

Subject: RATTLE NOISE FROM REAR END OF PANORAMA SUNROOF WHILE DRIVING	Bulletin No.: 09-045/24
	Last Issued : 10/15/2024

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

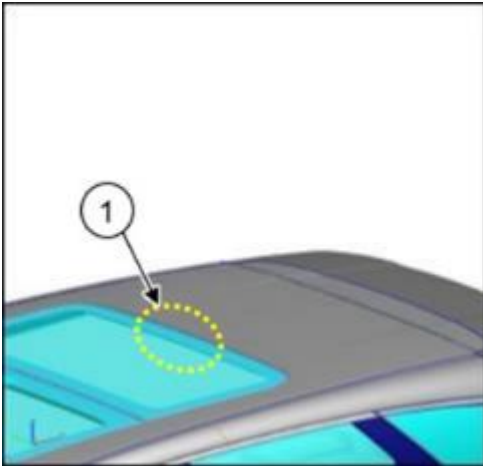
2024 CX-90 (with Panorama Sunroof) with VINS lower than JM3KK*****176818 (produced before May 18, 2024)

2025 CX-70 (with Panorama Sunroof) with VINS lower than JM3KJ*****110175 (produced before May 18, 2024)

DESCRIPTION

Some vehicles may exhibit a rattle noise from the rear end of the rear glass panel on the panorama sunroof. This may be caused by body vibration while driving and slight gaps (1) between the fastener mounting to the headliner and the sunroof frame. To eliminate this concern, the fastener has been modified to restrain the rattling.

NOTE: For 2024 CX-90 with a rattle noise in the center of the sunroof (the front glass panel), see TSB 09-010/24 - RATTLE NOISE FROM CENTER OF PANORAMA SUNROOF.

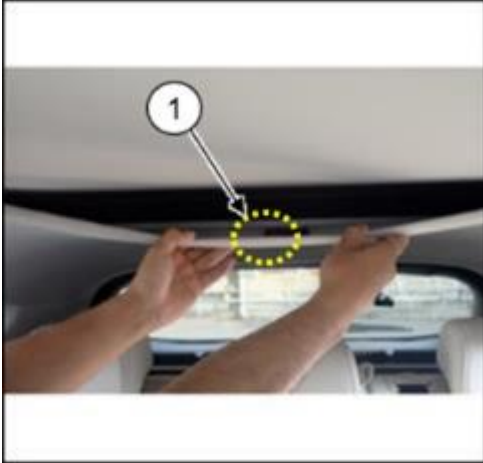


Customers having this concern should have their vehicle repaired using the following repair procedure.

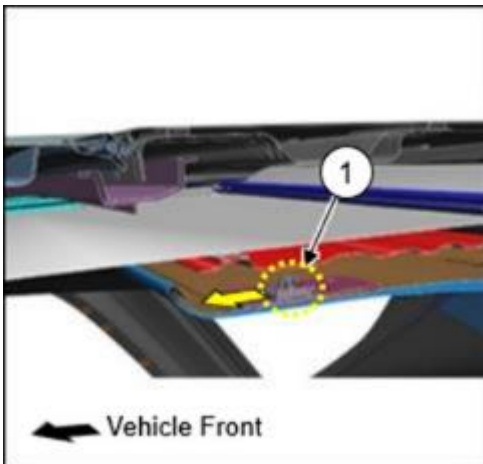
CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers 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. Replace the fastener mounting to the headliner with the modified one according to the following procedures.
 - a. Insert fingers into the gap between the rear edge of the headliner and the rear end of the sunshade, then pull down the headliner to access the fastener (1).



- b. Insert hand into the gap and remove the fastener (1) while sliding it to the vehicle front.
ATTENTION: Be careful not to damage or stain the headliner.



- c. Install the modified fastener in the reverse order of the removal.
 - d. Put the headliner back in the original position.
3. Verify the repair.

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.

PARTS INFORMATION

Parts Number	Description	Qty.
KR9R-68-865B	Fastener	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	82
Damage Code	97
Part Number Main Cause	KR9R-68-865B
Quantity	1
Operation Number / Labor Hours:	XXWW6XRX / 0.2 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.