

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: POWER FOLDING DOOR MIRROR(S) DO NOT FOLD IN AND/OR OUT	Bulletin No.: 09-011/20
	Last Issued: 02/13/2020

APPLICABLE MODEL(S)/VINS

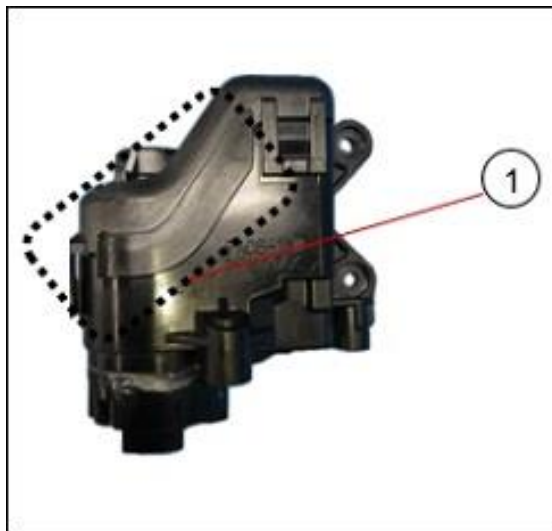
2019 CX-5 vehicles (equipped with power folding mirror) with VINs lower than JM3KF*****653298
(produced before June 11, 2019)

2019 CX-9 vehicles (equipped with power folding mirror) with VINs lower than JM3TC*****337041
(produced before Aug. 28, 2019)

DESCRIPTION

Some vehicles may exhibit power outer mirror(s) that do not fold in and/or out when using the outer mirror switch. This concern may be caused by insufficient water tightness, allowing water to enter the electric fold-in unit resulting in corrosion damage.

To eliminate this concern, the overlapping area (1) of the water-proof seal (inside electric fold-in unit) has been extended.



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

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REPAIR PROCEDURE

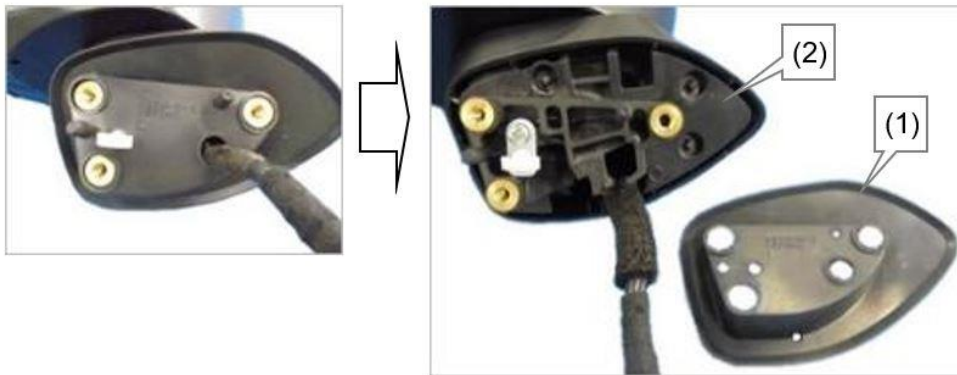
1. Verify the customer concern.

NOTE: Replace the electric fold-in unit(s) with a modified part using the removal/installation procedures below.

- For CX-5, go to "**CX-5 - REMOVAL PROCEDURE**"
- For CX-9, go to "**CX-9 - REMOVAL PROCEDURE**"

CX-5 - REMOVAL PROCEDURE

1. Remove the outer mirror garnish according to the instructions on MGSS online (OUTER MIRROR GARNISH REMOVAL/INSTALLATION).
2. Remove the power outer mirror according to the instructions on MGSS online (POWER OUTER MIRROR REMOVAL/INSTALLATION).
3. Remove the rubber seal (1) from the base (2) of the mirror.



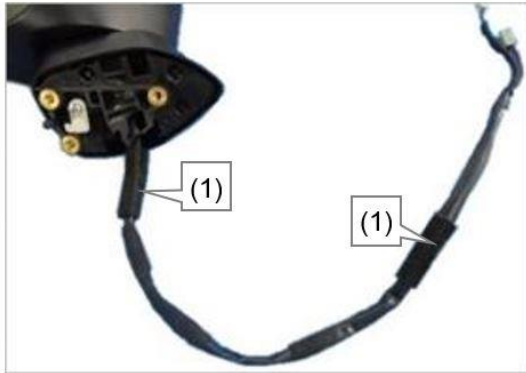
4. Pull out the lower base cover in the direction of the arrow shown below.



5. Peel off the two seal packing (1) from the harness.

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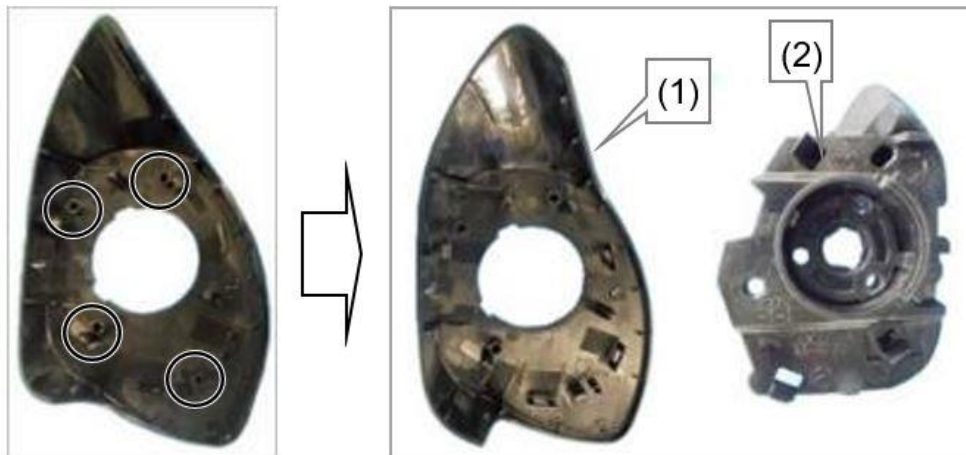


6. Remove the three screws circled below.



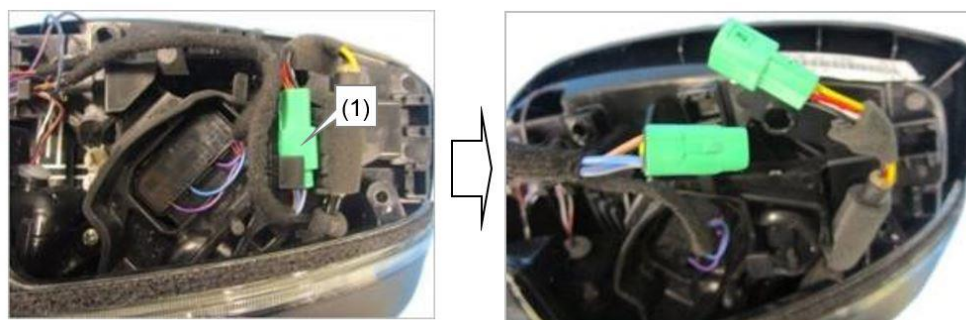
7. Separate the upper base cover (1) from the inner base (2) by removing the four hooks circled in the image below.

