

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject:

CRACK IN DOOR SIDE OF FRONT SEAT CUSHION TRIM

Bulletin No.: 09-022/25

Last Issued : 05/07/2025

BULLETIN NOTES

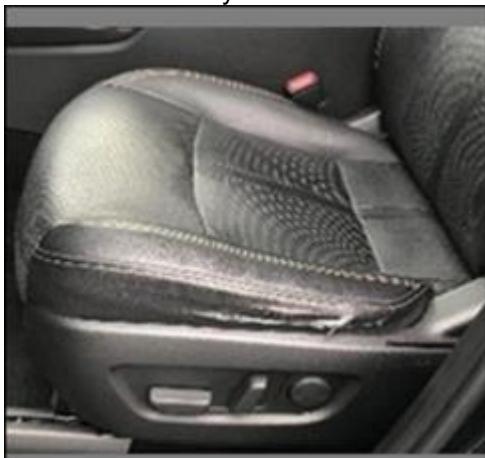
APPLICABLE MODEL(S)/VINS

2024-2025 CX-90 (leather seats) with VINS lower than JM3KK*****203906 (produced before September 10, 2024)

2025 CX-70 (leather seats) with VINS lower than JM3KJ*****118190 (produced before September 10, 2024)

DESCRIPTION

Some vehicles may exhibit a crack in the door side of the front seat cushion trim.



This may be caused by the door-side surface of the cushion trim being folded and compressed when exiting the vehicle and by the surface of the cushion bolster being rubbed and stretched when entering the vehicle. Repeated occurrences of these conditions may result in a crack forming in the surface of the seat cushion trim.

To eliminate this concern, the material of the door-side surface of the front seat cushion trim has been modified to improve tear strength and scratch resistance.

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

REPAIR PROCEDURE

1. Verify the customer concern.
2. Replace the front seat cushion trim with the new one(s) according to the following "Front Seat Cushion Trim Replacement Procedures".

NOTE: After replacing the new seat cushion trim, remove wrinkles on the seat trim according to the procedures in the following "Wrinkles Treatment Procedures".

Page 1 of 14

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.

FRONT SEAT CUSHION TRIM REPLACEMENT PROCEDURES

NOTE: The figure shows the left side (same as right side).

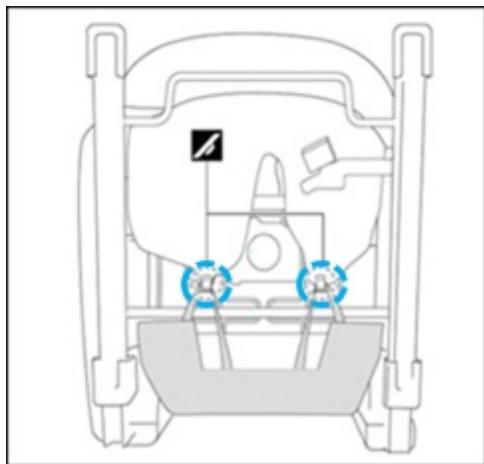
1. Remove the front seat according to the instructions in MGSS (FRONT SEAT REMOVAL/INSTALLATION).

- CX-90 (FRONT SEAT REMOVAL/INSTALLATION)
- CX-70 (FRONT SEAT REMOVAL/INSTALLATION)

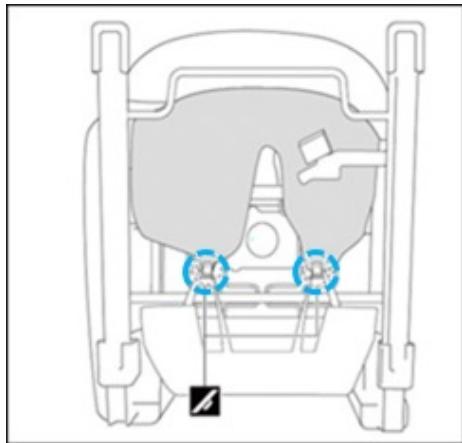
2. Remove the front seat side cover according to the instructions in MGSS (FRONT SEAT SIDE COVER REMOVAL/INSTALLATION).

