

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: NORMAL CHARGE CONNECTOR STUCK IN THE CHARGING PORT	Bulletin No.: 30-001/24
	Last Issued : 07/19/2024

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2024 CX-90 with VINS lower than JM3KK137134 (produced before September 22, 2023)

DESCRIPTION

Some customers may complain that the normal charge connector is stuck in the charging port and cannot be removed, or that it is difficult to disconnect. This may be caused by the lock pin that is installed at the charge port to fasten the normal charge cable during charging. If the worm gear that moves the lock pin has insufficient grease, the resistance to the movement increases and the lock pin cannot be released properly. To eliminate this concern, the method of grease application to the worm gear has been revised.

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

REPAIR PROCEDURE

1. Verify the customer concern.

NOTE:

- Confirm that the normal charging cable does not come off even if you try the unlocking method by unlocking the vehicle doors with the inside door-lock switch.
- Observe the precautions when inspecting/removing high-voltage parts listed in the maintenance manual.
- Before starting work, remove the 12V battery terminal and the high-voltage battery service plug.

WARNING: If the necessary measures are not taken before servicing the e-SKYACTIV PHEV, it could cause electrical shock and result in serious injury or, in the worst case, death. Before servicing the e-SKYACTIV PHEV, refer to [HIGH VOLTAGE SERVICE CAUTIONS] in the general information and implement the necessary measures.

2. Try Procedure "A" first to remove the normal charging cable. If the lock cannot be unlocked, follow Procedure "B" to unlock it.

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Procedure A: Release lock pin with emergency release cable inside vehicle (customer or technician only) or a small screwdriver outside of vehicle (Mazda certified technician only)

Emergency release cable (customer or technician only)

- a. Remove the rear luggage floor board and cargo sub-compartment to gain access to the release cable on the right side.



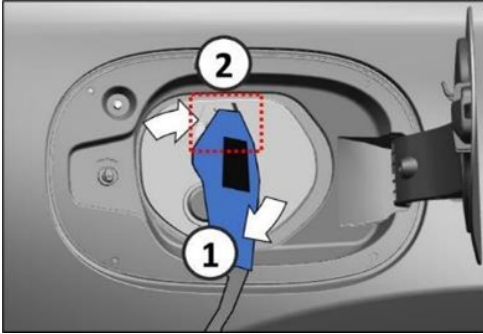
- b. Pull the cable straight out towards the driver's side to release the lock pin.



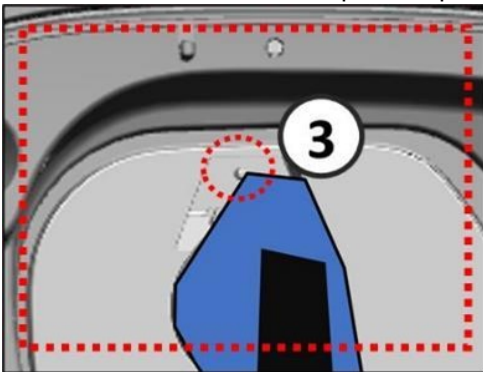
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Small screwdriver (Mazda certified technician only)

- a. Push down the normal charge connector (1) as shown.



- b. Make sure there is a gap between the normal charge connector and the charging port (2).
c. Make sure the lock pin is exposed (3).



- d. Insert a flat head screwdriver into the gap between the normal charge connector and the charging port and push the lock pin in (4).

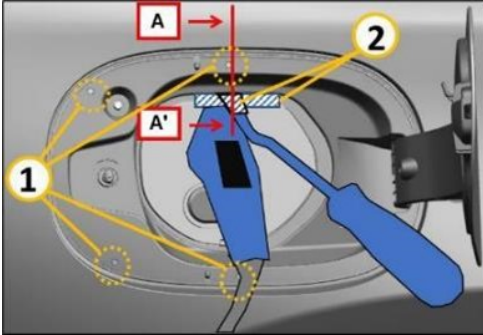


- e. Unlock the normal charge connector and remove it.
f. Replace the charge port with a new one according to the instructions on MGSS (CHARGE PORT REMOVAL/INSTALLATION).

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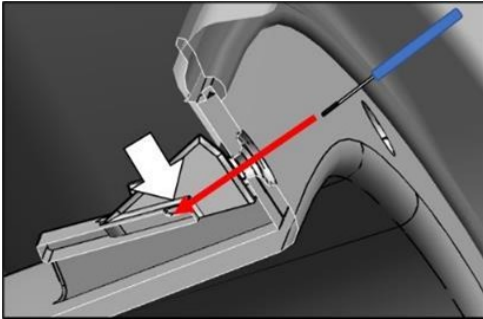
Procedure B: Remove charge port

- a. Remove 4 rubber protectors from all service holes on the charge lid box (1).