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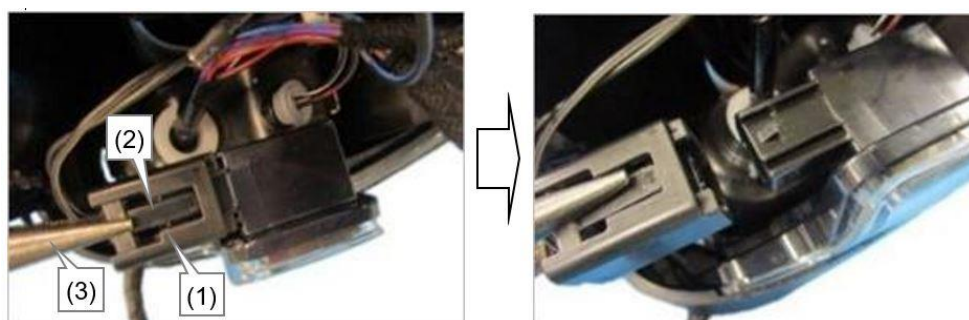


8. Remove the mirror harness.

1) **For outer mirror with side camera only:** Disconnect the connector (1).



2) **All models:** Using needle-nose pliers (3), pull out the side turn light connector (1) while pushing the lock (2).

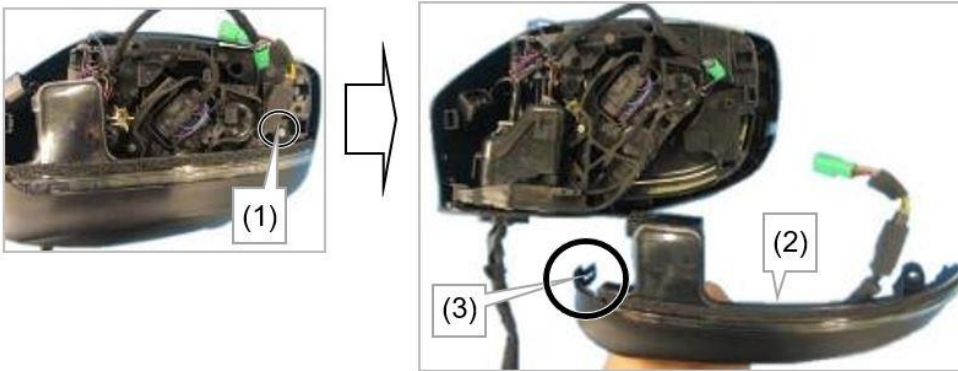


3) Remove the screw (1) then remove the lower outer mirror garnish (2).

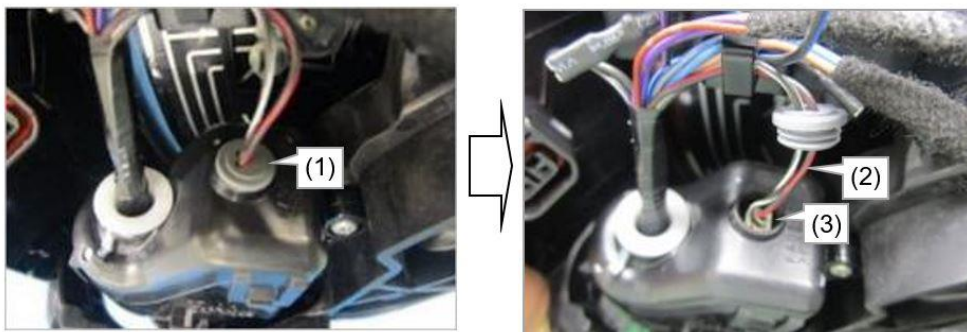
CAUTION: Be careful not to damage the hook (3) during removal.

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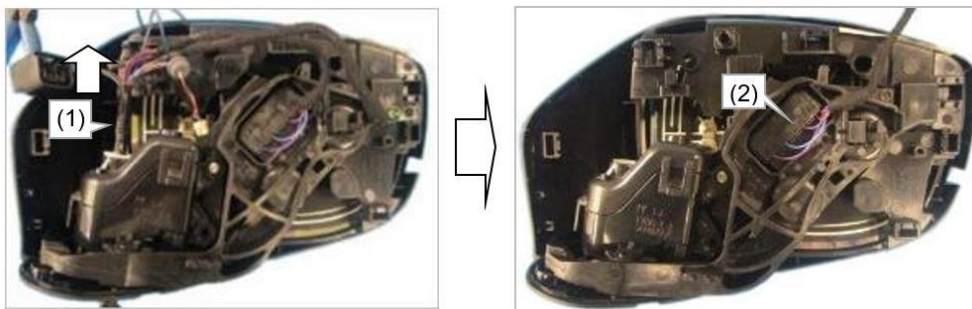
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4) Remove the grommet (1) then pull the mirror harness (2) out while pushing the lock (3) with a small flat-blade screw driver.



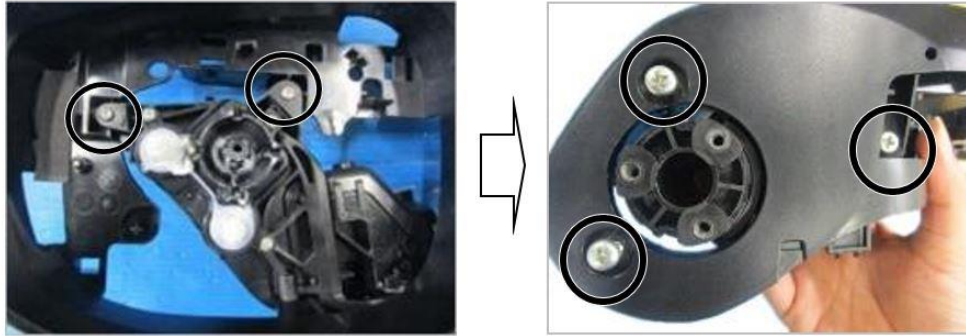
5) Pull the mirror harness (1) out then remove the connector (2).



