

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: REAR OUTER HANDLE IS STUCK OR DIFFICULT TO OPERATE	Bulletin No.: 09-025/25
	Last Issued : 06/25/2025

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09-032/24	06/10/24

APPLICABLE MODEL(S)/VINS

2024-2025 CX-90 with VINS lower than JM3KK*****249324 (produced before May 2025)

2025 CX-70 with VINS lower than JM3KJ*****131582 (produced before May 2025)

DESCRIPTION

Some customers may complain that the rear outer handle is difficult to operate or that it gets stuck when released after being pulled once. This is caused when the rear outer handle and the rear handle bracket swell up from absorbing water and the space between them is reduced, resulting in friction and resistance when returning to the rest position after the handle has been pulled. To eliminate this concern, the rear outer handle and the rear outer handle bracket have been further modified to secure space between them even if the parts absorb water.

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

REPAIR PROCEDURE

1. Verify the concern.
2. Replace the rear outer handle (modified) and the rear outer handle bracket (new) on the affected side according to the instructions on MGSS.

- CX-90 (REAR OUTER HANDLE REMOVAL/INSTALLATION)
- CX-70 (REAR OUTER HANDLE REMOVAL/INSTALLATION)

3. Verify the repair.

PARTS INFORMATION

Parts Number	Description	Qty.
KBB3-73-410C**	Lever (L), Outer Handle	1
KBB3-72-410C**	Lever (R), Outer Handle	1
KMV6-73-42XD	Base (L), Handle	1
KMV6-72-42XD	Base (R), Handle	1

** : Exterior color code. Use EPC to confirm the P/N and color code by VIN.

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.

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	64	
Damage Code	97	
Part Number Main Cause	KBB3-72-410C** or KBB3-73-410C**	
Quantity	1	
Operation Number / Labor Hours:	MHEV (inline 6)	PHEV
	XXWMKHRX / 0.5 Hrs. (one side) XXWMKJRX / 0.8 Hrs. (both sides)	XXWMKARX / 0.5 Hrs. (driver side) XXWMKBRX / 0.4 Hrs. (passenger side) XXWMKCRX / 0.8 Hrs.(both sides)

NOTE:

- Claim the rear outer handle bracket (****-72-42X*/73-42X*) as a related part.
- In case of replacement of both sides of the rear outer handle and the rear outer handle bracket, claim the other side 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.