

Subject: WATER LEAK AROUND THE OVERHEAD CONSOLE	Bulletin No.: 09-034/23
	Last Issued : 10/09/2023

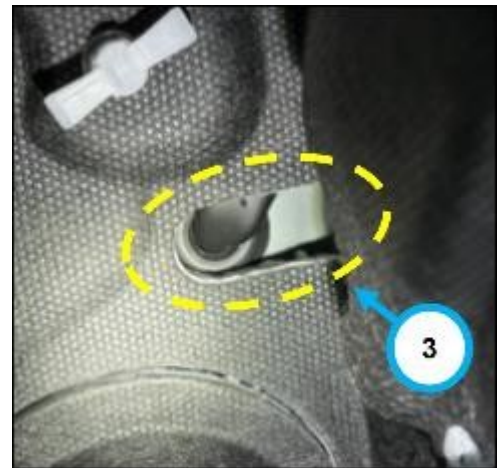
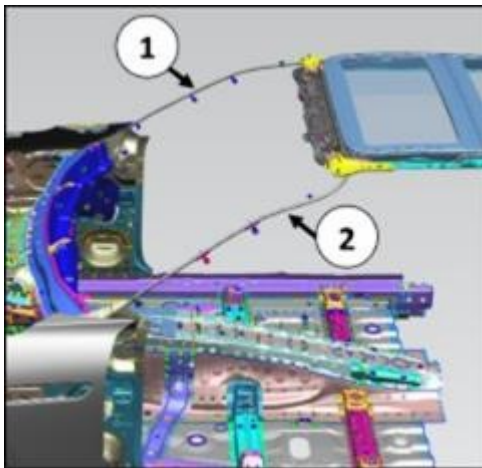
BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2024 CX-90 (with panorama sunroof) with VINS lower than JM3KK*****121941 (produced before July 12, 2023)

DESCRIPTION

Some customers may complain about water leaks around the overhead console. This may be caused by the front drain hoses (1 and 2) for the panorama sunroof being trapped by the front dash panel insulator (3) and not being able to provide the correct water drainage.



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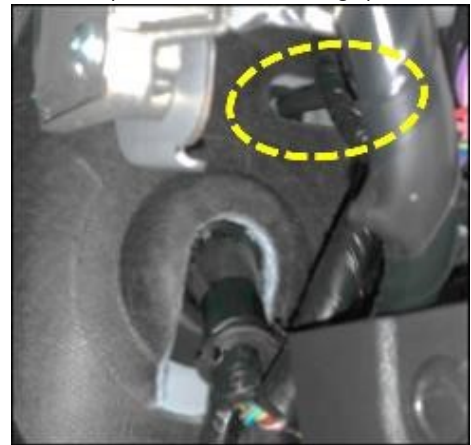


The location of the trapped point for left hand side.
(R.H.D. vehicle image)



The location of the trapped point for right hand side.
(R.H.D. vehicle image)

The zoomed up location of the trapped point for right hand side.
(R.H.D. vehicle image)



To eliminate this concern, the front drain hoses placement has been changed so that the hose fits in the insulator notch. Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

1. Verify the customer concern.
2. Use a flashlight and locate the notch and hose on the corners of the firewall inside the vehicle.
 - If the hoses are trapped, proceed to the next step.
 - If the hoses are not trapped, no further work is required.

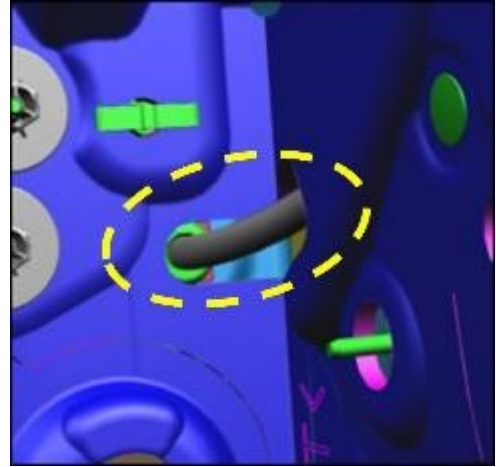
NOTE: If the vehicle has 360 View Monitor, the VMC module may make it difficult to see and access the driver's side hose.

