

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: LIFTGATE OR TRUNK LID WILL NOT UNLOCK WHEN IGNITION IS OFF OR POWER LIFTGATE WILL NOT CLOSE	Bulletin No.: 09-024/24
	Last Issued : 06/18/2024

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09-024/24	04/17/24

MODEL(S)/VINS

- 2024 Mazda3 (Japan built) with VINS lower than JM1BP*****654331 (produced before July 12, 2023)
- 2023 MX-30 with VINS lower than JM1DR*****200910 (produced before May 30, 2023)
- 2023 CX-50
- 2024 CX-50 with VINS lower than 7MMVA*****176436 (produced before November 9, 2023)
- 2024 CX-90 with VINS lower than JM3KK*****132321 (produced before September 16, 2023)

DESCRIPTION

Some customers may experience the following concerns:

- The liftgate or the trunk lid will not unlock even when the vehicle is parked and the ignition is off. If the engine is running (POWER ON) or the ignition is turned to on (READY ON), it will unlock.
- The auto close operation of the power liftgate is not performed (The liftgate can be closed manually).

To eliminate this concern, the control software of the DSC HU/CM (or the electronically controlled brake unit) 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. Reprogram the DSC with the Mazda Modular Diagnostic System (M-MDS), using the Mazda Diagnostic And Repair Software (MDARS). Refer to MDARS ECU REPROGRAMMING PROCEDURE.

NOTE:

- Be sure to submit ODR data as it is a required item and will be checked during warranty claim submission. Instructions can be found under M-MDS -> MDARS Uploading ODR Data.
- If the current calibration file name in the ECU FILENAME screen is the same as shown in the Calibration Files Information or with a later suffix, reprogramming is not necessary.

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- After the reprogramming, pending DTC P2610:00 [PCM] may be stored without the CHECK ENGINE light ON. Since this DTC may turn to a current DTC depending on operations after the reprogramming, clear DTC after all repair work done.

3. Clear the DTC, turn the ignition off, and exit the vehicle.

4. Close and lock the door.

5. Wait for at least ten (10) minutes.

6. **[Except MX-30 BEV]** Verify the repair by starting the engine and making sure the Check Engine light is OFF and no abnormal warning lights are ON. **[MX-30 BEV]** Verify the repair by turning the power ON (READY ON) making sure the Check Engine light is OFF and no abnormal warning lights are ON.

NOTE:

- **[Except CX-90 PHEV]** If any DTC should remain after performing a DTC erase, diagnose the DTC according to the instructions on MGSS.
- **[CX-90 PHEV]**
 - DO NOT start the engine with connected 12V battery charger because the power supply from the DCDC converter and the power supply from the 12V battery charger may interfere, which causes warning light to come up and DTCs to be stored.
 - If any DTC should remain after performing a DTC erase, diagnose the DTC according to the instructions on MGSS.

CALIBRATION

ECU	Model	File Name (Old)	File Name (New)
DSC	Mazda3 (without MHEV)	BHSA-4300F-D	BHSA-4300F-E
	Mazda3 (with MHEV - Mexico spec)	BHRH-4300F-D	BHRH-4300F-E
	MX-30	DJBC-4300F-C	DJBC-4300F-D
	CX-50 (US spec.)	VA40-4300F-E	VAY6-4300F-A
	CX-90	KMV6-4300F-B	KMV6-4300F-C

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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	9W	
Part Number Main Cause	Mazda3 (without MHEV), CX-50	5555-43-7A0
	Mazda3 (with MHEV - Mexico spec), MX-30, CX- 90	5555-43-9A0
Quantity	0	
Operation Number / Labor Hours:	XXWMNXFX / 0.3 Hrs	

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