

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  <b>SQUEAKING NOISE FROM RUBBING BETWEEN DRIVER'S SEAT BACK AND REAR CONSOLE LID</b>	<b>Bulletin No.: 09-004/24</b>
	<b>Last Issued : 01/25/2024</b>

## BULLETIN NOTES

### APPLICABLE MODEL(S)/VINS

2020-2023 CX-30

## DESCRIPTION

Some customers may complain of a squeaking noise from the driver side seat back. The noise may be due to rubbing between the lumbar part of the driver's seat back (1) and the rear console lid.



The lumbar support pad may be deformed outward and may rub against the rear console lid while driving or when adjusting the seat memory. This can cause a squeaking noise.

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

## REPAIR PROCEDURE

When receiving a customer complaint for this concern, install a bracket to the driver's side front seat back frame to prevent lumbar support deformation and replace the driver's side front seat back pad with a modified part according to the following procedures.

**NOTE:** If there are stains, wrinkles and/or damages on the interference area of the front seat back trim, replace the trim with a new one.

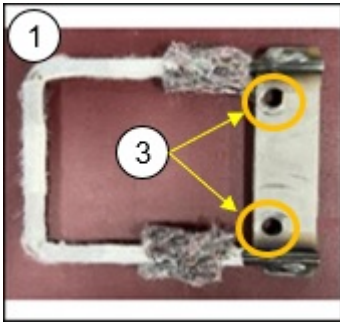
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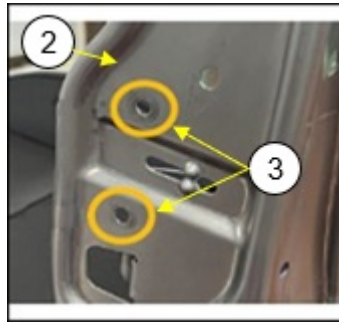
1. Verify customer concern.
2. Remove the driver's side seat back trim according to the instructions on MGSS FRONT SEAT BACK TRIM REMOVAL/INSTALLATION.
3. Install the bracket (1) with the nuts and bolts to the driver's side front seat back frame (2) to prevent the seat back lumbar support deformation according to the following images.

**Tightening torque: 7.8-10.8 N·m {80-110 kgf·cm, 69-95 in·lbf}**

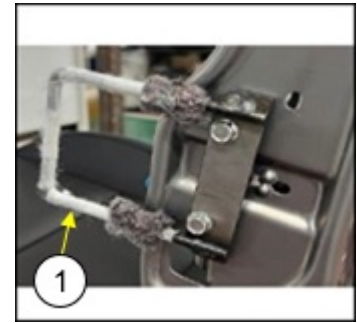
**NOTE:** Images shown below are from a RHD vehicle.



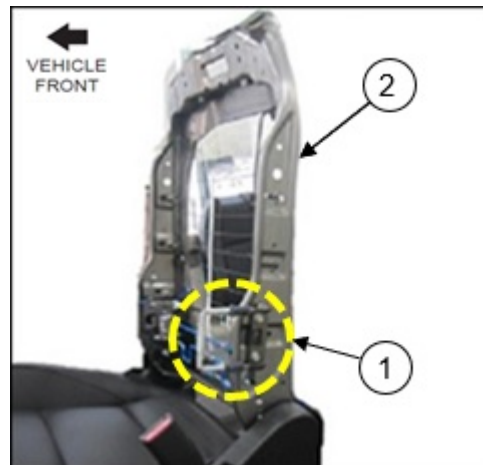
(1) Bracket  
(3) Mounting holes



(2) Seat back frame  
(3) Mounting holes



After bracket installation:  
(1) Bracket

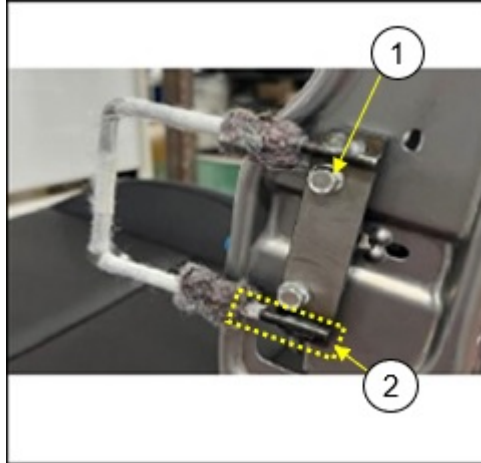


Bracket has been installed to seat back frame.

