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<b>Subject:</b>  RUST ON LIFTGATE OPENING	<b>Bulletin No:</b> 09-039/15
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## APPLICABLE MODEL(S)/VINS

2013-2016 CX-5 vehicles with VINs lower than JM3KE\*\*\*\*\*688079 (produced before June 7, 2015)

## DESCRIPTION

Some vehicles may exhibit rust (A) on the liftgate opening around the left and/or right side stopper (B). The paint in this area may be thinner than normal due to production variances.



The production process has been improved to eliminate this concern.

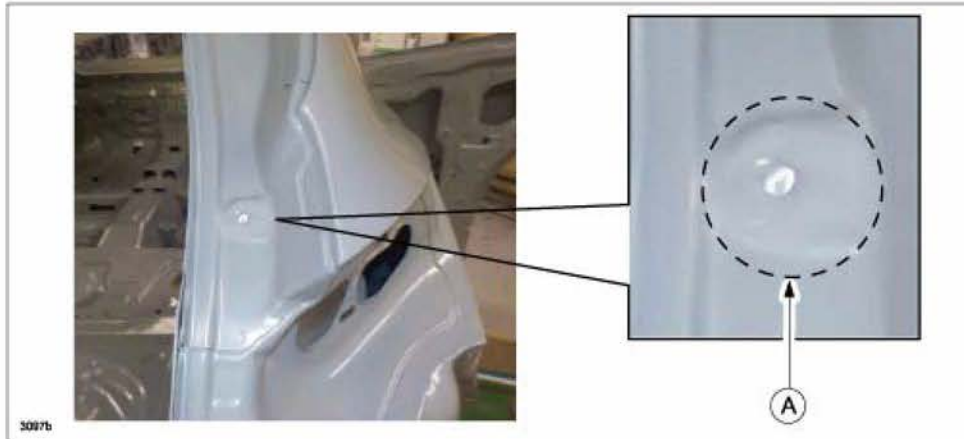
Customers having this concern should have their vehicle repaired using the following repair procedure.

**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.

## REPAIR PROCEDURE

1. Verify the customer concern.
2. Repair the rust/blister damage using normal body shop repainting procedures.

**NOTE:** The area of possible thin paint is shown below (A).



3. Install a new protective film over the stopper area after the paint has fully dried.
4. Verify the repair.

## PART(S) INFORMATION

Part Number	Description	Qty.	Notes
G043-62-864A	Protective Film	2	---

## 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" or "Paint and Surface Corrosion Limited Warranty" term, whichever is applicable to the vehicle in repair.
- Additional diagnostic time cannot be claimed for this repair.
- Distributor's authorization is required prior to performing the repair exceeding the cost specified by Prior-Approval Policy.

Warranty Type	A
Symptom Code	53 (Rust)
Damage Code	9Y (Rust)
Location Code	RER (Rear Side)
Part Number Main Cause	7777-SP-K41
Quantity	0
Operation Number / Labor Hours:	Repair is performed by in-house body shop XXL6TXPT / Actual Time
Sublet:	Repair is performed by an independent body shop Actual Repair Cost with Sublet Code "A2"

**NOTE:** Submit G043-62-864A (Protective Film) (Qty. = 1 or 2) as related part.