- CX-90 (FRONT SEAT SIDE COVER REMOVAL/INSTALLATION)
- CX-70 (FRONT SEAT SIDE COVER REMOVAL/INSTALLATION)

3. Unhook the front seat back trim from the hooks (blue circles) on the frame.



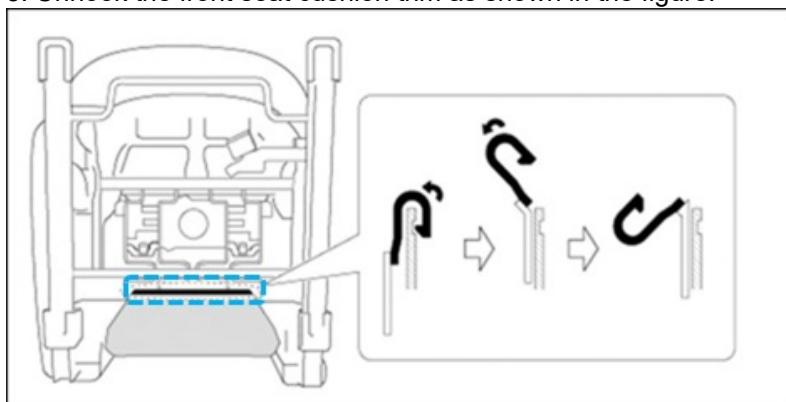
4. Unhook the front seat cushion trim from the hooks (blue circles) on the frame.



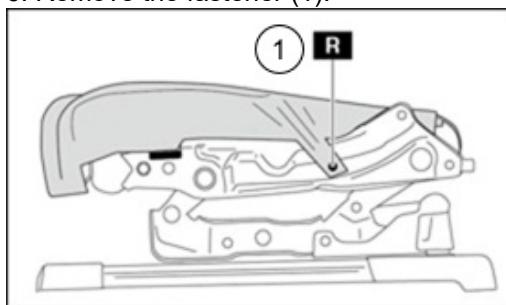
Page 2 of 14

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.

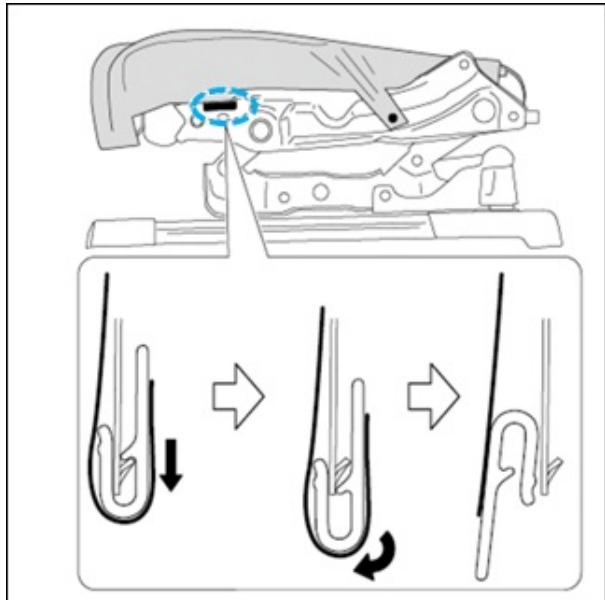
5. Unhook the front seat cushion trim as shown in the figure.



6. Remove the fastener (1).



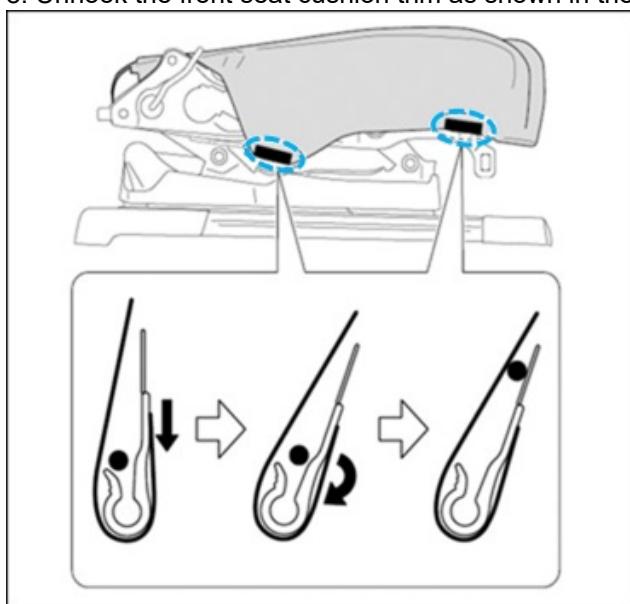
7. Unhook the front seat cushion trim as shown in the figure.