(1) Bracket  
(2) Front Seat back frame (driver's side)

► **Installation Cautions:**

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**GOOD**

- (1) Bolt head must be outside of bracket.  
 (2) Welded part of bracket must be outside.



**NO GOOD**

Nuts are installed outside.



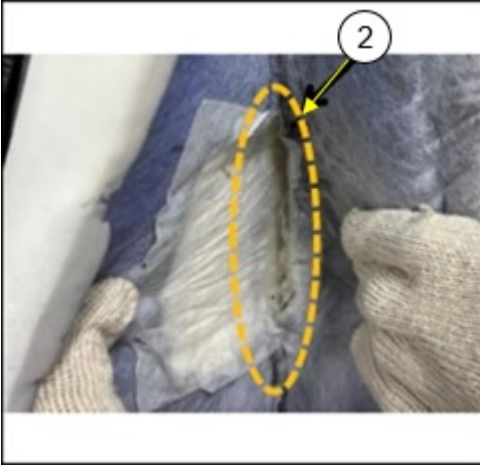
**NO GOOD**

Bracket is installed inside out.

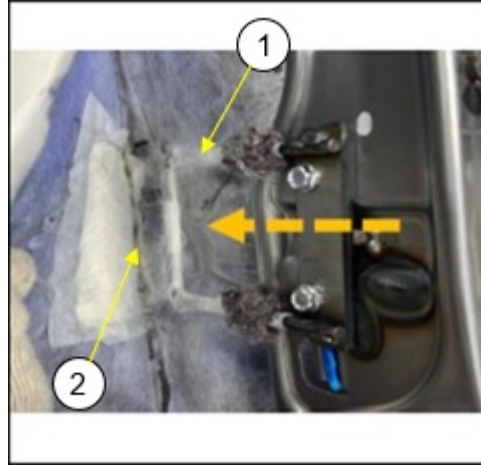
4. Install a modified seat back pad according to the following procedures:

**NOTE:** When installing the seat back pad to the frame, insert the bracket (1) into the slit (2) of the seat back pad.

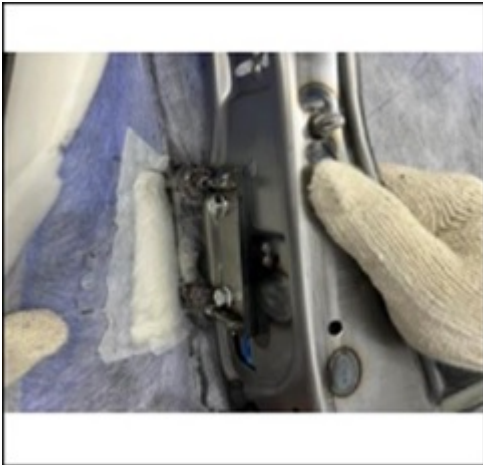
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(2) Slit of the seat back pad

