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<b>Subject:</b> <b>WHITE FELT VISIBLE FROM FRONT DOOR TRIM JOINT CAUSING POOR APPEARANCE</b>	<b>Bulletin No:</b> 09-042/14
	<b>Last Issued:</b> 09/26/2014

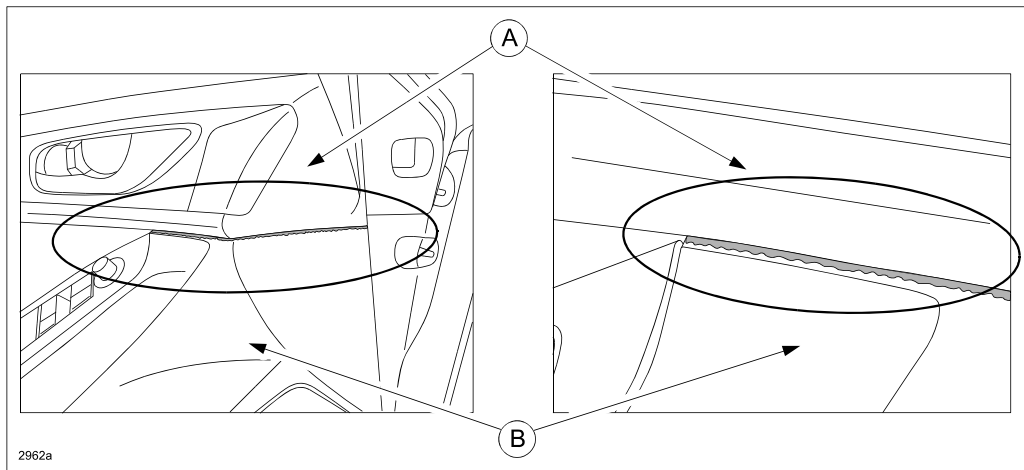
## APPLICABLE MODEL(S)/VINS

2014 Mazda3 vehicles with VINs lower than 3MZBM\*\*\*\*EM117321 (produced before May 19, 2014)

2015 Mazda3 vehicles with VINs lower than 3MZBM\*\*\*\*FM100801 (produced before May 19, 2014)

## DESCRIPTION

Some vehicles may exhibit a white felt (used for noise insulation) visible through the gap between the upper (A) and lower (B) front door trim, causing a poor appearance.



The cause of this is that the color of the felt and the glue is not appropriate and highly visible. To correct the problem, the color of the felt and the glue has been changed to one that resembles the door trim. The production control and the inspection have also been improved to eliminate the protruding felt.

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

## REPAIR PROCEDURE

1. Verify customer concern.
2. Replace the concerned front door trim with a modified one according to the instructions on MS3 online or the Workshop Manual (section 09-17 FRONT DOOR TRIM REMOVAL/INSTALLATION).
3. Verify repair.

**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.

## PART(S) INFORMATION

Select the suitable part number from the EPC when a customer comes in with this issue, and the part will be ordered at that time. Inform the customer that they will be contacted once the part has arrived.

## 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.

	One Side	Both Sides
Warranty Type	A	A
Symptom Code	87	87
Damage Code	9B	9B
Part Number Main Cause	****68420 or ****68450 See EPC for correct part number	****68420 See EPC for correct part number
Qty.	1	1
Operation Number / Labor Hours:	XXK9ZARX / 0.3 Hrs.	XXK9ZBRX / 0.4 Hrs.