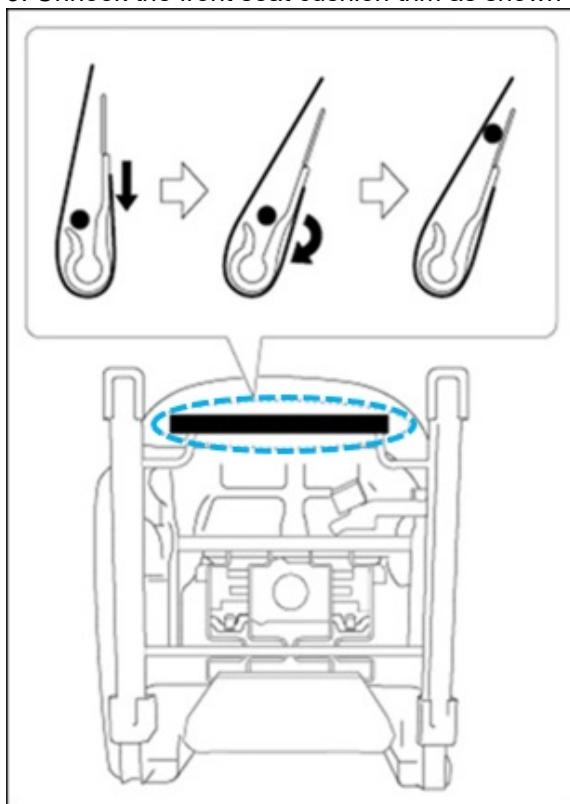
Page 3 of 14

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. Unhook the front seat cushion trim as shown in the figure.



9. Unhook the front seat cushion trim as shown in the figure.

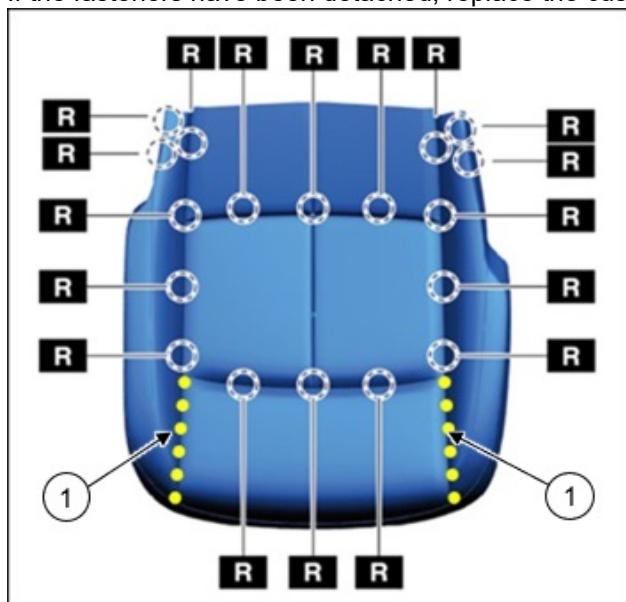


CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers 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.

10. Remove the C-rings (18 pcs.) and remove the front seat cushion pad.

NOTE: Replace the C-rings with the new ones when installing the cushion pad.

