

Subject: LIFTGATE DOES NOT UNLATCH WHEN THE BUTTON IS PRESSED	Service Alert No.: SA-050/24
	Last Issued : 08/05/2024

BULLETIN NOTES

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

Previous SAs:	Date(s) Issued:
SA-050/22	08/01/22

APPLICABLE MODEL(S)/VINS

2016-~~2025~~ CX-3
2013-~~2025~~ CX-5
2016-~~2023~~ CX-9
2020-~~2025~~ CX-30
2014-~~2025~~ Mazda3 (Hatchback/5-door)

DESCRIPTION

Some customers may complain that their liftgate does not open. This can mean a range of things, from the liftgate not unlatching to the power liftgate (PLG) not opening automatically. If you confirm that the customer's concern is that the liftgate does not unlatch correctly, follow the repair information below.

REPAIR PROCEDURE

1. Check for DTCs.
- 2.Check each door lock PID to see if it changes correctly when that door lock is operated. Operate it both electrically and manually.

NOTE: If you compare the door PIDs, all 4 should behave the same way.

3. Were any DTCs found?

- YES** - Address any DTCs first since a seemingly unrelated DTC may impact the liftgate operation (e.g. low voltage). Once all DTCs are resolved, continue to STEP 4.
- NO** - Skip to STEP 6.

4. Did any door lock PID show incorrect operation?

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YES - Recheck the PIDs as you did in STEP 2. Then continue to STEP 5.
NO - Skip to STEP 8.

5. Inspect the related door lock. **Is any corrosion found on it, the linkage or connector?**

YES - Replace the door lock/latch assembly with the latest part and then skip to STEP 8.
NO - Skip to STEP 8.

6. **Did any door lock PID show incorrect operation?**

YES - Continue to STEP 7.
NO - Skip to STEP 8.

7. Inspect the related door lock. **Is any corrosion found on it, the linkage or connector?**

YES - Replace the door lock/latch assembly with the latest part and then continue to STEP 8.
NO - Continue to STEP 8.

8. Recheck for the original customer concern. **Is the vehicle repaired?**

YES - Release the vehicle back to the customer.
NO - Diagnose the vehicle using other repair information on MGSS.

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