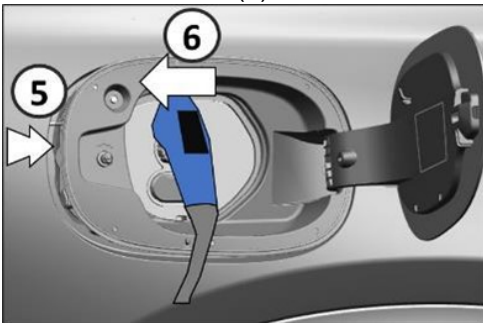


- b. Apply protective tape on the charge lid box and on the tip of the clip remover (2).
 c. Push down the tab using a thin rigid rod (such as a small screwdriver) while simultaneously pull the charge lid box with a clip remover (See section A-A').

NOTE: Do the same thing for all 4 tabs behind all 4 service holes one by one.

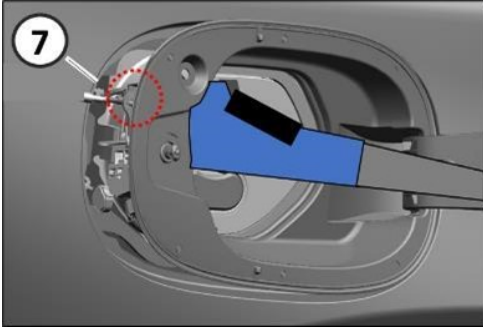
Sec. A-A'

- d. Lift the charge lid box assembly from the vehicle back side (5) and then remove it by moving it towards the vehicle back (6).

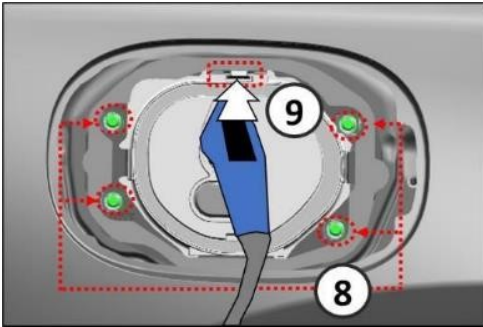


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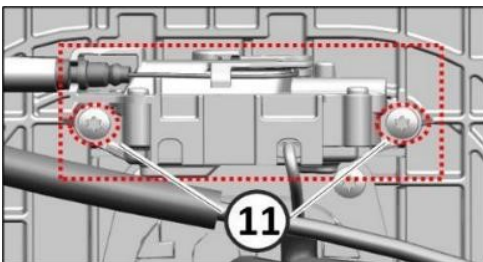
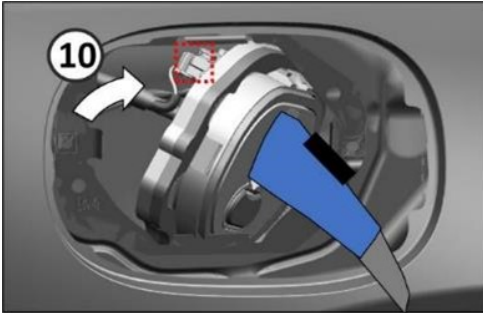
e. Detach the clip holding the harness (7).



f. Remove the 4 bolts (8) and detach the charge port (9).

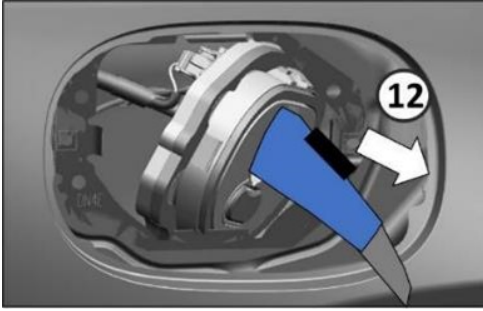


g. Tilt the charge port as shown (10) and then remove the 2 bolts fastening the lock actuator (11).



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h. Remove the normal charge connector (12).



i. Replace the charge port with a new one referring to the instructions on MGSS (CHARGE PORT REMOVAL/INSTALLATION).

j. Install in the reverse order of removal.

3. Verify the repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
KMV6-67-V5X	Charge Cable	1	Although the designation in EPC is "Charge cable", this part is a charge port.
KBB4-30-2K5	Gasket	1	[R]

[R]: Replacement parts

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 Powertrain Warranty or CA Emission Warranty (long term).
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	41
Damage Code	9W
Part Number Main Cause	KMV6-67-V5X
Quantity	1
Operation Number / Labor Hours:	XXWKBARX / 1.5 Hrs. (Charge port replacement only) XXWKBBRX / 1.6 Hrs. (Charge connector removal and charge port replacement)

NOTE: Claim KBB4-30-2K5 as related parts

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