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Before correction



After correction



3. To aid in the repair procedure, a 90 degree pick tool may be used.

- The shank length should be at least 5.5" in length with a pick end about 1" long maximum.
- Wrap the metal shank and tip of the tool with tape to insulate the tool and conceal the pointed end of the pick and to prevent damage to the hose(s) from the sharp point of the tool.

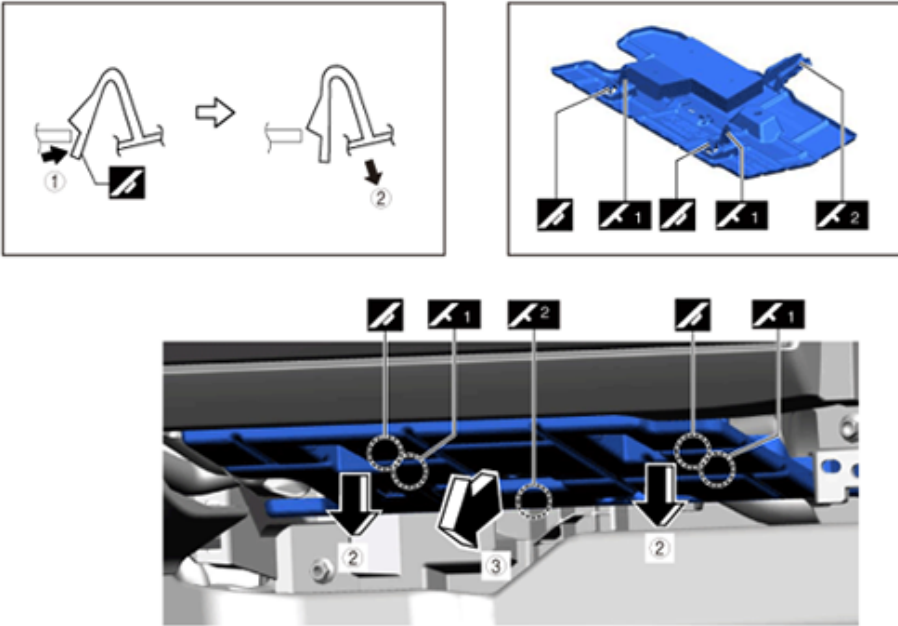


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Passenger's side

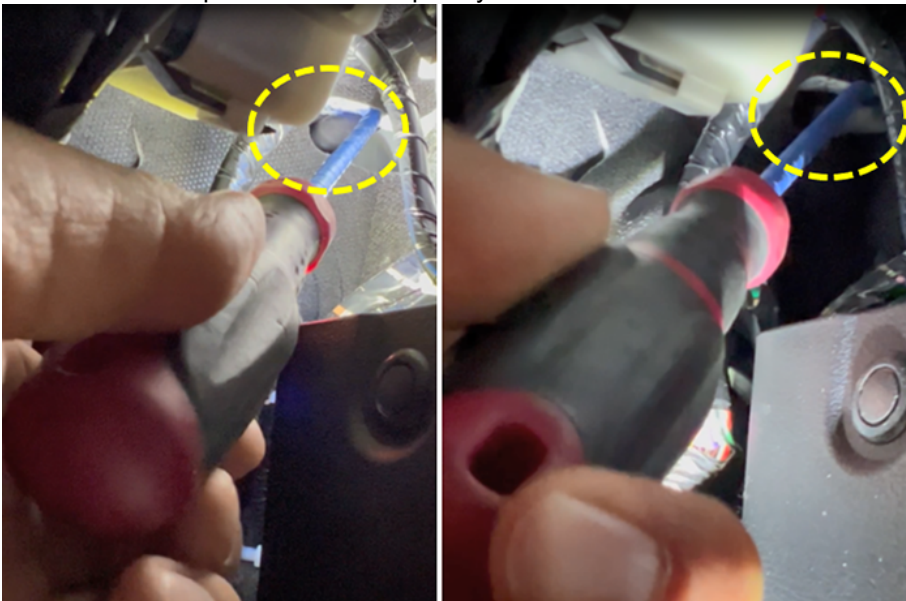
4. Lower the RH dashboard under cover on the passenger side.

NOTE: It is not necessary to undo and remove the foot lamp mounted on the cover.



5. With the tool, position the angled end of the pick above the hose behind the insulator and pull the hose down and out through the notch opening.

NOTE: DO NOT pull the hose completely out.



