

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: WRINKLES ON LEATHER SEAT SURFACE OF NEW (UNSOLD) VEHICLE	Bulletin No.: 09-007/23
	Last Issued : 04/03/2023

BULLETIN NOTES

- This bulletin supersedes the previously issued bulletin(s) listed below: The changes are noted in Red text.
- This service bulletin is only for sublet repair. A qualified upholstery repair specialist is required for this repair procedure.
- Please print a copy of this bulletin for the upholstery repair specialist.

Previous TSBs:	Date(s) Issued:
09-007/23	02/01/23
09-012/22	04/08/22
09-007/20	12/10/20 and 01/13/20
09-006/19	01/14/19
09-015/18	03/22/18 and 10/10/18
09-016/16	03/07/16 and 06/22/16
09-015/12	03/23/12

APPLICABLE MODEL(S)/VINS:

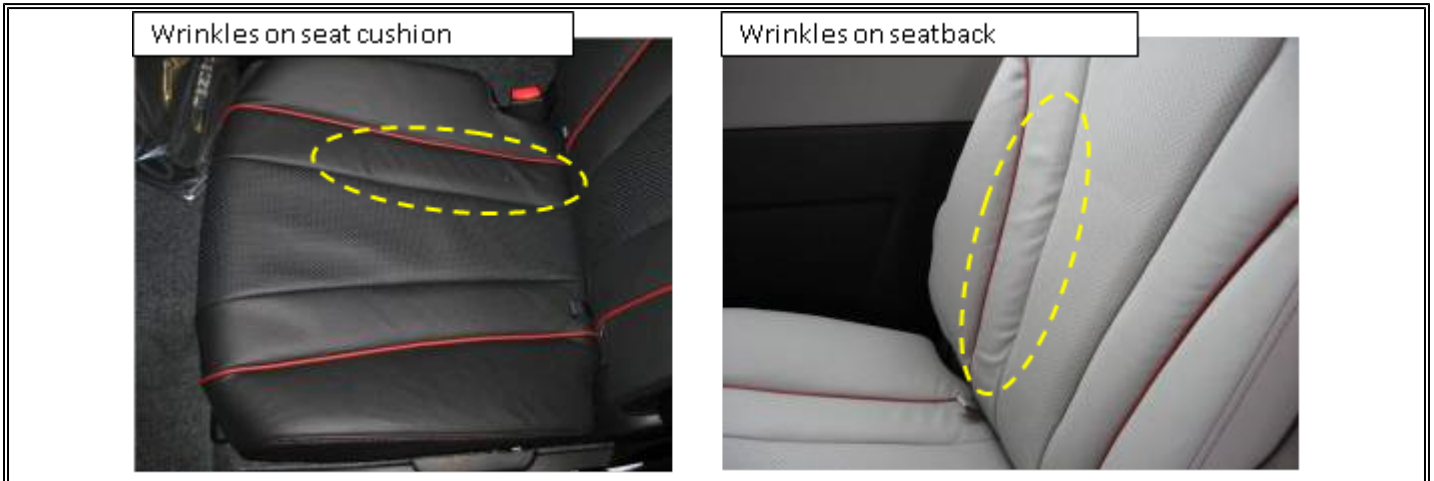
2020-2024 Mazda3
 2020-2021 Mazda6
 2020-2024 MX-5
 2022-2024 MX-30
 2020-2021 CX-3
 2020-2024 CX-5
 2020-2024 CX-9
 2020-2024 CX-30
 2023-2024 CX-50
 2024 CX-70
 2024 CX-90

DESCRIPTION

At PDI or when new vehicle is delivered, some customers may complain about wrinkles on the leather seat cushion

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.

and/or seat back surface.



NOTE:

- Explain to the customer before performing the repair that the wrinkles may not be completely removed.
- Explain to the customer that the leather is a natural material and may develop some wrinkles due to aging or wear during normal use. This is normal behavior of the leather material.

Customers experiencing this concern should have their vehicle repaired according to the following repair procedure.

REPAIR PROCEDURE

NOTE: This repair is only for new vehicles during PDI or when a new vehicle is delivered.