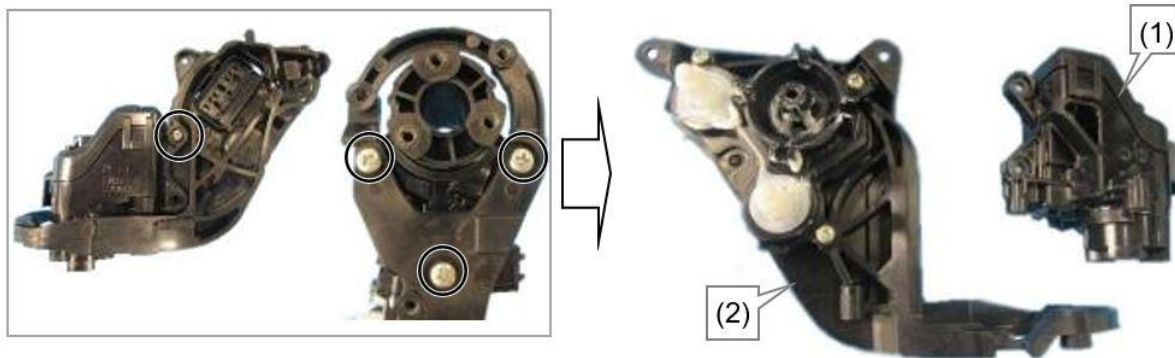
9. Remove the electric fold-in unit from the mirror body.

1) Remove the screws circled in images below, then remove the electric fold-in unit and the frame assembly as one unit.

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2) Remove the screws circled in the image below, then separate the electric fold-in unit (1) from the frame assembly (2).



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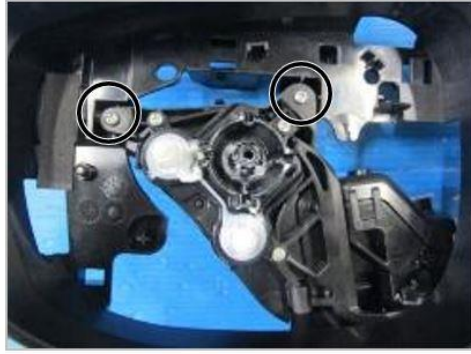
CX-5 - INSTALLATION PROCEDURE

1. Install the new electric fold-in unit to the frame assembly and tighten the screws circled below.

	
<p>Tightening torque: 10.6 - 23.9 in-lbf. {1.2 - 2.7 N-m, 12.2 - 27.5 kgf-cm.}</p>	<p>Tightening torque: 17.7 - 35.4 in-lbf. {2.0 - 4.0 N-m, 20.4 - 40.8 kgf-cm.}</p>

2. Install the electric fold-in unit and frame assembly to the mirror body and tighten screws circled below.

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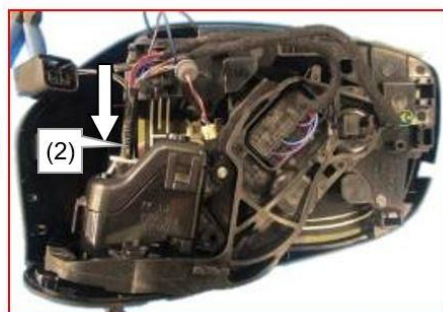
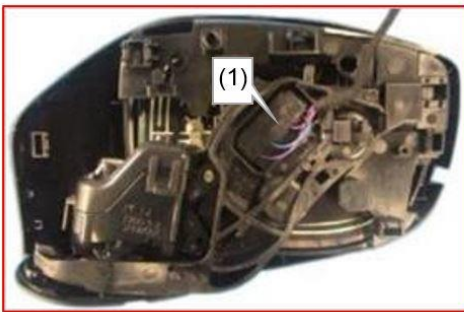
Tightening torque:
10.6 - 23.9 in-lbf. {1.2 - 2.7 N-m, 2.2 - 27.5 kgf-cm.}



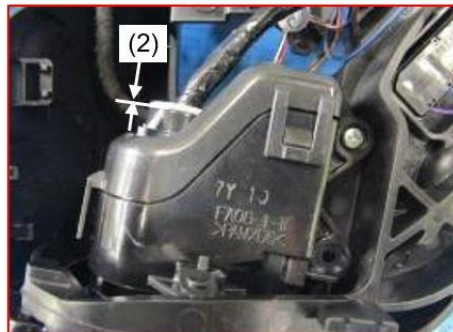
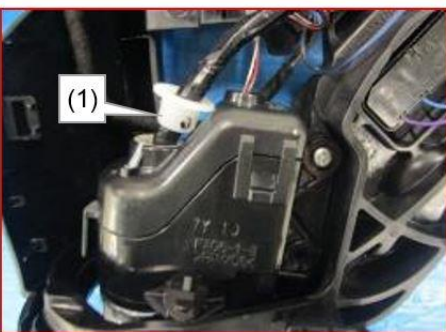
Tightening torque:
17.7 - 35.4 in-lbf. {2.0 - 4.0 N-m, 20.4 - 40.8 kgf-cm.}

3. Install the mirror harness.

- 1) Install the connector (1) and mirror harness (2).

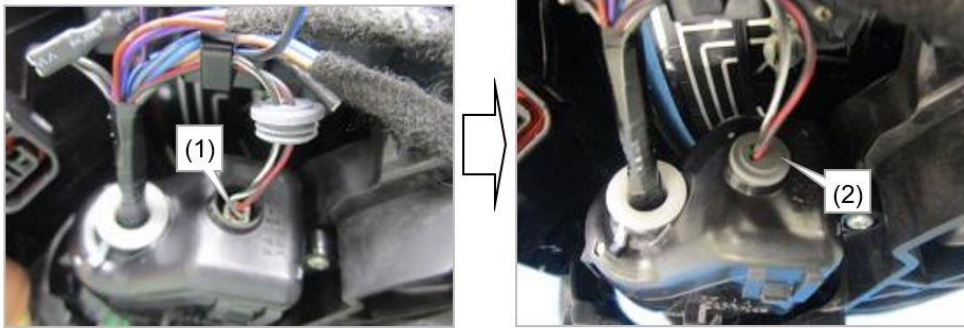


- 2) Install the harness cap (1) without any clearance (2) remaining between the electric fold-in unit.