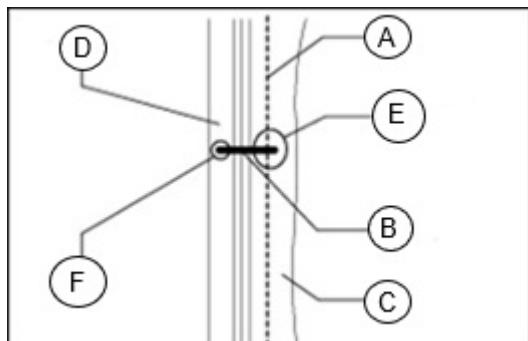
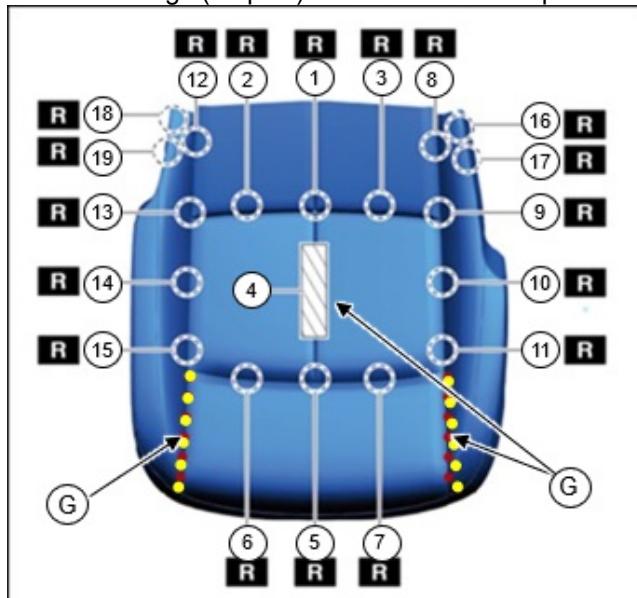
ATTENTION: Remove the cushion pad carefully so as not to detach the hook-and-loop fasteners from the cushion pad. If the fasteners have been detached, replace the cushion pad with the new one.



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.

FRONT SEAT CUSHION TRIM INSTALLATION NOTE

1. Align the position of the mounting hole in the front seat cushion trim and the front seat cushion pad, and then install the new C-rings (18 pcs.) and a hook-and-loop fastener (4) (G) in the order of the numbers shown in the figures.



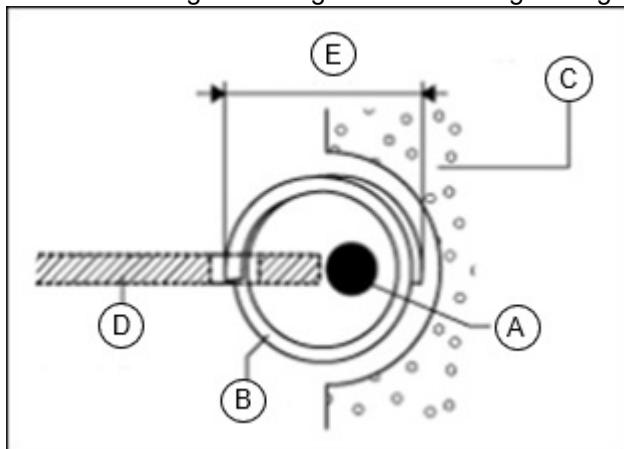
A	Wire
B	C-ring
C	Front seat cushion pad
D	Front seat cushion trim
E	Hole for C-ring (Front seat cushion pad)
F	Hole for C-ring (Front seat cushion trim)
G	Hook-and-loop fastener (Refer to the figure above)

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:

- When positioning the center of the cushion trim, push the white part (G) on the backside of the cushion trim onto the hook-and-loop fastener (G) on the front seat cushion pad.
- When removing or installing the front seat cushion trim and the front seat cushion pad, if the C-rings are damaged, the front seat cushion trim and the front seat cushion pad may not be properly installed. The installation/removal must be carefully performed to avoid damaging the C-rings.

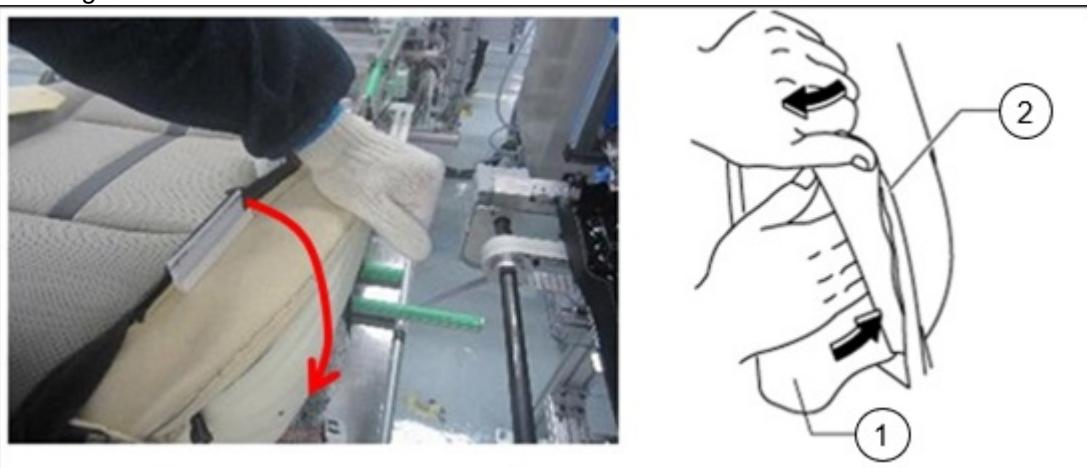
NOTE: Installing the C-ring with constant tightening amount can help prevent the formation of wrinkles.



