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| Subject: LIFTGATE HARD TO LATCH IN COLD TEMPERATURES BELOW FREEZING | Bulletin No: 09-020/15 |
| | Last Issued: 05/25/2015 |

APPLICABLE MODEL(S)/VINS

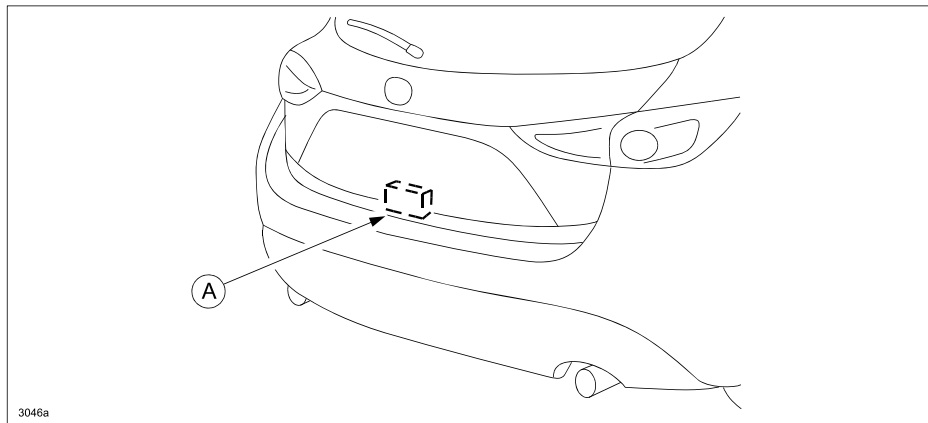
2014-15 Mazda3 vehicles (Japan built) with VINs JM1BM*****124519 - 262282 (produced between October 1, 2013 and February 28, 2015)

2014-15 Mazda3 vehicles (Mexico built) with VINs 3MZBM*****100001 - 210212 (produced between December 1, 2013 and April 10, 2015)

2014-16 CX-5 vehicles with VINs JM3KE*****398378 - 639309 (produced between October 1, 2013 and February 28, 2015)

DESCRIPTION

Some vehicles may exhibit a condition in extremely cold temperatures (below freezing) where the hatchback will not latch (half latch) when closing. This is caused by the stopper rubber, a component of the liftgate latch and lock actuator (A), hardening when the temperature drops below freezing. The stopper rubber has now been improved to eliminate this concern.



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

REPAIR PROCEDURE

1. Verify customer concern.
2. Replace the liftgate latch and lock actuator with a modified one. Refer to MS3 online instructions or Workshop Manual section 09-14.
 - For Mazda3: LIFTGATE LATCH AND LOCK ACTUATOR REMOVAL/INSTALLATION.
 - For CX-5: LIFTGATE LATCH AND LOCK ACTUATOR REMOVAL/INSTALLATION.
3. Verify repair.

PART(S) INFORMATION

| Part Number | Description | Qty. | Notes |
|--------------|----------------------------------|------|------------|
| G33M-62-310A | Liftgate latch and lock actuator | 1 | All models |

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.
- Additional diagnostic time cannot be claimed for this repair.

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| Warranty Type | A |
| Symptom Code | 42 |
| Damage Code | 9B |
| Part Number Main Cause / Qty. | G33M-62-310A / 1 |
| Operation Number / Labor Hours: | XXL4GXRX / 0.3 Hrs. |