

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: CRACKS ON LEFT AND/OR RIGHT RETRACTABLE HARDTOP QUARTER GARNISH	Bulletin No.: 09-019/24
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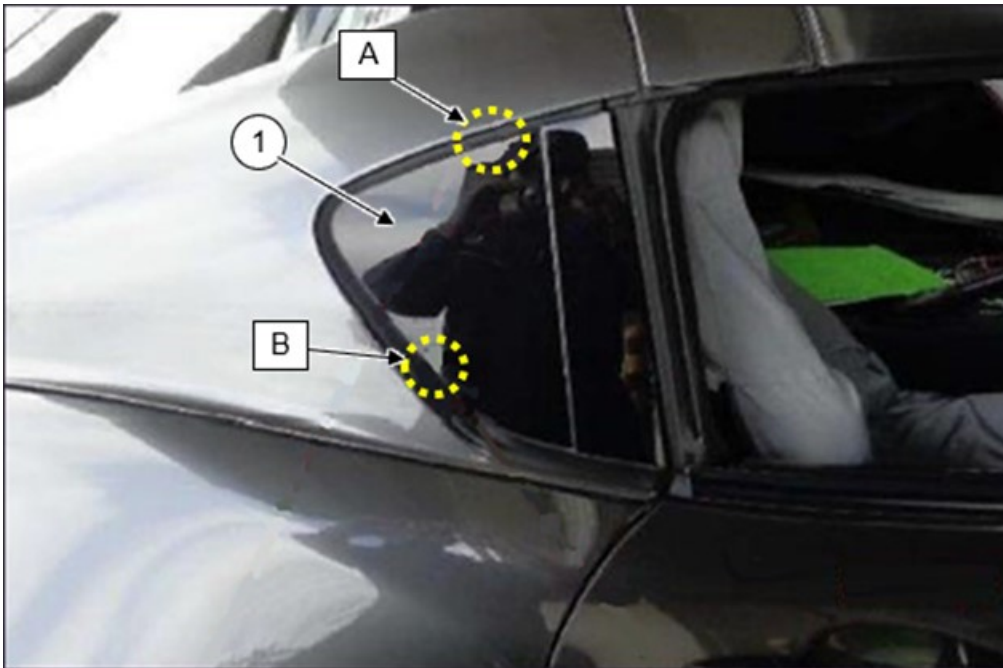
BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2016-2023 MX-5 vehicles with Retractable Hardtop with VINs lower than JM1 ND**** ** 561319 (Produced before Nov. 17, 2023)

DESCRIPTION

Some vehicles may exhibit crack(s) on the left and/or right side retractable hardtop quarter garnish (1). The molding material on the retractable hardtop quarter garnish may accelerate the deterioration of the quarter garnish, resulting in the cracks. To eliminate this concern, the molding material on the retractable hardtop quarter garnish has been improved.



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.



A



B

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

REPAIR PROCEDURE

1. Verify customer concern.
2. Replace the damaged quarter garnish with modified parts according to the instructions on MGSS online QUARTER GARNISH REMOVAL/INSTALLATION.

NOTE: Part replacement is only necessary for the damaged side. If both sides are damaged, replace both sides.

3. Verify repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
NA2E-R1-9E0A	Garnish (R)	1	---
NA5J-R1-9E0A	Garnish (L)	1	---

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
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Symptom Code	87	
Damage Code	9E	
Causal Part No.	NA2E-R1-9E0A or NA5J-R1-9E0A	
Quantity	1	
Operation No. and Labor Hours	One side	XXWM1ARX / 0.4 Hrs.
	Both sides	XXWM1BRX / 0.6 Hrs.

NOTE: If both sides are replaced, claim the opposite side Garnish (NA**-R1-9E0A, Qty.=1) as a related part.

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