

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

POWER LIFTGATE (PLG) WILL NOT OPEN OR CLOSE, WARNING BUZZER ON WITH DTCs B144F:11 OR B144F:13

Bulletin No.: 09-024/26

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BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2022-2025 CX-5 vehicles equipped with Power Liftgate

DESCRIPTION

Some vehicles may exhibit a condition in which a warning buzzer (error sound) is heard, and the power liftgate (PLG) does not open or close automatically. When these symptoms happen, DTCs B144F:11 or B144F:13 may be stored.

- B144F:11 Power liftgate (PLG) drive unit motor circuit malfunction
- B144F:13 Power liftgate (PLG) drive unit motor circuit malfunction

NOTE: The liftgate can be opened or closed manually, though effort may be higher without the motor assist.

Due to improper assembly of the brush spring within the PLG unit motor, the contact pressure of the brush decreases, resulting in poor continuity. As a result, sufficient current may not be supplied to the motor. The manufacturing process has been improved to ensure proper positioning of the spring during assembly.

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

REPAIR PROCEDURE

1. Confirm that the power liftgate does not move when operating.
2. Check for DTCs B144F:11 or B144F:13 using M-MDS.
3. Check whether the manufacturing date from the lot number on the power liftgate drive unit is on or before February 10, 2025.

☐ If the lot number is on or before February 10, 2025 replace the power liftgate drive unit according to the instructions on MGSS POWER LIFTGATE (PLG) DRIVE UNIT REMOVAL/INSTALLATION.

☐ If none of the above conditions apply, this Service Information is NOT applicable. Perform DTC diagnosis according to the instructions on MGSS.

- DTC B144F:11: DTC B144F:11 [POWER LIFTGATE (PLG) CONTROL MODULE]
- DTC B144F:13: DTC B144F:13 [POWER LIFTGATE (PLG) CONTROL MODULE]

NOTE: The lot number is located on the PLG drive unit. Refer to the following for the location and instructions on how to

Page 1 of 3

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read it (Lot Number Identification).



- (A) Production Line No.
 (B) Production Date: YY MM DD
 (C) Tracking No.

PARTS INFORMATION

Parts Number	Description	Q'ty	D-Code	Notes
KSD5-62-6EXB	SLIDER, POWER GATE	1	626F1	Right Side, including bracket, packing and bolts [R]
KSD5-63-6EXB	SLIDER, POWER GATE	1	626F1	Left Side, including bracket, packing and bolts [R]

[R] Replacement Part

NOTE:

- After obtaining the service part, check the lot number to confirm that it is a modified part.
- If it is a pre-modification part, use it for repairs of symptoms other than this issue.
- Check the part number applicable to the VIN in the GEPC.
- Service parts other than those listed below are not covered by this Service Information.

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.

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Symptom Code	61	
Damage Code	9H	
Causal Part No.	KSD5-62-6EXB or KSD5-63-6EXB	
Quantity	1	
Operation No. and Labor Hours	Power Liftgate Drive Unit Replacement	
	One Side	XXX79ARX / 0.9 Hrs.
	Both Sides	XXX79BRX / 1.0 Hrs.

NOTE:

- Claim the parts other than "Causal Parts No." as related parts.
- Submit claims for maintenance and adjustments according to the "Suggested Repair Time (SRT)" in MGSS if required.
- If the service part obtained is a pre-improvement part and is not expected to be used for other repairs, claim it using a sublet code "Z9".

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