

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: POWER LIFTGATE (PLG) CANNOT BE OPERATED WHILE STUCK IN A PARTIALLY LATCHED OR FULLY OPENED/CLOSED POSITION OR MAY REVERSE DIRECTION BEFORE FULLY CLOSED	Bulletin No.: 09-031/23
	Last Issued : 11/08/2023

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09-031/23	09/15/23

APPLICABLE MODLE(S)/VINS

2024 CX-90 (with Power Liftgate) with VINS lower than JM3KK*****134335 (produced before September 9, 2023)

DESCRIPTION

Some vehicles may exhibit that the power liftgate cannot be opened while stuck in an partially latched or fully opened/ closed position, **or it may reverse and open just before fully closing. with the following DTCs possibly stored in memory.**

- B1451:02 BCM - Motor return switch circuit malfunction
- B1456:62 BCM - Latch condition malfunction
- U2646:16 BCM - Power liftgate (PLG) control module low power supply voltage input

This may be caused by improper control software of the power liftgate control module. To eliminate this concern, the control software of the power liftgate control module has been modified.

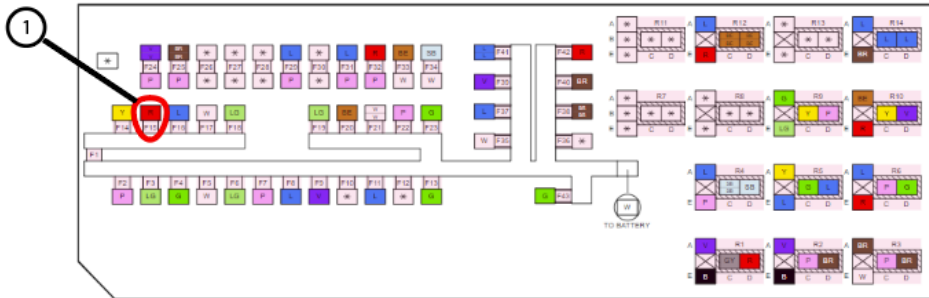
Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

1. Verify the customer concern.
2. **Open the power liftgate to the fully open position.**

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. With the liftgate open, remove the F15-fuse (1) from the driver's side underhood fuse block (F-01) for at least 30 seconds and then reinstall to reset the power tailgate.



4. Reprogram the PLG using Mazda Diagnostic And Repair Software (MDARS). Refer to MDARS ECU Reprogramming Procedure.

NOTE:

- Reprogramming is not necessary if current calibration file name in the ECU FILENAME screen is the same as shown in Calibration Files Information or with later suffix..
- After the reprogramming, pending DTC P2610:00 [PCM] may be stored without MIL illumination. Since this DTC may turn to a current DTC depending on operations after the reprogramming, clear DTC after all repair work is done.

5. Verify the repair by checking the operation of the power tailgate and by starting the engine and confirming there is no CHECK ENGINE light ON or abnormal warning lights present.

NOTE:

- If any DTCs should remain after deleting DTCs, diagnose the DTCs according to the appropriate Troubleshooting section of the Workshop Manual.
- DO NOT start the engine with 12V battery charger connected because the power supply from the DC/DC converter and the power supply from the 12V battery charger may interfere, causing warning lights to come on and DTCs to be stored.

CALIBRATION

Spec.	File Name
CX-90	KMV7-626K2-K

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 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	41
Damage Code	9W
Part Number Main Cause	5555-62-6H0
Quantity	0
Operation Number / Labor Hours:	XXWFCXFX / 0.3 Hrs.

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.