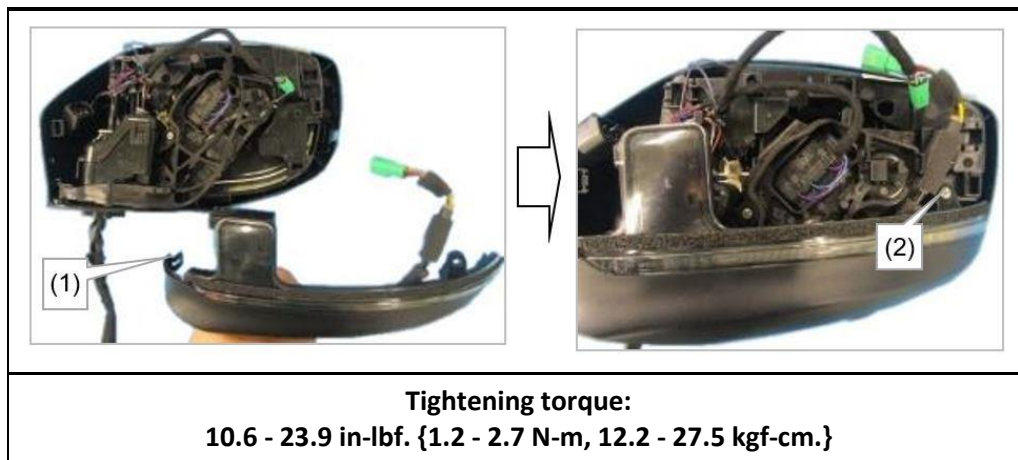


- 3) Connect the connector (1) and install the grommet (2).

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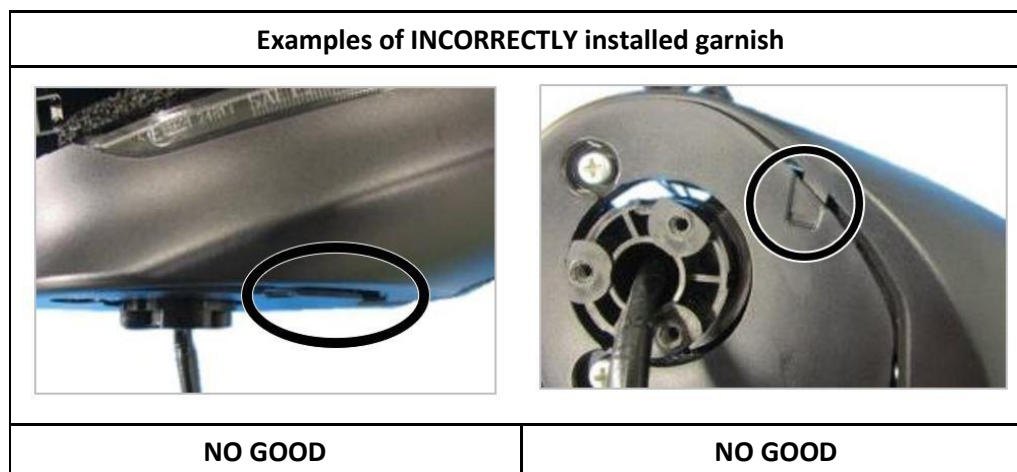


4) Install the lower outer mirror garnish engaging the hook (1) and tighten the screw (2).

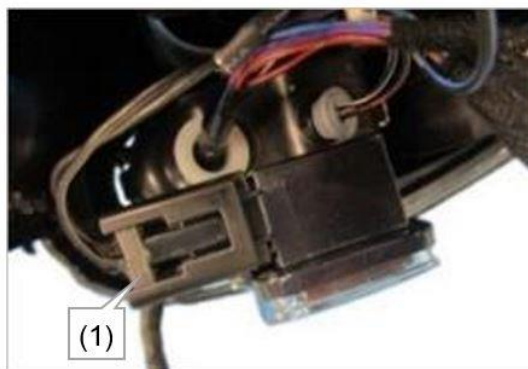


NOTE: Install the lower outer garnish in the correct position.

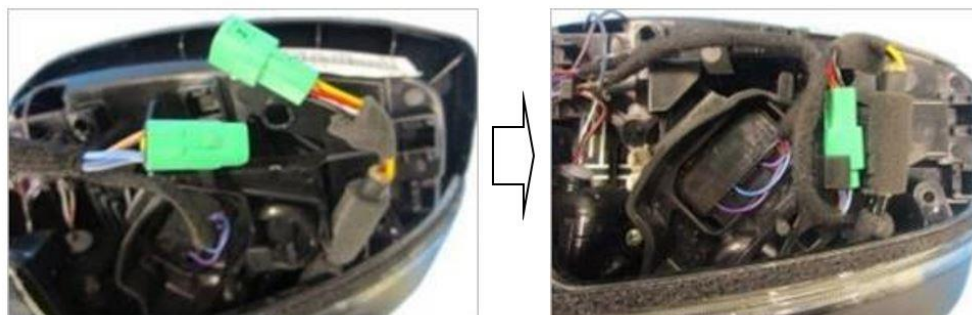
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5) Install the side turn light connector (1).



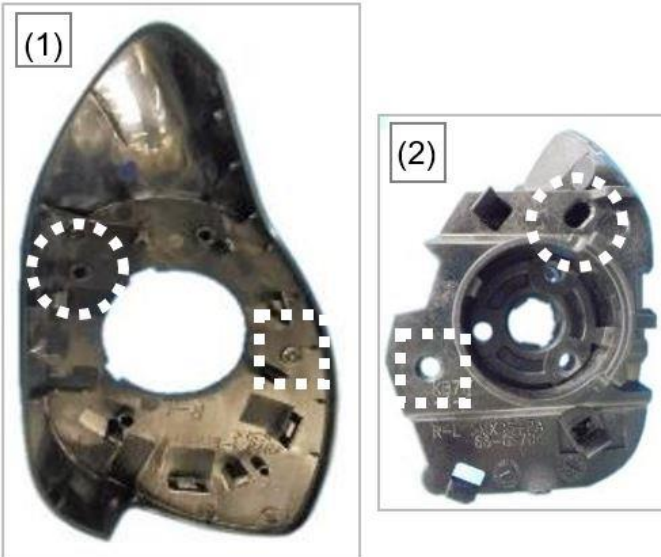
6) **For vehicles with side camera only:** Install the connector.



