

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: REAR CONSOLE LID MAY COME OFF	Bulletin No.: 09-035/25
	Last Issued : 08/25/2025

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2020-2025 CX-30 (Mexico built) vehicles with VINs lower than 3MV DM**** ** 862787 (Produced before Jul. 1, 2025)

NOTE: Refer to other related TSBs as necessary, however, this TSB should be performed before other related TSBs:

- 09-016/25 - SQUEAKING NOISE FROM RUBBING BETWEEN DRIVER'S SEAT BACK AND REAR CONSOLE LID
- 09-042/24 - REAR CONSOLE LID DOES NOT SLIDE SMOOTHLY

DESCRIPTION

Some customers may complain the rear console lid comes off. This is caused when the spring mounting surface of the rear console lid breaks, causing the free spring mounting part to pop out and interfere with the console panel. The fastening surface of the spring is small, and under high temperatures the rigidity of the rear console PP material decreases, leading to fastening surface damage.

To eliminate this concern, a washer was added to better distribute the stress on the mounting surface of the rear console lid spring.

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

REPAIR PROCEDURE

1. Verify the customer concern.
2. Follow steps (a - n) below to add a washer to the damaged area of the rear console lid spring mounting surface.

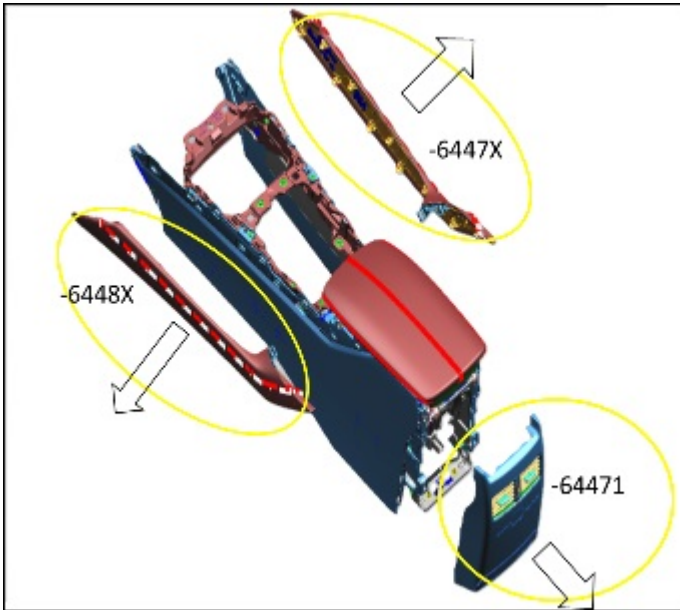
NOTE: The front seats do not need to be removed for this repair.

- a. Remove the rear console unit from the vehicle. Remove the center display according to the instructions on MGSS REAR CONSOLE REMOVAL/INSTALLATION.

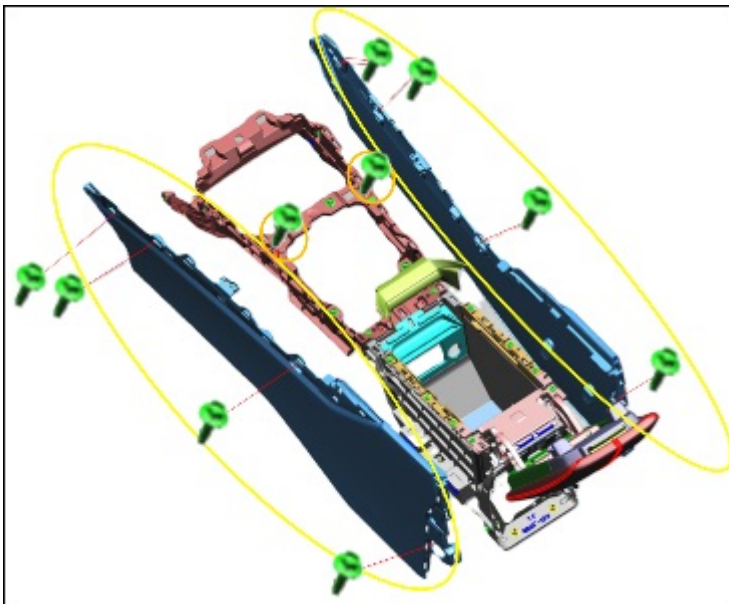
Page 1 of 7

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.

b. Remove the knee pads (-6447X / -6448X) and console panel (-64471) from the rear console.



