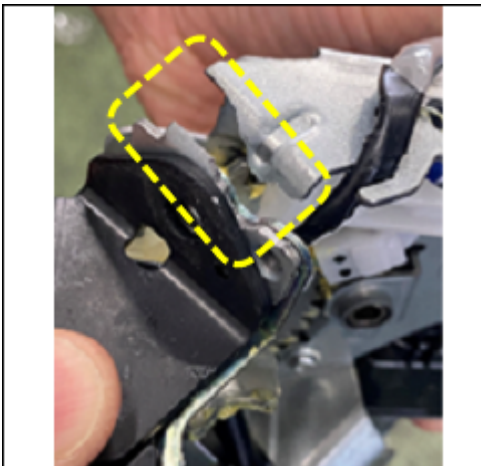
**NOTE:** For vehicles equipped w/power lift gate

### DESCRIPTION

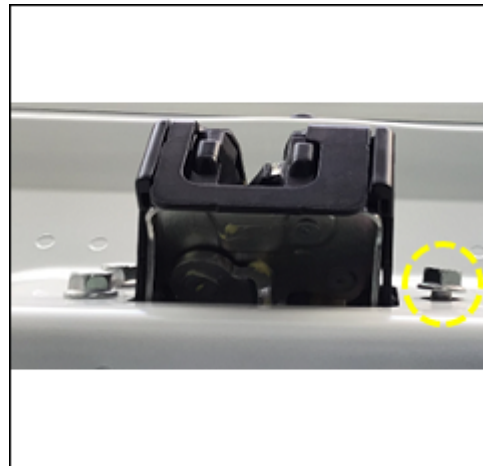
Some customers may report hearing an unusual noise coming from the power liftgate (PLG) when it is unlatching to open or latching closed. This is caused by an internal fault in the liftgate latch and/or loose bolts holding the latch to the liftgate. To eliminate this concern, the internal structure of the latch and surface treatment of the bolts have been modified.

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

**NOTE:** This Service Information is only applicable if the liftgate latch has the following conditions:



The latch bracket is damaged



The bolt is loose

**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 the customer concern.
2. Replace the latch and bolts with the improved parts listed in the parts section following the instructions in MGSS:
  - **CX-30: LIFTGATE LATCH AND LOCK ACTUATOR REMOVAL/INSTALLATION**
  - **CX-50: LIFTGATE LATCH AND LOCK ACTUATOR REMOVAL/INSTALLATION**
3. Verify the repair by confirming the noise has been eliminated.

**PARTS INFORMATION**

Part Number	Description	Qty.	Notes
DGJ1-62-310A	LOCK, LIFTGATE	1	Applicable to CX-30 & CX-50
9KGB-E0-616	BOLT	4	<b>DO NOT</b> use bolt 9946-60-616 which is listed in 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	91
Damage Code	9A
Part Number Main Cause	****-62-310*
Quantity	1
Operation Number / Labor Hours:	Without i-stop XXW3ZARX / 0.3 Hrs. With i-stop XXW3ZXRX / 0.4 Hrs.

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