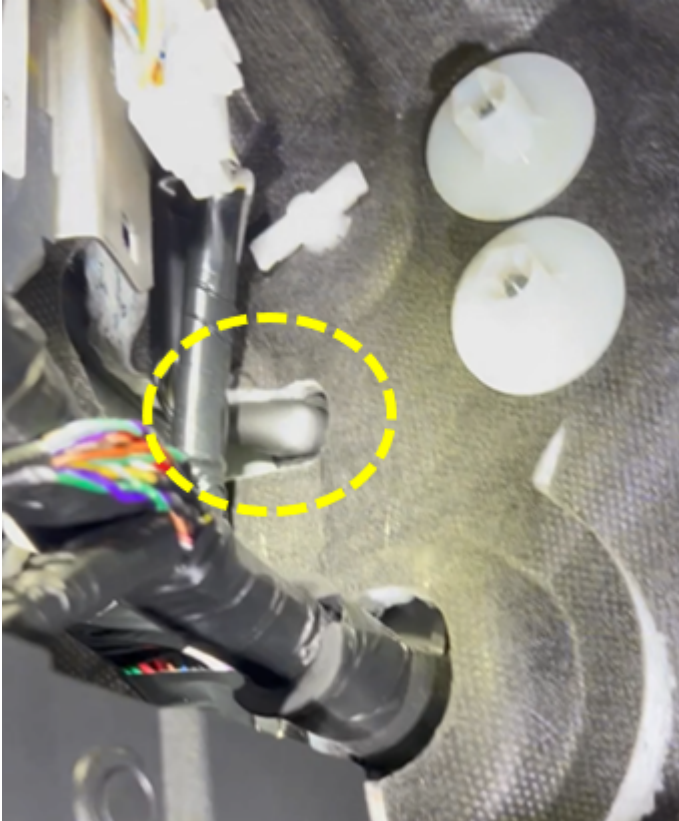
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- If a 90 degree pick tool is not available to use, follow the steps below.
 - a. Lower the dashboard under cover and remove the kick panel.
 - b. Reach in by hand and carefully pull the hose down and out through the notch opening.
NOTE: DO NOT pull the hose completely out.
 - c. Reinstall the dashboard under cover and kick panel.

Driver's side (without 360 View Monitor)

6. The hose can be pulled through the notch by hand if the vehicle is not equipped with 360 View Monitor.

NOTE: DO NOT pull the hose completely out.



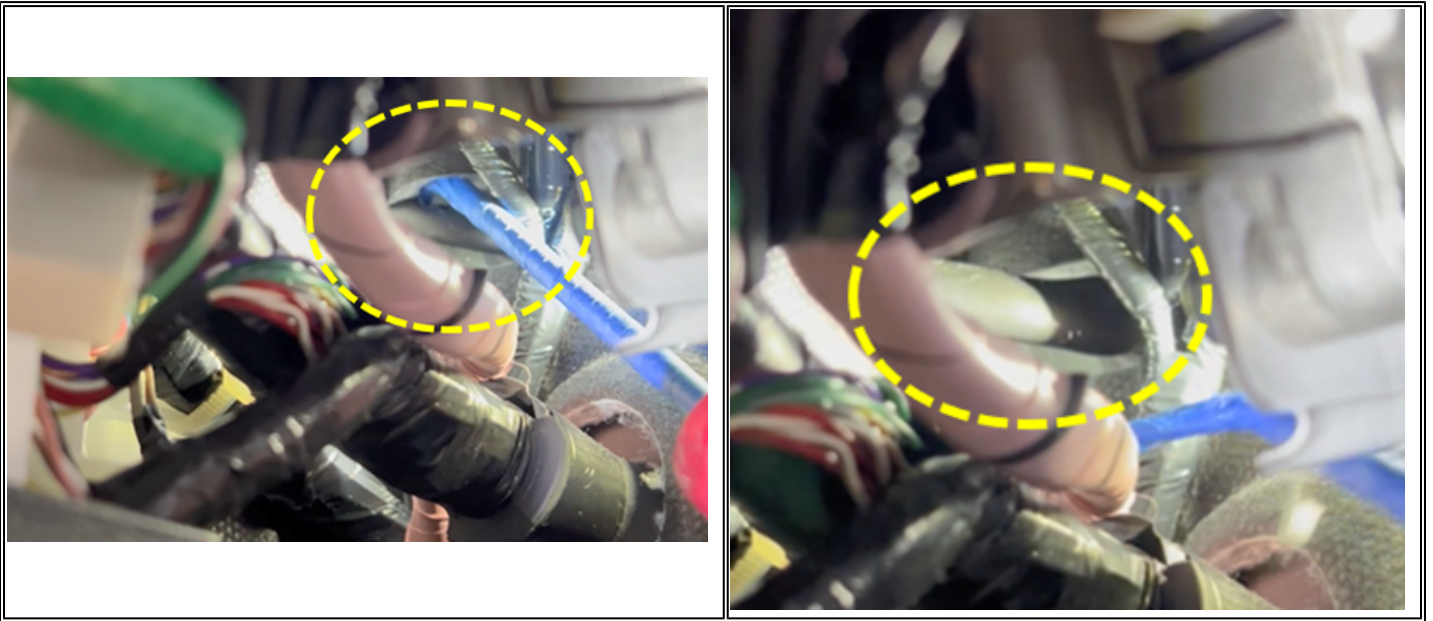
Driver's side (with 360 View Monitor)

