

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: REAR OUTER HANDLE IS STUCK OR DIFFICULT TO OPERATE	Bulletin No.: 09-032/24
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BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2024 CX-90 with VINS lower than JM3KK*****132302 (produced before September 2, 2023)

DESCRIPTION

Some customers may complain that the rear outer handle is difficult to operate or that it gets stuck when released after being pulled once. This is caused when the rear outer handle and the rear handle bracket swell up from absorbing water and the space between them is reduced, resulting in friction and resistance when returning to the rest position after the handle has been pulled. To eliminate this concern, the rear outer handle and the rear outer handle bracket has been modified to secure space between them even if the parts absorb water.

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

REPAIR PROCEDURE

1. Verify the concern.
2. Replace the rear outer handle and the rear outer handle bracket according to the instructions on MGSS (REAR OUTER HANDLE REMOVAL/INSTALLATION).
3. Verify the repair.

PARTS INFORMATION

Parts Number	Description	Qty.
KBB3-73-410B**	Lever (L), Outer Handle	1
KBB3-72-410B**	Lever (R), Outer Handle	1
KMV6-73-42XD	Base (L), Handle	1
KMV6-72-42XD	Base (R), Handle	1

** : Exterior color code

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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	64	
Damage Code	97	
Part Number Main Cause	KBB3-72-410B ** or KBB3-73-410B **	
Quantity	1	
Operation Number / Labor Hours:	MHEV (inline 6)	PHEV
	XXWMKHRX / 0.5 Hrs.(one side) XXWMKJRX / 0.8 Hrs. (both sides)	XXWMKARX / 0.5 Hrs. (driver side) XXWMKBRX / 0.4 Hrs. (passenger side) XXWMKCRX / 0.8 Hrs.(both sides)

NOTE: In case of both sides LEVER, OUTER HANDLE replacement, claim other side as a related part. Claim KMV6-7*-42XD or KBB3-7*-42XD as related parts.

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