



Subject: ABNORMAL NOISE WHEN OPENING OR CLOSING THE FRONT DOOR	Service Alert No.: SA-019/23
	Last Issued : 03/31/2023

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS:

2024 CX-90

DESCRIPTION

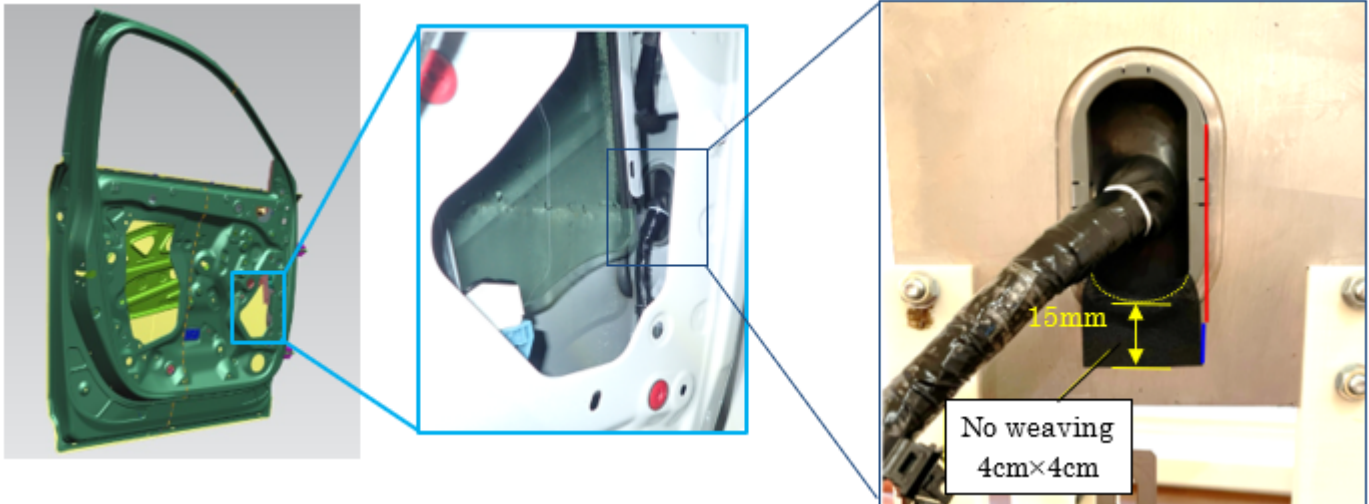
Some customers may report that the front door(s) makes a noise at the front when moving the door to open or close it. When a front door is opened and closed, an abnormal noise is heard with the movement. This is caused by the closing operation, the harness and door to rub against each other, causing abnormal noise.

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

REPAIR PROCEDURE

1. Verify the customer concern.
2. Disassemble the door to access the harness inside the door using the instructions in MGSS:
 - DRIVER-SIDE FRONT DOOR TRIM REMOVAL/INSTALLATION
 - PASSENGER-SIDE FRONT DOOR TRIM REMOVAL/INSTALLATION
3. Cut the thinnest felt tape in the kit into 4 cm × 4 cm pieces.
4. Clean and dry the surface.
5. Attach the cut pieces to the interference site as shown below.

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.

**NOTE:**

- The image above shows the window open. The repair can be done with the window in any position, but it is easier if the glass is fully closed.
- The tape should align towards the inner side of the harness grommet (in the example below it aligned with the red line).
- Attach 15mm (1.5cm) from the bottom edge of the grommet, and paste the remaining 25mm (2.5cm) into the grommet.

6. Open and close the door to confirm the noise is eliminated.

NOTE: Add additional felt tape if needed.

7. Reassemble the vehicle in reverse order of disassembly.

8. Verify the repair.

PARTS INFORMATION

Part Number	Description	Qty.	Notes
TA01-76-100	Noise Parts Set	1	One kit repairs multiple vehicles.

WARRANTY INFORMATION

Use the warranty time for the door panel R&R plus 0.2 XRT to cut and install the felt tape in place.

NOTE: Do not charge TA01-76-100 to the claim, it is considered a shop supply, this kit will repair multiple vehicles for multiple concerns.

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