7. With the tool, position the angled end of the pick above the hose behind the insulator and pull the hose down and out through the notch opening.

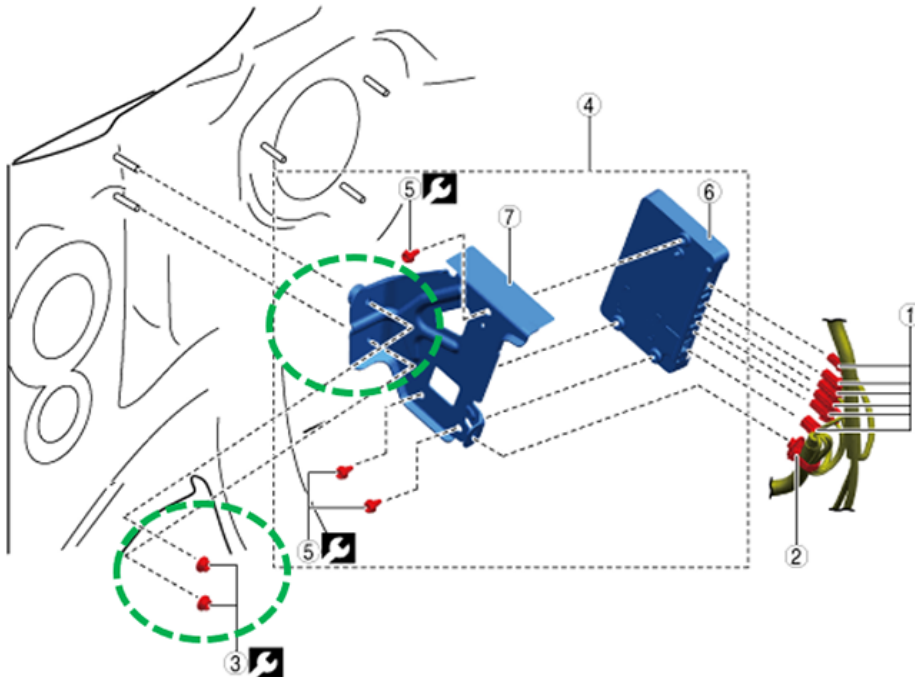
NOTE: DO NOT pull the hose completely out.

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- If the vehicle has 360 View Monitor, the VMC module will be in the way, but the VMC module does not need to be removed if the tool is used.



- If a 90 degree pick tool is not available to use, follow the steps below.
 - a. Remove driver's side kick panel and locate the two nuts holding the VMC module bracket to the firewall.



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- b. Remove the two 10mm nuts and lower the VMC module and bracket together.
NOTE: The VMC module does not need to be completely removed.



- c. Reach in by hand and carefully pull the hose down and out through the notch opening.
NOTE: DO NOT pull the hose completely out.
d. Reinstall the VMC module and the kick panel.

8. Verify the repair.

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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	9G
Part Number Main Cause	7777-SP-X50
Quantity	0
Operation Number / Labor Hours:	XXWF5XAX / 0.2 Hrs. (one or both sides)

NOTE: Claim damaged parts as "related parts" if replacements are necessary due to this issue.

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