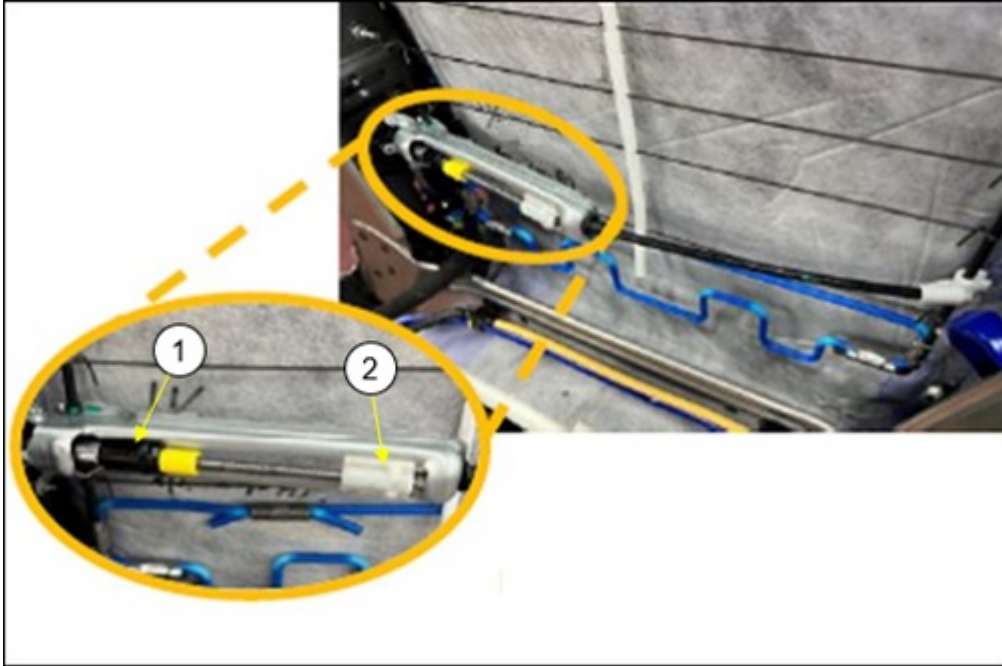


(1) Bracket  
(2) Slit of the seat back pad



**CAUTION:** When installing the seat back pad, the lumbar must be set to low.

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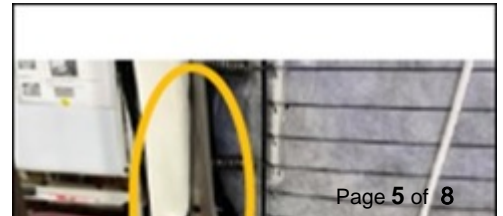
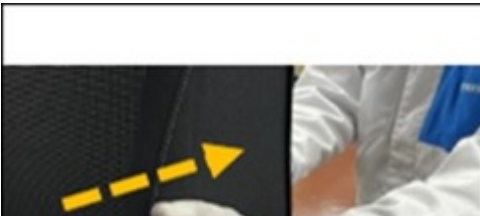


**GOOD:** There is enough space between the seat back pad and the slider because the lumbar is set to low. Put knob (1) and (2) at the end of the slider as per the image to loosen the slider.



**NO GOOD:** There is no space between the seat back pad and the slider because the lumbar is set to high.

5. After the installation, check the condition by the following procedure.



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Pull the bolster and check if the bracket is inserted into the slit properly.

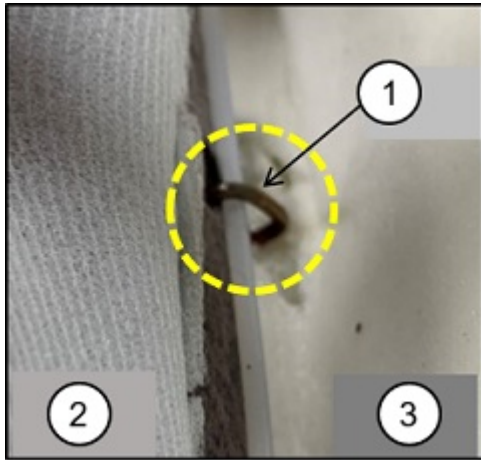
**GOOD:** The winding part of the seat back pad is on the seat back frame.

6. Install in the reverse order of removal.

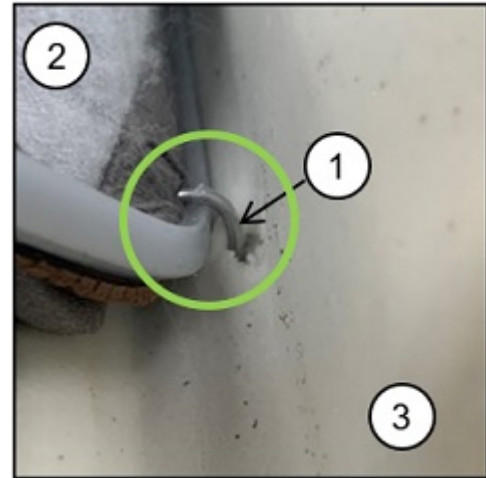
**CAUTION:**

- 1) When replacing the seat back trim, the lumbar support of the seat memory must be set to "low" in advance.
  - 2) If removing the seat assembly with setting too "high" at the seat memory and replacing the trim with the new one, the C-ring (1) may not be able to be tightened properly.
- As a result, a gap between the trim's resin (2) and pad (3) may occur.