A	Wire
B	C-ring
C	Front seat cushion pad
D	Front seat cushion trim
E	Tightening amount

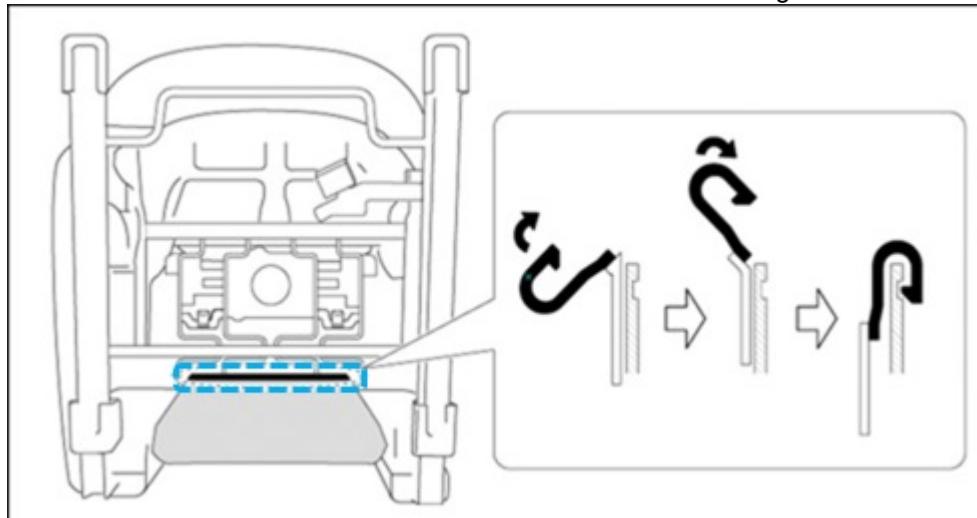
CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers 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.

2. Push the front seat cushion pad (1) into the front seat cushion trim (2) while pulling the cushion trim outside as shown in the figures.



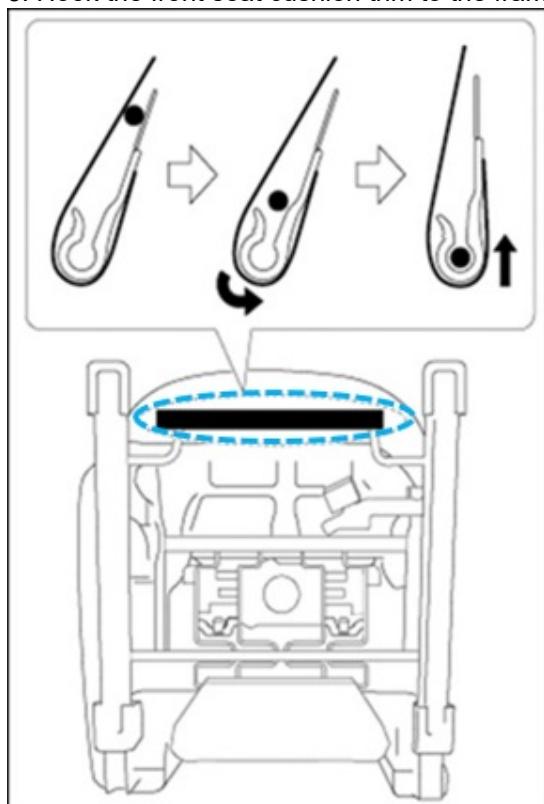
3. Place the front seat cushion pad assembly to the front seat cushion frame.

