

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: REAR CONSOLE LID STICKING AND SQUEAKING WHEN OPENING AND/OR CLOSING	Bulletin No.: 09-043/24
	Last Issued : 10/02/2024

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09-025/22	08/01/22

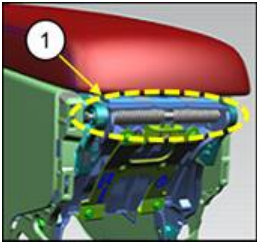
APPLICABLE MODEL(S)/VINS

2019-2022 Mazda3 (Japan built) with VINS lower than JM1BP*****510095 (produced before December 22, 2021)

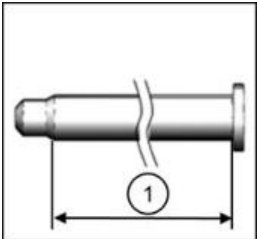
2019-2022 Mazda3 (Mexico built) with VINS lower than 3MZBP*****220473 (produced before December 22, 2021)

DESCRIPTION

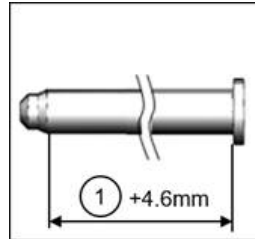
Some vehicles may exhibit a rear console lid with a sticking feeling or a squeaking noise when opening and/or closing. This is caused by an inappropriate shape of the console lid hinge pin where the position of the hinge pin (1) becomes misaligned when the rear console lid is repeatedly opened and closed. When parts around the hinge pin thermally expand, the result creates a gap in the hinge of the rear console lid.



To eliminate this concern, the shape of the hinge pin has been modified to prevent the pin from coming off.



Before modification



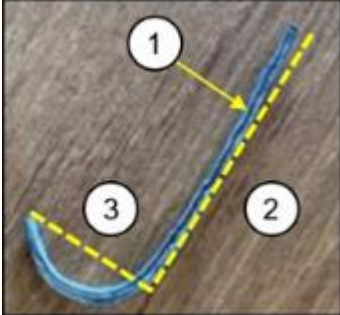
After modification

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

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.

REPAIR PROCEDURE

1. Verify the customer concern.
2. Prepare a jig using a wire hanger or similar with the following dimensions.



(1) Jig

Auxiliary dimension

(2) 50mm

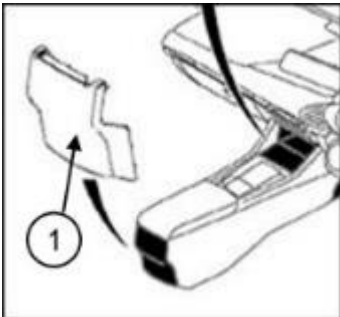
(3) 20mm

NOTE: A hooked pick tool can be used instead of the jig.



3. Slide the two front seats all the way forward.
4. Remove the rear console panel (1).

NOTE: Open the console lid to increase the accessibility of the working area.



(2) Location of hooks

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.

5. Remove the four screws.



6. Remove the bracket.

NOTE: Push down on the bracket slightly until the bottom tabs are out of the console.

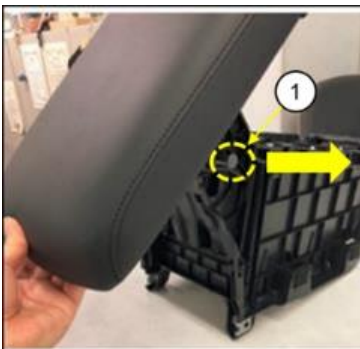
CAUTION: Be careful not to have any fingers near the spring as it does release some tension.



7. Remove the hinge pin (1) by pulling the pin in the direction of the arrow.

NOTE:

- Push the pin from the left side of the console lid toward the console lid with a screwdriver so that the head of the pin sticks out. Use the screwdriver to keep the spring in place while removing the old pin and installing the new pin.
- By opening the console lid about halfway, the tension of the spring is reduced and the hinge pin can be easily pulled out.
- Wiggling the spring a little will help the pin move in and out easier.



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.

8. Install a modified hinge pin.

9. Hook the top of the bracket on the spring and hook the jig or hooked pick tool on the spring.

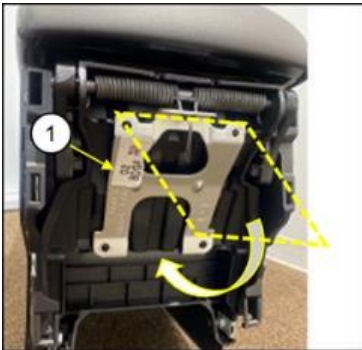
NOTE: The jig or hooked pick tool can prevent the bracket from coming off when installing it.



10. Push the bracket down to the position (1) as follows.

NOTE:

- Hook the tab at the bottom of the bracket to fix it temporarily.
- If it is hard to push the bracket down, open the console lid to make the procedure easier.



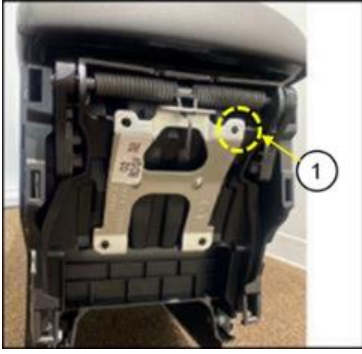
11. Tighten the screw from the upper right side (1), then remove the jig.

NOTE:

- Since the screw on the upper right (1) defines the positioning of the bracket, make sure to temporarily tighten it first.
- After temporarily tightening of the upper right screw, the other screws can be tightened in any order.

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.

ATTENTION: DO NOT use an electric or air screw driver since it can damage the console body.



12. Install the rear console panel.

NOTE: Make sure the panel lines up on the sides during and after installation.

13. To improve customer satisfaction, proceed to related TSB 09-042/24 REAR CONSOLE LID DOES NOT SLIDE SMOOTHLY and complete the repair by replacing improperly placed felt pads with new ones.

14. Verify both repairs by confirming that the rear console lid does not have a sticking feeling or squeaking noise when opening, closing and sliding.

15. Return the two front seats to their original positions.

PARTS INFORMATION

Parts Number	Description	Qty.
BDTS-64-458	Pin	1

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	90
Damage Code	97
Part Number Main Cause	BDTS-64-458
Quantity	1
Operation Number / Labor Hours:	XXW23XRX / 0.3 Hrs

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.