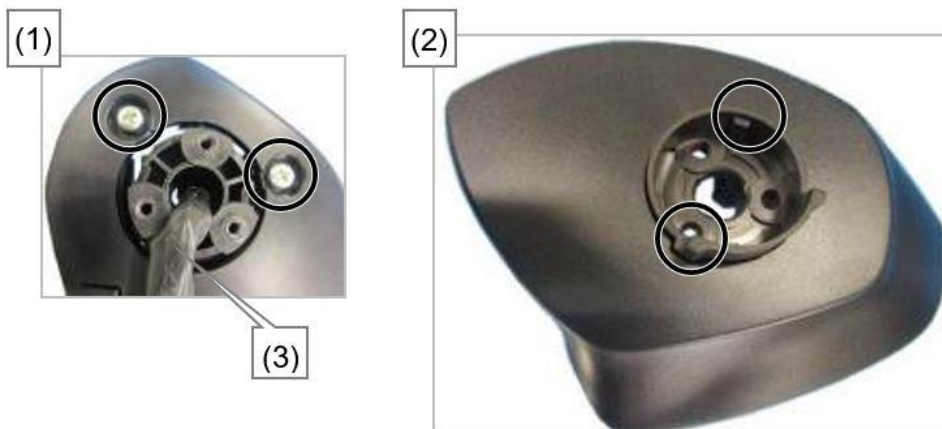
4. **All vehicles:** Install the mirror base.

1) While aligning the locators circled below, install a new base cover (1) to the inner base (2).

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2) Install the inner base (1) to the mirror (2) while aligning the locators.
NOTE: DO NOT pinch the harness (3).



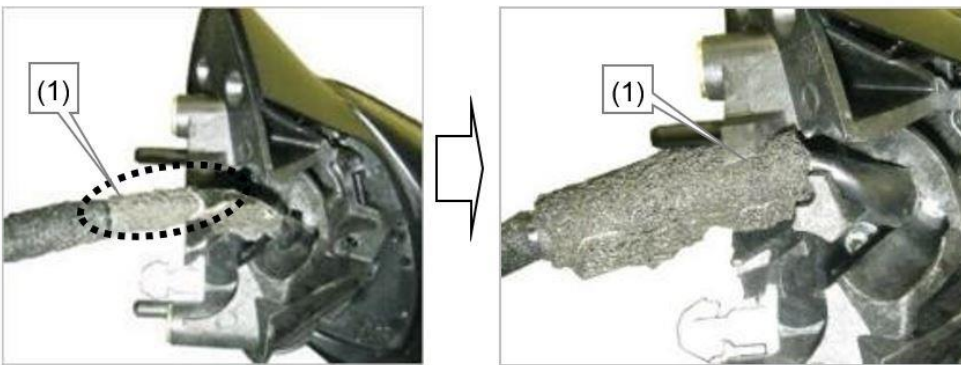
3) Tighten the three screws circled below.

- **Tightening torque: 53.1 +/- .9 in-lbf. {6.0 +/- .1 N-m, 61.2 +/- 1.0 kgf-cm.}**

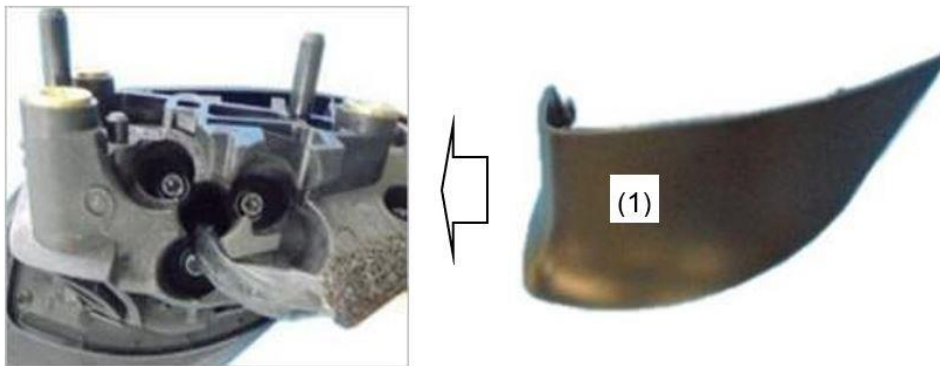
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5. Install new packing where the old packing (1) was attached, then clamp the harness.



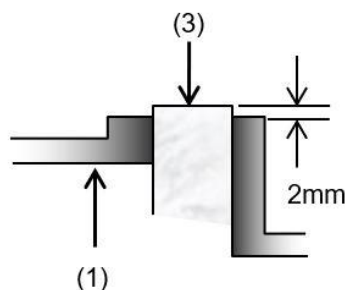
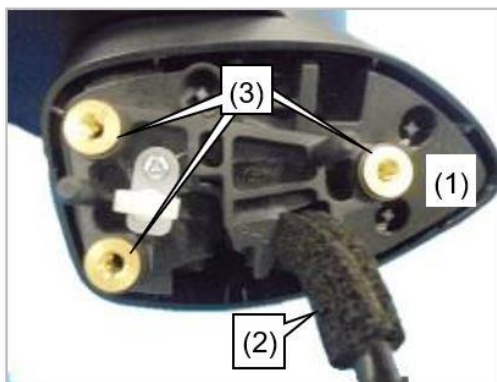
6. Install the base cover (1) to the inner base without any clearance.



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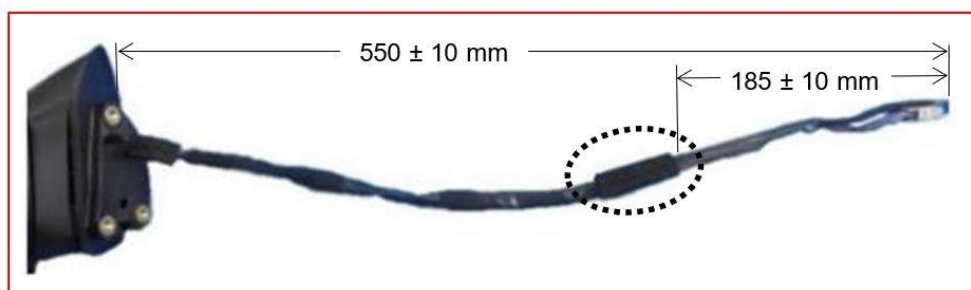
7. Install the rubber seal (1) passing the harness (2) through it.

NOTE: If the seal rubber is correctly installed, the three bosses (3) on the inner base are 2mm above than the rubber seal (1).



