

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  <b>WASHER MOTOR LEAKS</b>	<b>Bulletin No.:</b> 09-025/23
	<b>Last Issued :</b> 06/23/2023

## BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09-022/21	07/12/21

## APPLICABLE MODEL(S)/VINS

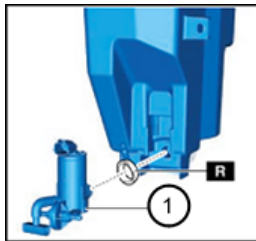
2016-2021 Mazda2 (Mexico spec) with VINS lower than JMZDJ\*\*\*\*\*304700 (produced before August 4, 2020)

2016-2021 CX-3 with VINS lower than JM1DK\*\*\*\*\*501594 (produced before August 19, 2020)

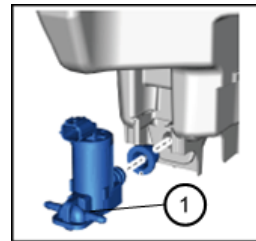
2019-2021 Mazda3 (Japan built) with vins lower than JM1BP\*\*\*\*\*307417 (produced before September 2, 2020)

## DESCRIPTION

Some customers may complain that the frequency of replenishing the window washer liquid is higher than expected, or they may complain of leakage at or around the washer motor (1).



Mazda2 and CX-3



Mazda3

This is caused by a crack that may occur at the joint section of the washer motor housing due to an inappropriate assembly process. To eliminate this concern, the design of the washer motor has been modified to not have a joint section.

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

## REPAIR PROCEDURE

1. Verify customer concern.
2. Replace the washer motor with a modified one according to the instructions on MGSS.
  - Mazda2 (WASHER MOTOR REMOVAL/INSTALLATION)
  - CX-3 (WASHER MOTOR REMOVAL/INSTALLATION)

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- Mazda3 (WASHER MOTOR REMOVAL/INSTALLATION)

**NOTE:** It is no longer necessary to remove the front bumper during the repair.

3. Verify repair.

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**PARTS INFORMATION**

Parts Number	Description	Qty.	Notes
BDTT-67-482	Pump, Washer	1	Mazda3 4-door SD
DGH9-67-482	Pump, Washer	1	Mazda2, Mazda3 5-door HB, CX-3
BJT6-67-491	Grommet, Washer Tank	1	[R] Mazda2
D09W-67-491	Grommet, Washer Tank	1	[R] CX-3

[R]: Replacement part

**NOTE:** Mazda3 does not require washer tank grommet.**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	77
Damage Code	9E
Part Number Main Cause	BDTT-67-482 or DGH9-67-482
Quantity	1
Operation Number / Labor Hours:	XXT20DRX / 0.2 Hrs (Mazda3) XXT20KRX / 0.3 Hrs (Mazda2) XXT20KRX / 0.4 Hrs. (CX-3)

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