

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  <b>POWER LIFTGATE MAY OPEN UNINTENTIONALLY WHILE VEHICLE IS PARKED/STOPPED</b>	<b>Bulletin No.: 09-022/24</b>
	<b>Last Issued : 10/11/2024</b>

## BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09-022/24	07/25/24 and 04/08/24

## APPLICABLE MODEL(S)/VINS

2020-2024 CX-5 vehicles with VINs lower than JM3 KF\*\*\*\* \*\* 435191 (Produced before Dec. 1, 2023)

2020-2023 CX-9 vehicles with VINs lower than JM3 TC\*\*\*\* \*\* 660048 (Produced before Mar. 31, 2023)

**NOTE:** This service information applies to vehicles equipped with power liftgate and 7th generation remote transmitter.

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## DESCRIPTION

Some customers may complain that the power liftgate (PLG) may open unintentionally while the vehicle is parked or stopped.

Due to the shape of the 7th generation remote transmitter, the power liftgate button may be long pressed unintentionally in a pocket or a bag. To eliminate this concern, the keyless control specification has been modified. The button press time has been increased from 0.5 seconds to 1 second.



7th Generation Transmitter

**CAUTION:** Vehicles with 6th generation remote transmitter do NOT apply to this Service Information.

**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical--including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.



6th Generation Transmitter

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

### REPAIR PROCEDURE

1. Verify the concern.
2. Replace the start stop unit according to the instructions on MGSS:
  - CX-5: START STOP UNIT REMOVAL/INSTALLATION
  - CX-9: START STOP UNIT REMOVAL/INSTALLATION
3. Verify the repair.

### PARTS INFORMATION

Parts Number	Description	Qty.	Notes
TDYK-67-5S0D	Unit, Start Stop	1	CX-9
GRY7-67-5S0G	Unit, Start Stop	1	CX-5
KJY9-67-5S0D	Unit, Start Stop	1	CX-5
KA01-66-154	Bolt, Set	2	[R]
9YA0-11-003A	Bolt	1	[R] for steering wheel

[R]: Replacement parts

**NOTE:** Refer to the GEPC to select the correct part number by VIN.

### WARRANTY INFORMATION

**NOTE:**

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- 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.
  - USA, Canada: 2022-2024 CX-5 / 2022-2023 CX-9
  - GHG Emissions Regulation Remote Power Window Operation Defect Warranty.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	64
Damage Code	9W
Causal Part No.	****-67-5S0*
Quantity	1
Operation No. and Labor Hours	XXWMHXRX / 0.6 Hrs.

**NOTE:** Claim bolt set and bolt as related parts.

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