

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 : 06/01/2023

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 and 04/03/23
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-90

DESCRIPTION

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

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**NOTE:**

- This service information only applies to new/unsold vehicles currently in dealer inventory.
- Explain to the customer before performing the repair that the wrinkles may not be completely removed.
- This repair is not intended to be a permanent fix. It is only meant to make new seats look their best when the vehicle is first presented to the customer.
- 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.
- Once the vehicle is in service, the leather seat trim will start to conform to the customer and may develop some wrinkles. This is a normal occurrence that happens over time and mileage accumulation.
- This service information only applies to vehicles equipped with leather seat trim.
- It is important to determine what interior trim (leather or leatherette) the subject vehicle has before attempting this repair.
- Some vehicles have a combination of leather AND leatherette covered seat trim. The areas covered in leather are the seat bottom and seat back.
- Only the leather portion of the seat trim have wrinkles. The seat trim areas covered in leatherette DO NOT have wrinkles and do not require ironing.

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

REPAIR PROCEDURE

NOTE: This repair is only applicable to new vehicles during PDI or when a new vehicle is delivered to the customer.

CAUTION:

- **DO NOT** steam iron leatherette type seat trim, otherwise, the trim will be damaged and will not be covered under warranty.
- To avoid seat trim burn damage, **NEVER** use a flat iron without steam, **ALWAYS** use a commercially available steam iron.

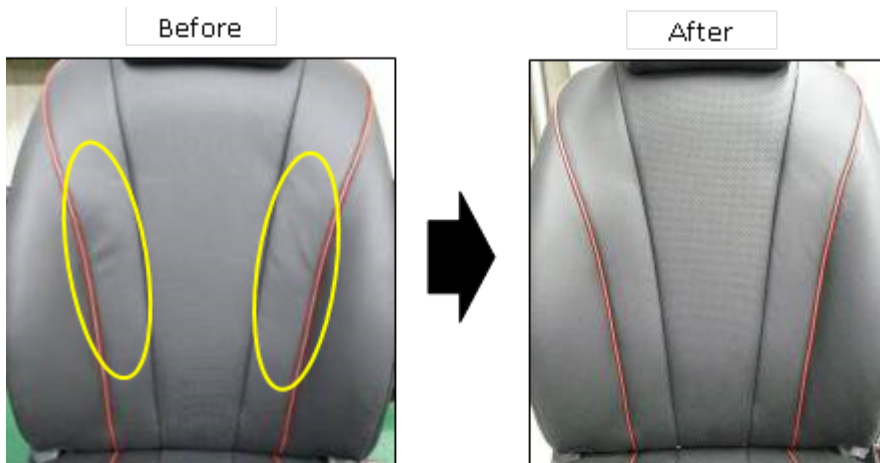
1. Heat an iron to 284 - 356 °F(140 -180 °C).
2. Sufficiently spray water on a cloth with a spray bottle.

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



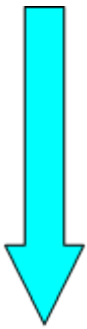
3. Wrap the bottom of iron by the water-soaked cloth.
4. Stretch the wrinkled portion of seat surface by hand.
5. Run the iron with the cloth on the wrinkled area, as shown below.



CAUTION:

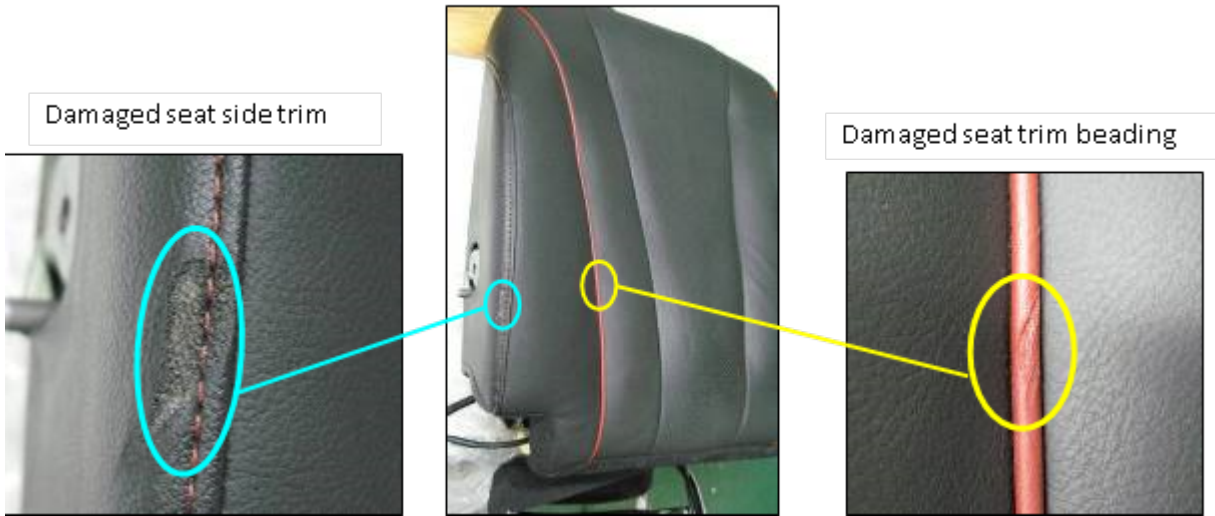
- Do not spray water on the ISO FIX button (shown below), seat belt and buckle.
- Do not run the iron on the ISO FIX button, seat belt & buckle.

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**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.

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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.

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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

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tasks associated with the sublet repair.

UPHOLSTERY REPAIR SHOP

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.

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