8. Install the new packing onto the mirror harness (185 ± 10mm from the end) where the old packing was removed.

NOTE: Confirm that the length of harness is 550 ± 10mm.



9. Install the power outer mirror according to the instructions on MGSS online (POWER OUTER MIRROR REMOVAL/INSTALLATION).

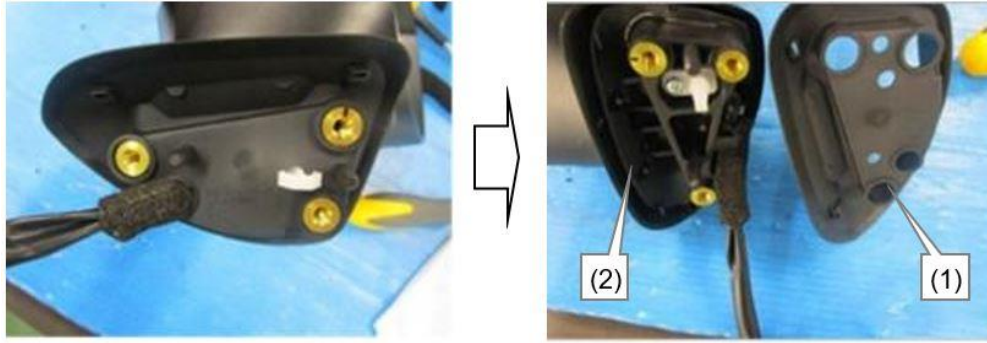
10. Install the outer mirror garnish according to the instructions on MGSS online (OUTER MIRROR GARNISH REMOVAL/INSTALLATION).

11. **For power outer mirror with side camera:** Perform 360°view monitor system aiming according to the instructions on MGSS online (360°VIEW MONITOR SYSTEM AIMING).

12. Verify the repair.

CX-9 - REMOVAL PROCEDURE

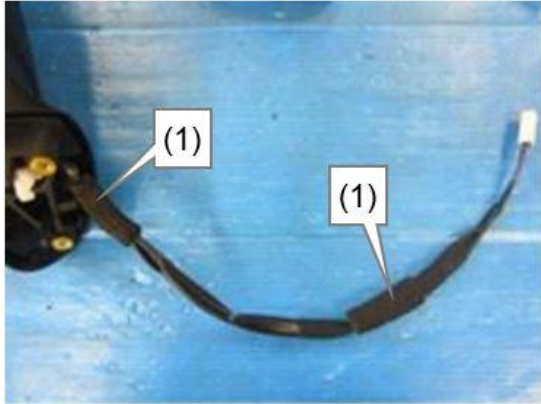
1. Remove the outer mirror garnish according to the instructions on MGSS online (OUTER MIRROR GARNISH REMOVAL/INSTALLATION).
2. Remove the power outer mirror according to the instructions on MGSS online (POWER OUTER MIRROR REMOVAL/INSTALLATION).
3. Remove the rubber seal (1) from the base (2) of the mirror.



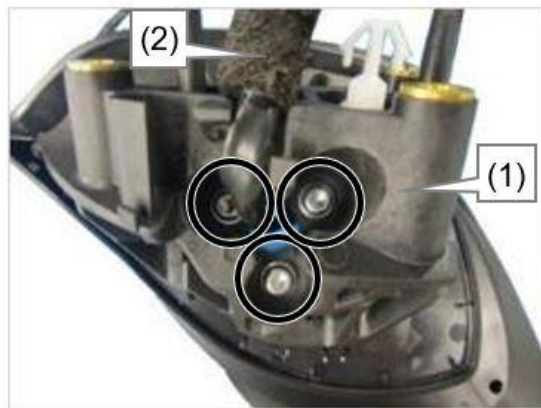
4. Pull out the lower base cover in the direction of the arrow shown below.



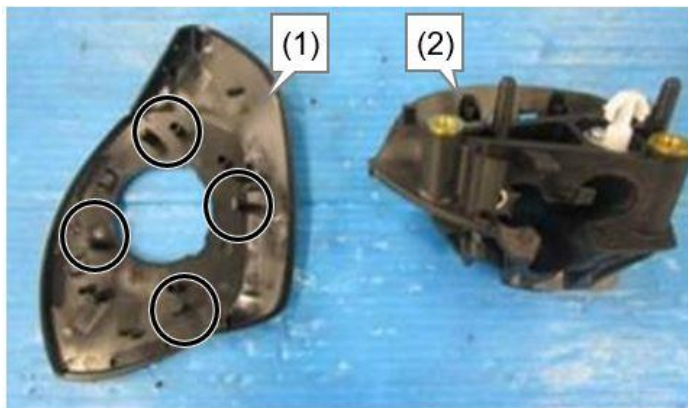
5. Peel off the two seal packing (1) from the harness.



6. Remove the three screws circled below, then remove the inner base (1) passing the harness (2) through it.



7. Disengage the four tabs circled below, then remove the upper base cover (1) from the inner base (2).

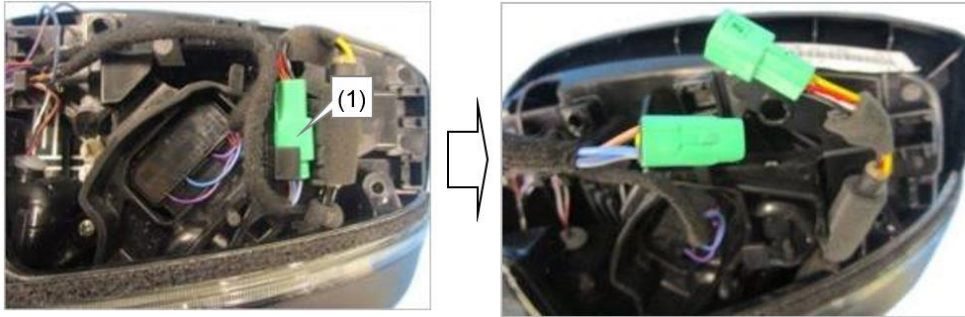


8. Remove the mirror harness.

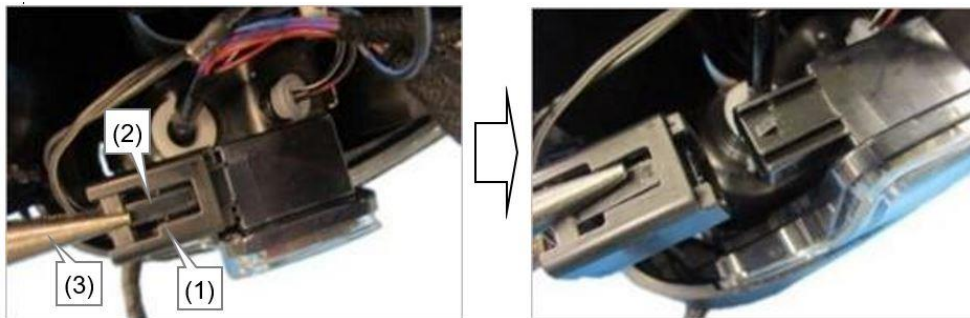
1) **For outer mirror with side camera only:** Disconnect the connector (1).

