

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

LIFTGATE SWITCH DOES NOT WORK

Bulletin No.: 09-015/21

Last Issued : 05/25/2021

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09-019/20	04/29/20

APPLICABLE MODEL(S)/VINS**US Spec.:**

2017-2020 CX-5 vehicles with VINs lower than JM3KF*****869654 (produced before Aug. 24, 2020)

2019-2021 Mazda3 (Japan built) vehicles with VINs lower than JM1BP*****310134 (produced before Sep. 17, 2020)

Mexico Spec.:

2018-2020 CX-5 vehicles with VINs lower than JM3KF*****843827 (produced before Jul. 8, 2020)

DESCRIPTION

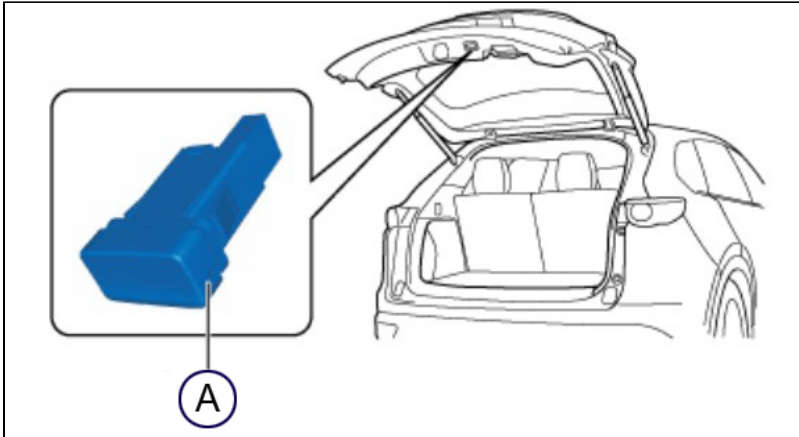
Some CX-5 customers may find that the liftgate does not close when pressing the power liftgate (PLG) rear switch (A) located on the interior liftgate trim. This may be caused by PLG switch corrosion. Water from condensation may drip onto the switch connector and cause corrosion. To eliminate this concern, the PLG rear switch has been modified with a waterproof connector.

Some Mazda3 customers may complain that the vehicle door locking system does not work when the door lock switch on the liftgate interior trim is pressed. DTC B11C4:23 (BCM - liftgate lock switch circuit malfunction) may be stored. This may be caused during a high pressure car washer. Water may enter through the rear center brand emblem base component and drip onto the switch connector causing corrosion. **NOTE:** The rusted connector may also cause a battery drain. To eliminate this concern, the rear center brand emblem base has been modified to prevent from water entry.

NOTE: CX-5 shown below

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

REPAIR PROCEDURE

1. Verify the customer concern.

2. Inspect the connector for traces of water or moisture.

- If water or moisture is visible, but the parts are not rusted, wrap the connector with PVC tape to make it waterproof according to "INSTRUCTIONS FOR WRAPPING THE CONNECTOR".

- If some rust is visible, replace the rusted parts with new ones following steps a) and b) below.

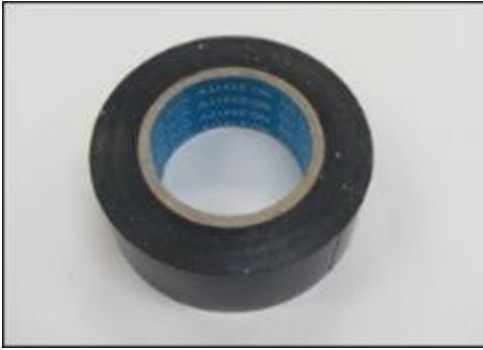
a) If the rear harness No. 2 connector terminals are also found to have rust/corrosion, replace the connector with a new one according to the instructions on MGSS online REPAIR-USE CONNECTOR REPLACEMENT PROCEDURE and WIRING HARNESS CONNECTION PROCEDURE.

b-1) If the switch is rusted, replace it with new one according to the instructions on MGSS online:

- CX-5: POWER LIFTGATE (PLG) REAR SWITCH REMOVAL/INSTALLATION
- Mazda3: DOOR LOCK SWITCH REMOVAL/INSTALLATION

b-2) After the switch is replaced, wrap the connector with PVC tape according to "INSTRUCTIONS FOR WRAPPING THE CONNECTOR".

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**INSTRUCTIONS FOR WRAPPING THE CONNECTOR:**

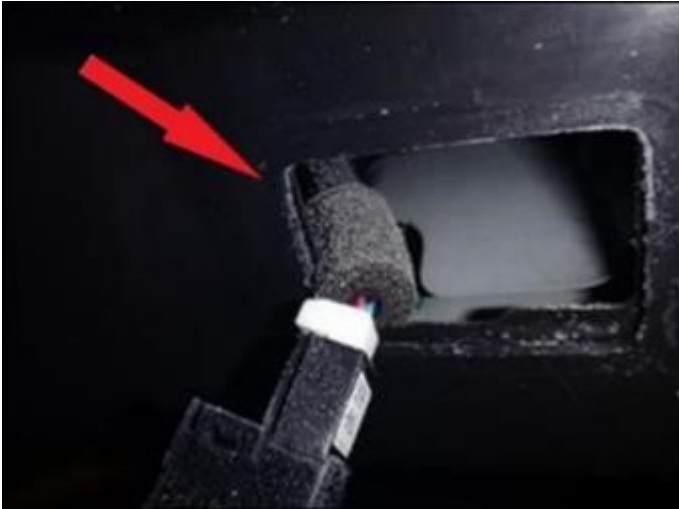
Before Wrapping	After Wrapping

NOTE:

- While wrapping either upwards or downwards, use the half-overlapping method.
- To seal any possible gaps from water entry, stretch the tape a little to make it fit securely to the shape of the switch and coupler.

NOTE: In the image below, the thick foam rubber is not illustrated (the connector used for this photo did not have this part), but it is important as a position reference during the wrapping.

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1. Start wrapping from the middle of the switch and continue upwards until the thick rubber foam and the border between it and the harness are completely covered.



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2. After reaching the border between the thick rubber foam and the harness, cut the tape once. Then, start wrapping again in the reverse direction (i.e. start from where the tape was cut and stop at the middle of the switch). After cutting the tape once more, wrap upwards again to ensure no gaps are left.

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3. Verify there are no gaps left.



4. Verify the PLG switch operates properly.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
TK48-66-LR0	SWITCH, POWER L/G	1	CX-5
BEMD-66-660A	SWITCH, DOOR LOCK	1	Mazda3
T3Y0-67-SH3	CORD, SHORT-PLG SW	1	Replace only if the rear harness No. 2 connector terminals are rusted/corroded

WARRANTY INFORMATION

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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.

If there is **NO RUST/CORROSION** found at the rear harness No. 2 connector terminals.

Warranty Type	A
Symptom Code	64
Damage Code	9Q
Part Number Main Cause	TK48-66-LR0 (CX-5) BEMD-66-660A (Mazda3)
Quantity	1
Operation Number / Labor Hours:	XXS1YXRX / 0.3 Hrs.

If there is **RUST/CORROSION** found at the rear harness No. 2 connector terminals.

Warranty Type	A
Symptom Code	64
Damage Code	9Q
Part Number Main Cause	TK48-66-LR0 (CX-5) BEMD-66-660A (Mazda3)
Quantity	1
Operation Number / Labor Hours:	XXS1YBRX / 0.8 Hrs.

NOTE: Claim CORD, SHORT-PLG SW (T3Y0-67-SH3, Qty. 1) as a related part.

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