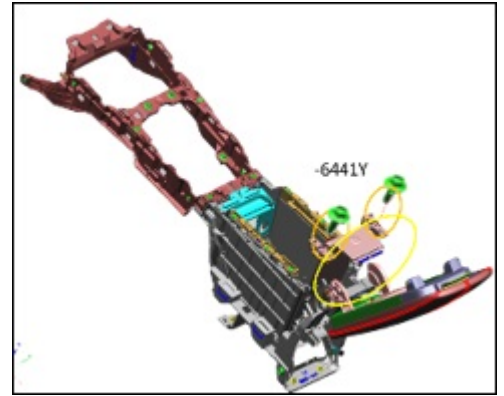
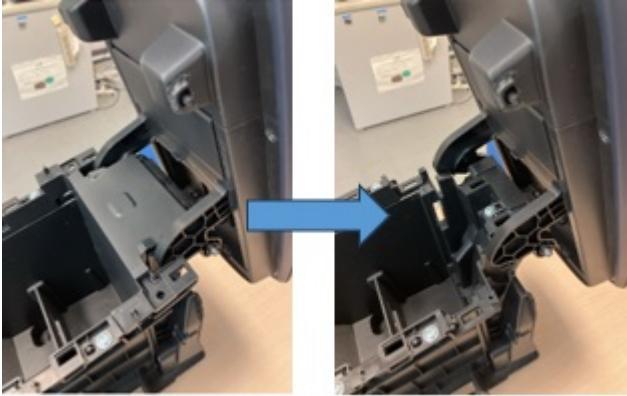
c. Remove the rear console bracket and side panel fastening screws, then remove the side panel.



d. Remove the (2) two fastening screws for rear console panel (-6441Y), then remove the bracket cover.

NOTE: The photos below show a new part without defects.

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.

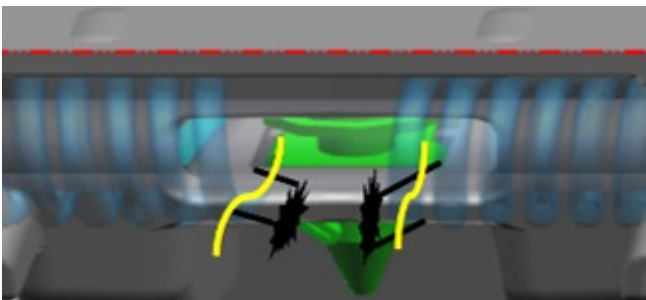


e. Remove the screw bolt and spring nut from the spring.

NOTE: Do not discard these parts, they will be reused.



f. Use snips or similar tools to minimally cut and remove the damaged part of the spring seat. Cut along the yellow wavy line shown below.



NOTE: The yellow-circled area is where the washer needs to be placed during the repair. When removing it, try to leave as much of the protruding part as possible.

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.

g. Return the spring from the damaged area to its original position using fingers and insert the washer (1) between the seat and spring to secure it.

h. Press the spring with your finger to return it to its original position.



i. Secure the spring with a flathead screwdriver or similar tool and insert the washer (1) under the spring.

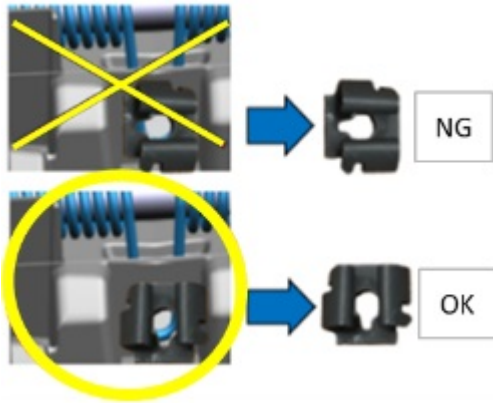


CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers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



j. Align the spring nut direction, press it from below the seat and fasten the screw from above.

NOTE: Ensure the orientation of the spring nut does not change while fastening.



k. Tighten the screw being careful to fasten it without changing the orientation of the screw nut.

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.



l. Check that the screw nut orientation is correct and that the console lid opens and closes properly.



m. Reinstall the panels and brackets removed in steps a - c.

n. Install the rear console unit.

3. Verify the repair

PARTS INFORMATION

Parts Number	Description	Q'ty	Note
DMVA-55-191	Spacer	1	Referred to as "washer" in the repair procedure

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.

Page 6 of 7

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 Type	A
Symptom Code	91
Damage Code	9A
Part Number Main Cause	7777-SP-Z30
Quantity	0
Operation No. and Labor Hours	XXX2TBRX / 0.7 Hrs.

NOTE: Claim the parts other than "Part Number Main Cause" 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.