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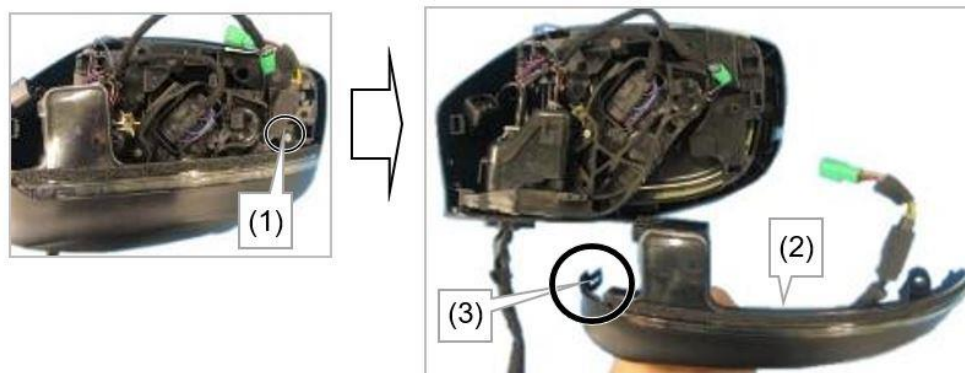
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2) **All models:** Using needle-nose pliers (3), pull out the side turn light connector (1) while pushing the lock (2).

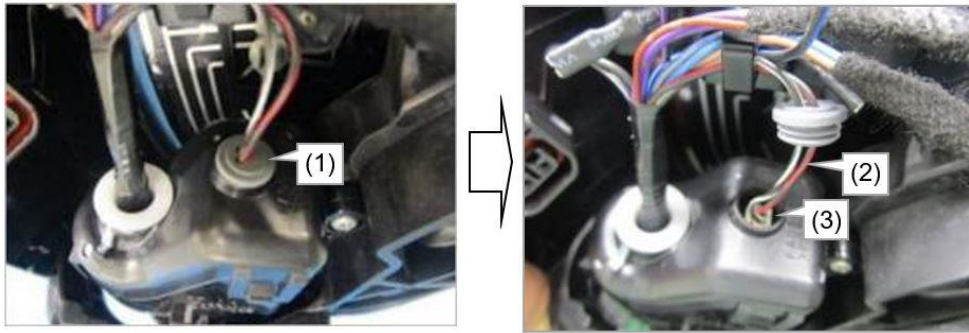


3) Remove the screw (1), then remove the lower outer mirror garnish (2).
CAUTION: Be careful not to damage the hook (3) during removal.

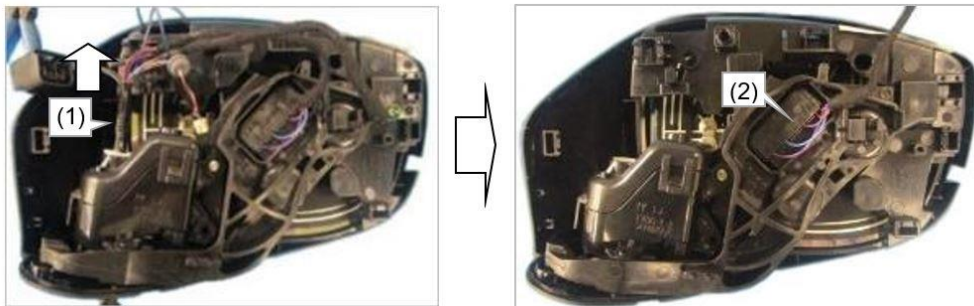


4) Remove the grommet (1), then pull the mirror harness (2) out while pushing the lock (3) with a small flat-blade screw driver.

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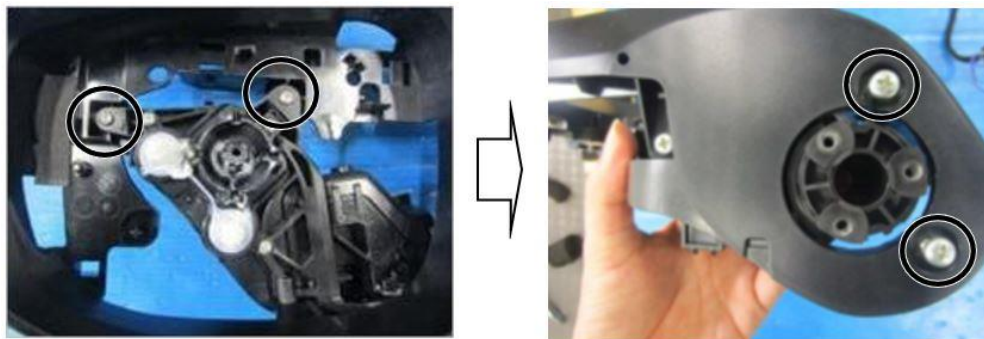


5) Pull the mirror harness (1) out, then remove the connector (2).



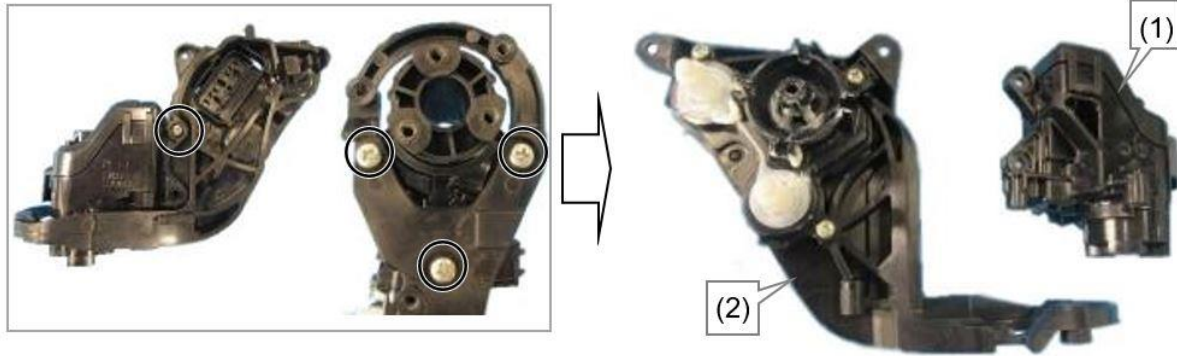
9. Remove the electric fold-in unit from the mirror body.

