

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



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| Subject: WRINKLES ON LEATHER SEAT SURFACE OF NEW (UNSOLD) VEHICLE | Bulletin No.: 09-036/24 |
| | Last Issued : 07/18/2024 |

BULLETIN NOTES

- This bulletin supersedes the previously issued bulletin(s) listed below: The changes are noted in Red text.
- This service bulletin is only for sublet repair. A qualified upholstery repair specialist is required for this repair procedure.
- Please print a copy of this bulletin for the upholstery repair specialist.

| Previous TSBs: | Date(s) Issued: |
|----------------|---|
| 09-007/23 | 02/01/23, 04/03/23, 06/01/23 and 11/20/23 |
| 09-012/22 | 04/08/22 |
| 09-007/20 | 12/10/20 and 01/13/20 |
| 09-006/19 | 01/14/19 |
| 09-015/18 | 03/22/18 and 10/10/18 |
| 09-016/16 | 03/07/16 and 06/22/16 |
| 09-015/12 | 03/23/12 |

APPLICABLE MODEL(S)/VINS:

2020-2021 CX-3
 2020-2025 CX-30
 2020-2025 CX-5
 2023-2025 CX-50
 2025 CX-70
 2020-2023 CX-9
 2024-2025 CX-90
 2020-2025 Mazda3
 2020-2021 Mazda6
 2022-2023 MX-30
 2020-2024 MX-5

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DESCRIPTION

At PDI or when new vehicle is delivered, some customers may complain about wrinkles on the leather seat cushion and/or seat back surface.

NOTE:

- This repair is not a permanent fix, it is meant to make new seats look their best when the vehicle is first presented to the customer.
- Wrinkles may not be completely removed after the repair is completed.
- Leather is a natural material and may develop some wrinkles due to aging and wear during normal useage.

Customers experiencing this concern should have their vehicle repaired according to the following repair procedure.

REPAIR PROCEDURE

This repair is only applicable to new vehicles during PDI or when a new vehicle is delivered to the customer.

1. Is the subject vehicle a new/unsold unit currently in dealer inventory?
If yes, go to step 2.
If no, this service information is not applicable to the vehicle.
2. Is the subject vehicle equipped with leather seat trim?
If yes, go to step 3.
If no, this service information is not applicable to the vehicle.

NOTE: Some vehicles have a combination of leather AND leatherette covered seat trim. Depending on the vehicle, the areas covered in leather are usually the seat bottom and seat back areas.

CAUTION:

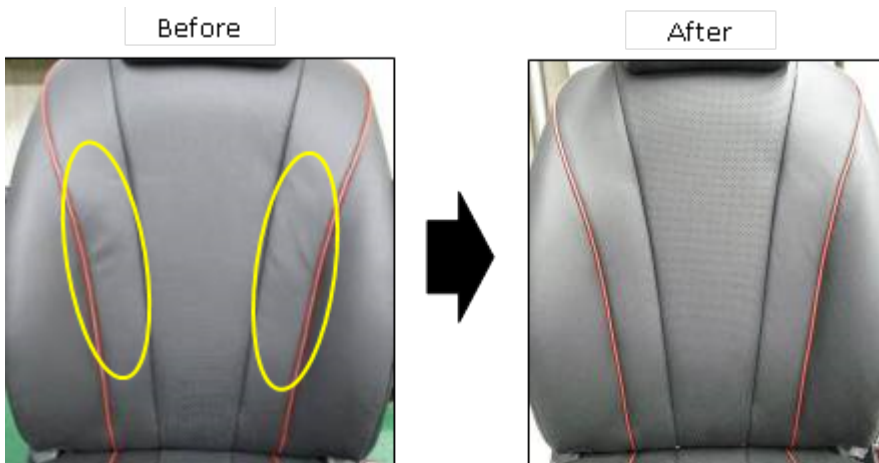
- DO NOT steam iron leatherette type seat trim areas, otherwise, the trim will be damaged and will not be covered under warranty.
 - To avoid seat trim burn damage, NEVER use a flat iron without steam, ALWAYS use a commercially available steam iron.
3. Do the leather portions of the seat trim have wrinkles?
If yes, go to step 4.
If no, this service information is not applicable to the vehicle.
 4. Heat an iron to 284 - 356 °F(140 -180 °C).
 5. Sufficiently spray water on a cloth with a spray bottle.

NOTE: Always keep the cloth wet. Spray water on the cloth repeatedly before it dries.

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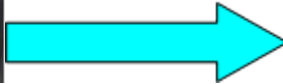


6. Wrap the bottom of iron by the water-soaked cloth.
7. Stretch the wrinkled portion of seat surface by hand.
8. Run the iron with the cloth on the wrinkled area, as shown below.

**CAUTION:**

- Do not spray water on the ISO FIX button (shown below), seat belt and buckle.
- Do not run the iron on the ISO FIX button, seat belt & buckle.

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CAUTION:

- **DO NOT** keep the iron in the same area for a long time. Doing so could damage the seat surface, as shown below.
- **DO NOT** run the iron without a water-soaked cloth, especially over the seat trim beading and seat side trim areas.

WARRANTY INFORMATION

NOTE:

- **This warranty information applies only to verified new 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.
- This service bulletin is only for sublet repair. A qualified upholstery repair specialist is required for this repair procedure.

| --- | --- | Note |
|---------------|-----|------|
| Warranty Type | A | --- |
| Symptom Code | 87 | --- |
| Damage Code | 9E | --- |

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| | | |
|---------------------------------|---|---|
| Part Number Main Cause | Refer to GEPC part number of concerned seat | --- |
| Quantity | 0 | --- |
| Operation Number / Labor Hours: | XXG23ARX / 0.0 Hrs. | --- |
| Sublet Allowance: | MM030XRX / 0.3 Hrs. | Sublet allowance can be claimed for administration tasks associated with the sublet repair. |

UPHOLSTERY REPAIR SHOP

Cost to repair leather seats

| | |
|-----------------------|--|
| Sublet Invoice Number | Number from the upholstery repair shop invoice or dealer purchase order. |
| Sublet Type Code | Enter "F6" |
| Sublet Amount | Enter the upholster shop invoice amount. No mark-up allowed. |

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