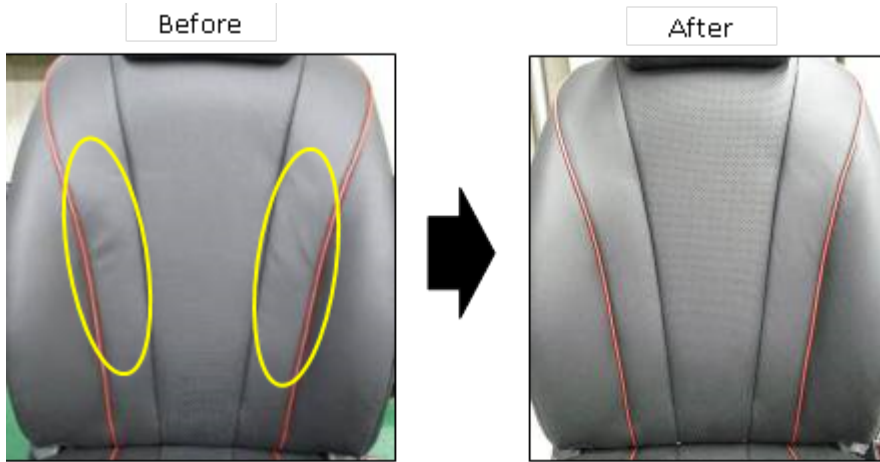
1. Heat an iron to 284 - 356 °F(140 -180 °C).
2. Sufficiently spray water on a cloth with a spray bottle.

NOTE: Always keep the cloth wet. Spray water on the cloth repeatedly before it dries.



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.

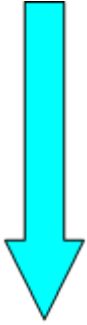
3. Wrap the bottom of iron by the water-soaked cloth.
4. Stretch the wrinkled portion of seat surface by hand.
5. Run the iron with the cloth on the wrinkled area, as shown below.

**CAUTION:**

- Do not spray water on the ISO FIX button (shown below), seat belt and buckle.
- Do not run the iron on the ISO FIX button, seat belt & buckle.

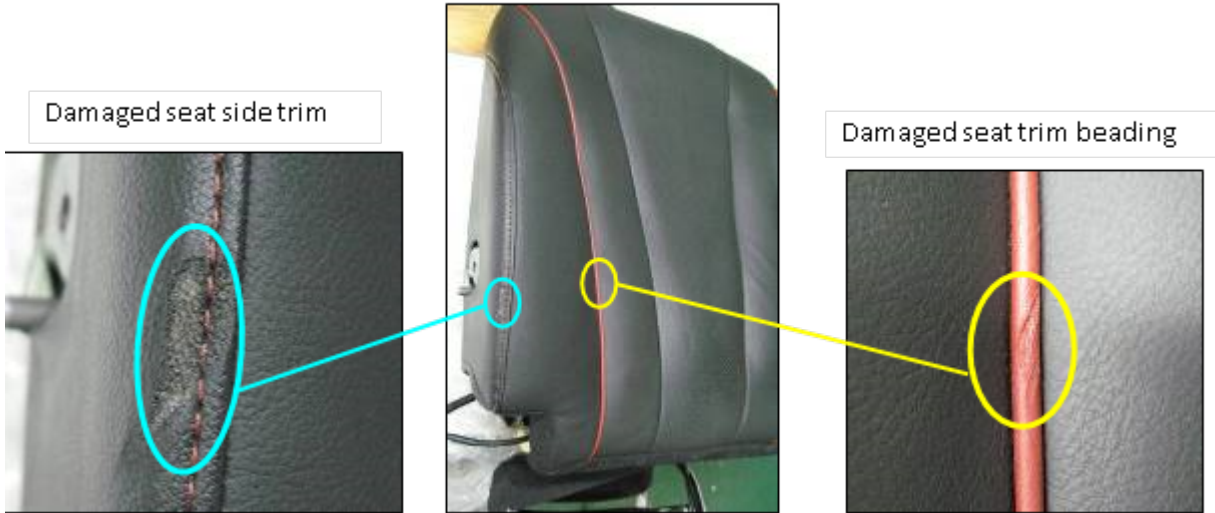


CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers 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.

**CAUTION:**

- **DO NOT** keep the iron in the same area for a long time. Doing so could damage the seat surface, as shown below.
- **DO NOT** run the iron without a water-soaked cloth, especially over the seat trim beading and seat side trim areas.

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 new 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.
- This service bulletin is only for sublet repair. A qualified upholstery repair specialist is required for this repair procedure.

---	---	Note
Warranty Type	A	---
Symptom Code	87	---
Damage Code	9E	---
Part Number Main Cause	Refer to GEPC part number of concerned seat	---
Quantity	0	---
Operation Number / Labor Hours:	XXG23ARX / 0.0 Hrs.	---
Sublet Allowance:	MM030XRX / 0.3 Hrs.	Sublet allowance can be claimed for administration tasks associated with the sublet repair.

UPHOLSTERY REPAIR SHOP

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.

Cost to repair leather seats

Sublet Invoice Number	Number from the upholstery repair shop invoice or dealer purchase order.
Sublet Type Code	Enter "F6"
Sublet Amount	Enter the upholster shop invoice amount. No mark-up allowed.

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.