4. Hook the front seat cushion trim to the frame as shown in the figures.

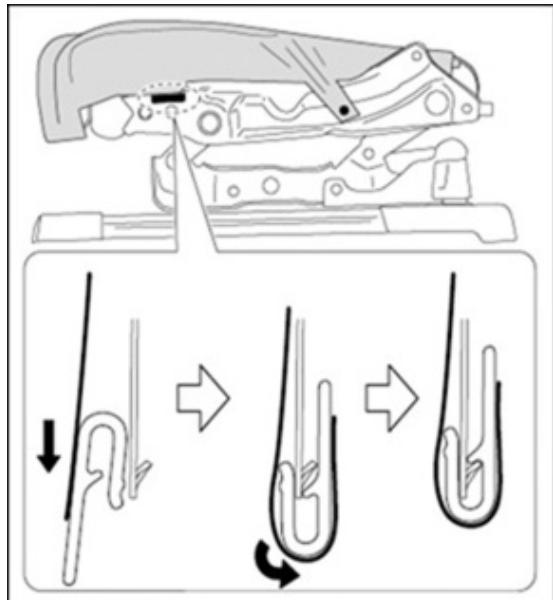


CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers 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. Hook the front seat cushion trim to the frame as shown in the figures.

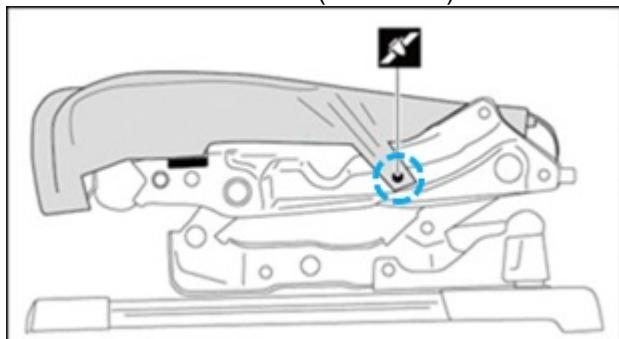


6. Hook the front seat cushion trim to the frame as shown in the figures.

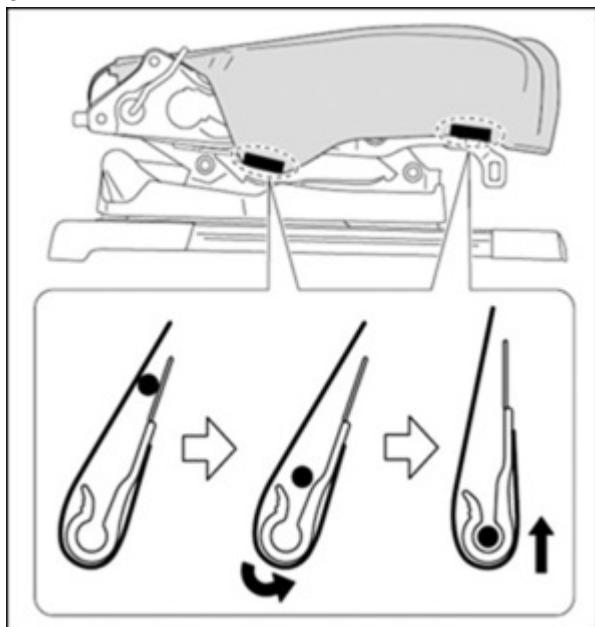


CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers 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.

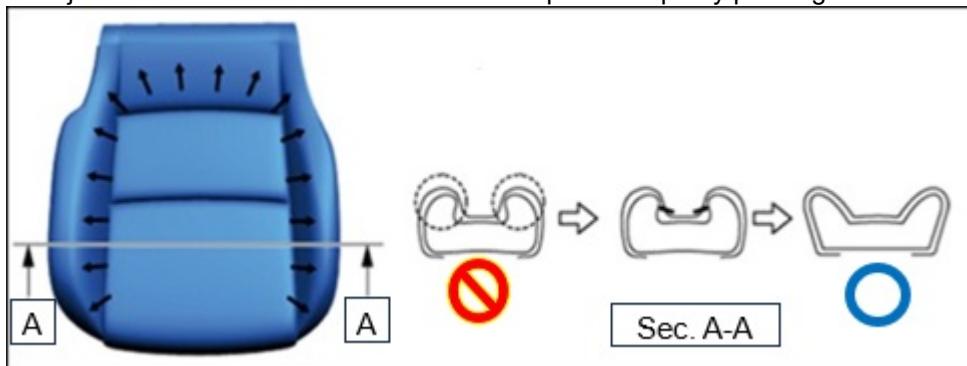
7. Install the new fastener (blue circle).