Bad Example



Good Example



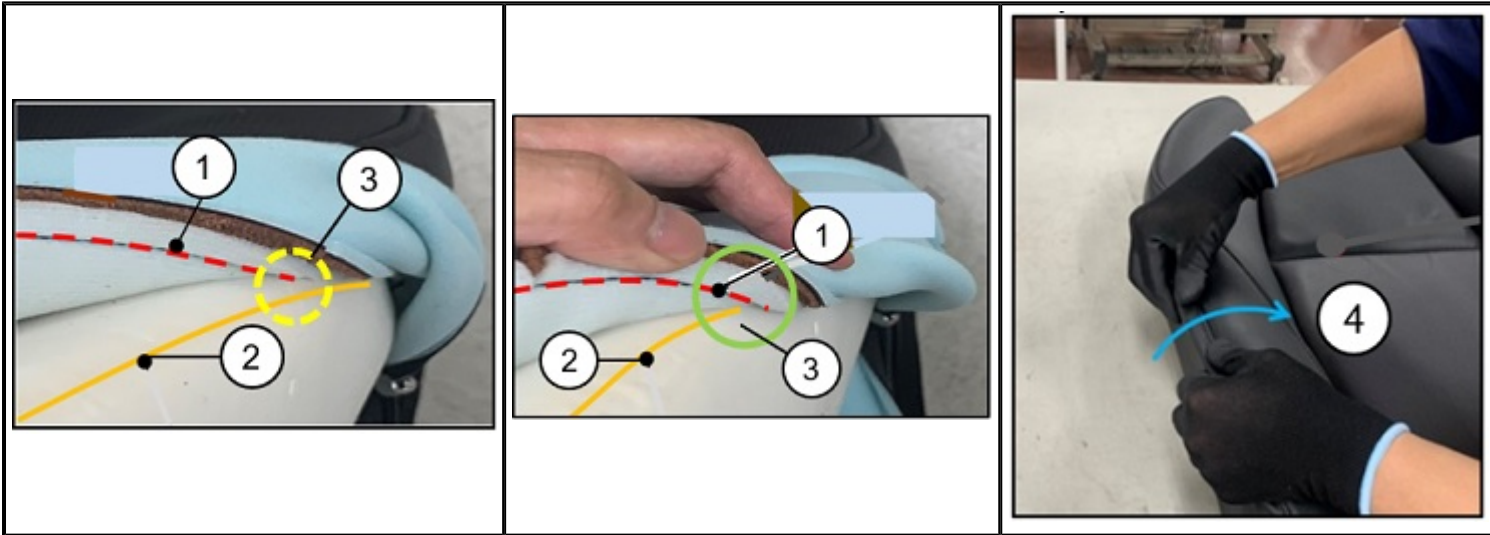
	Part	Bad Example	Good Example
1	C-ring	There is a gap between trim (2) and pad (3).	Tighten until trim (2) and pad (3) contact properly.
2	Trim	-	-
3	Pad	-	-

Fig.1 Bad/Good examples of installing the C-ring

3) Tighten the C-ring firmly, then confirm that the pad's bolster top (2) stays inside the trim's stitch (1).

Bad Example	Good Example
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	Part	Bad Example	Good Example
1	Stitch	-	-
2	Bolster top	-	-
3	-	The bolster top (2) is outside the stitch (1).	The bolster top (2) is inside the stitch (1).
4	(Operation)	-	When assembling the trim and pad, pull the bolster top (2) of the pad inside the bolster stitch line (1) by hand.

Fig.2 Bad/Good examples of installing the Trim cover.

**PARTS INFORMATION**

Parts Number	Description	Q'ty	Notes
BDYS-88-182	PAD(L),BACK-FRT	1	---
BWYP-88-182	PAD(L),BACK-FRT	1	---
DGY4-88-18X	HEATER & PAD(L),FRT SE AT BACK	1	---
DGY7-88-18X	HEATER & PAD(L),FRT SE AT BACK	1	---
BCYB-88-047	BRACKET	1	---
99794-0620	BOLT,FLANGE	2	For Bracket

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99946-0600	NUT	2	For Bracket
B25H-88-244	BAND	4	[R]

[R] Replacement

**NOTE:** If a C-ring (0824-88-049: CLIP) that connects the seat back to trim is damaged, replace it with a new one.

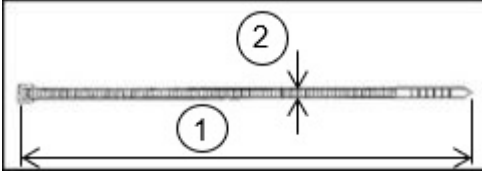
**NOTE:** Use VIN to check the Parts Number (Old) in EPC.

**NOTE:** B25H-88-244 can be substituted with multi-purpose zip-ties at the following specifications:

(1) Length = 120 - 150 mm {4.7 - 5.9 inch}

(2) Width = 2.5 - 3.5 mm {0.1 - 0.13 inch}

Material: Nylon 66 (Polyamide 66)



## 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	90
Damage Code	9B
Causal Part No.	****-88-132, ****-88-13X, ****-182 or ****-88-18X
Quantity	1
Operation No. and Labor Hours	XXW24BRX/ 1.1 Hrs.

### NOTE:

- If replacing the C-ring (0824-88-049: CLIP) with a new one, apply it as warranty.
- If using multi-purpose zip-ties, claim them as sublet "Z9" for the first repair only.

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