8. Hook the front seat cushion trim to the frame as shown in the figures.



9. Adjust the front cushion trim to the cushion pad's shape by pushing the trim outwards



Page 10 of 14

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.

WRINKLES TREATMENT PROCEDURES

After replacing the front seat cushion trim, remove wrinkles according to the following procedures.

EQUIPMENT:

- Domestic steam iron
- Mist spray bottle
- Clean cloth

ATTENTION: DO NOT iron the leather seat's side/central/back band design areas, as they are made of different materials with lower heat resistance.

ADDITIONAL INFORMATION:

- The heatproof temperature for leather is around 212 °F (100 °C).
- Common domestic iron temperature setup:
 - High: around 446 °F (230 °C)
 - Medium: 320 °F (160 °C)
 - Low: 248 F (120 °C)

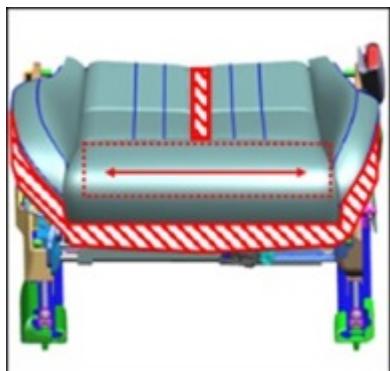
TREATMENT PROCEDURES:

1. Heat the iron to 284 – 356 °F (140 – 180 °C).
2. Stretch the wrinkled point of seat surface by hand.
3. Spray water on the cloth with the spray bottle.
4. Wrap the bottom of the iron with the water-soaked cloth.
5. Run the iron with the cloth on the cushion trim's front side wrinkled area.

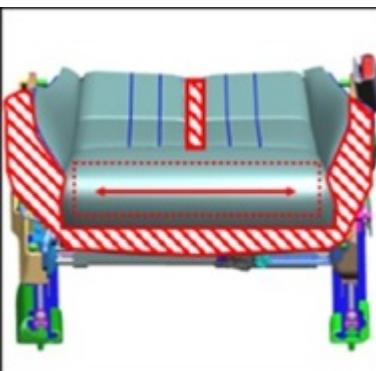
NOTE:

- Always keep the cloth wet. Spray water on the cloth repeatedly before the cloth dries.
- DO NOT iron the seat bolster sides and the belt-shaped design in the center of the seat as these parts are very sensitive to heat.
- The parts vulnerable to heat depend on the seat type.

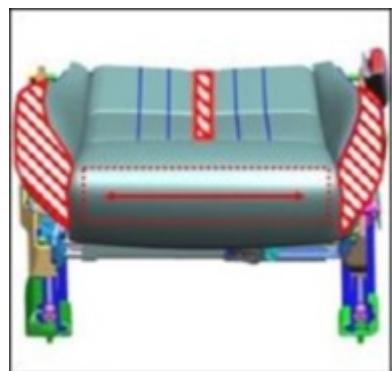
CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers 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.



White
Low resistance to heat

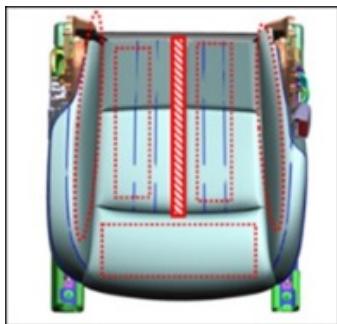


Black and Greige

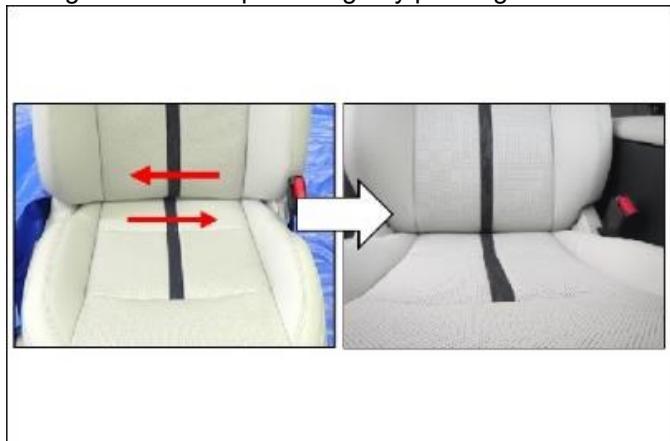


Tan

6. Using the cloth and the iron, remove the remaining wrinkles from the whole seat cushion trim, omitting the parts vulnerable to heat.



7. Align the belt-shaped design by pushing the seat back and the cushion trims.



8. After adjusting the trims' position, remove the wrinkles using the iron and the cloth.

Page 12 of 14

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	Q'ty	Model	Spec
K629-88-111A02	TRIM (R),SEAT	1	KJ, KK	BLACK, passenger seat
K63H-88-111A27	TRIM (R),SEAT	1	KJ, KK	GREIGE, passenger seat
K63L-88-111A23	TRIM (R),SEAT	1	KJ, KK	TAN, passenger seat
KCMC-88-111A02	TRIM (R),SEAT	1	KJ, KK	BLACK, passenger seat
KCMC-88-111A27	TRIM (R),SEAT	1	KJ, KK	GREIGE, passenger seat
KEVF-88-111A02	TRIM (R),SEAT	1	KJ, KK	BLACK, passenger seat
KEVF-88-111A27	TRIM (R),SEAT	1	KJ, KK	GREIGE, passenger seat
KEWM-88-111A02	TRIM (R),SEAT	1	KJ, KK	BLACK, passenger seat
KEWN-88-111A02	TRIM (R),SEAT	1	KJ, KK	BLACK, passenger seat
KEWR-88-111A39	TRIM (R),SEAT	1	KK	PURE WHITE, passenger seat
KEWS-88-111A39	TRIM (R),SEAT	1	KK	PURE WHITE, passenger seat
KEVV-88-111A23	TRIM (R),SEAT	1	KJ, KK	TAN, passenger seat
KFAA-88-111A39	TRIM (R),SEAT	1	KK	PURE WHITE, passenger seat
KGNT-88-111A18	TRIM (R),SEAT	1	KJ	RED, passenger seat
KGNV-88-111A18	TRIM (R),SEAT	1	KJ	RED, passenger seat
KPE7-88-111A39	TRIM (R),SEAT	1	KK	PURE WHITE, passenger seat
K629-88-161A02	TRIM (L),SEAT	1	KJ, KK	BLACK, driver seat
K63H-88-161A27	TRIM (L),SEAT	1	KJ, KK	GREIGE, driver seat
K63L-88-161A23	TRIM (L),SEAT	1	KJ, KK	TAN, driver seat
KEVD-88-161A02	TRIM (L),SEAT	1	KJ, KK	BLACK, driver seat
KEVD-88-161A27	TRIM (L),SEAT	1	KJ, KK	GREIGE, driver seat
KEWM-88-161A02	TRIM (L),SEAT	1	KJ, KK	BLACK, driver seat
KEWN-88-161A02	TRIM (L),SEAT	1	KJ, KK	BLACK, driver seat

Page 13 of 14

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.

KEWR-88-161A39	TRIM (L),SEAT	1	KK	PURE WHITE, driver seat
KEWS-88-161A39	TRIM (L),SEAT	1	KK	PURE WHITE, driver seat
KEWV-88-161A23	TRIM (L),SEAT	1	KK, KJ	TAN, driver seat
KFAA-88-161A39	TRIM (L),SEAT	1	KK	PURE WHITE, driver seat
KGNT-88-161A18	TRIM (L),SEAT	1	KJ	RED, driver seat
KGNV-88-161A18	TRIM (L),SEAT	1	KJ	RED, driver seat
KPE7-88-161A39	TRIM (L),SEAT	1	KK	PURE WHITE, driver seat
0824-88-049	CLIP	18 or 36	ALL	[R] 18 pcs. for one side
G032-68-865A00	FASTENER	1 or 2	ALL	[R] 1 pc. for one side

[R]: Replacement Part

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	87
Damage Code	9A
Part Number Main Cause	****-88-111*** or ****-88-161***
Quantity	1
Operation Number / Labor Hours:	XXX1HARX / 1.2 Hr. (one seat only) XXX1HBRX / 2.1 Hr. (both front seats with power seat system)

NOTE: Claim the parts other than "Causal Parts No." as related parts.

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.