1) Remove the screws circled in images below, then remove the electric fold-in unit and the frame assembly as one unit.



2) Remove the screws circled in the image below, then separate the electric fold-in unit (1) from the frame assembly (2).



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CX-9 - INSTALLATION PROCEDURE

1. Install the new electric fold-in unit to the frame assembly and tighten the screws circled below.

	
<p>Tightening torque: 10.6 - 23.9 in-lbf. {1.2 - 2.7 N-m, 12.2 - 27.5 kgf-cm.}</p>	<p>Tightening torque: 17.7 - 35.4 in-lbf. {2.0 - 4.0 N-m, 20.4 - 40.8 kgf-cm.}</p>

2. Install the electric fold-in unit and frame assembly to the mirror body and tighten screws circled below.

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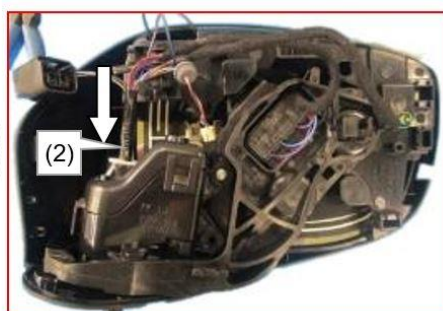
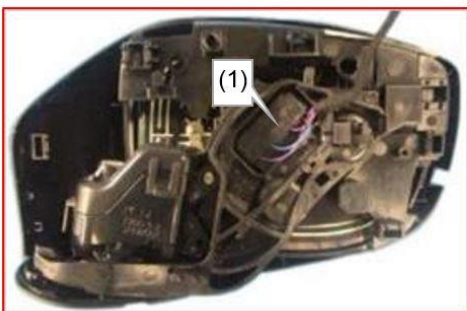
Tightening torque:
10.6 - 23.9 in-lbf. {1.2 - 2.7 N-m, 2.2 - 27.5 kgf-cm.}



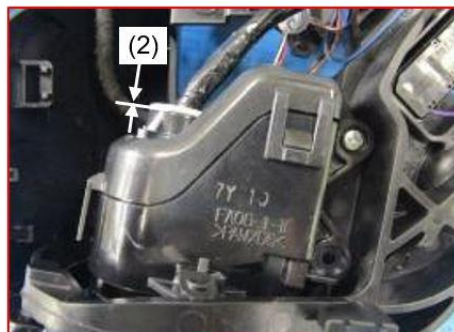
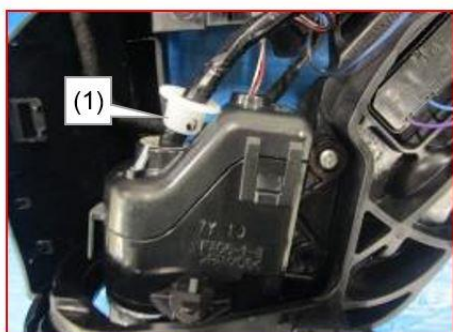
Tightening torque:
17.7 - 35.4 in-lbf. {2.0 - 4.0 N-m, 20.4 - 40.8 kgf-cm.}

3. Install the mirror harness.

- 1) Install the connector (1) and mirror harness (2).

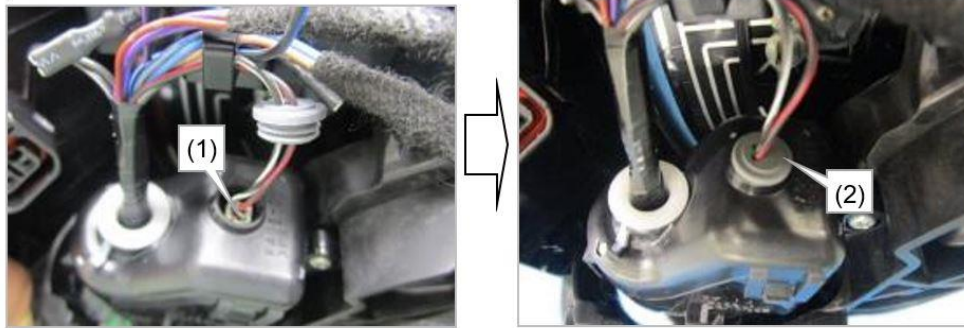


- 2) Install the harness cap (1) without any clearance (2) remaining between the electric fold-in unit.

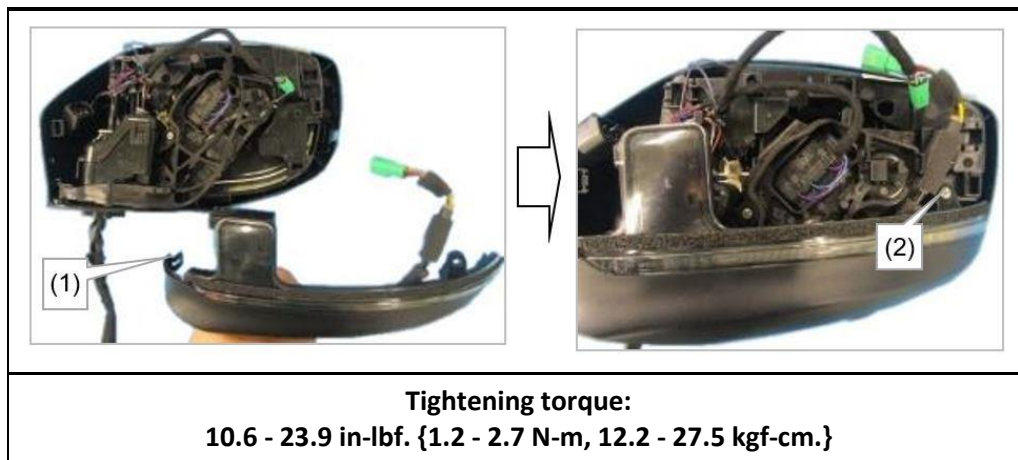


- 3) Connect the connector (1) and install the grommet (2).

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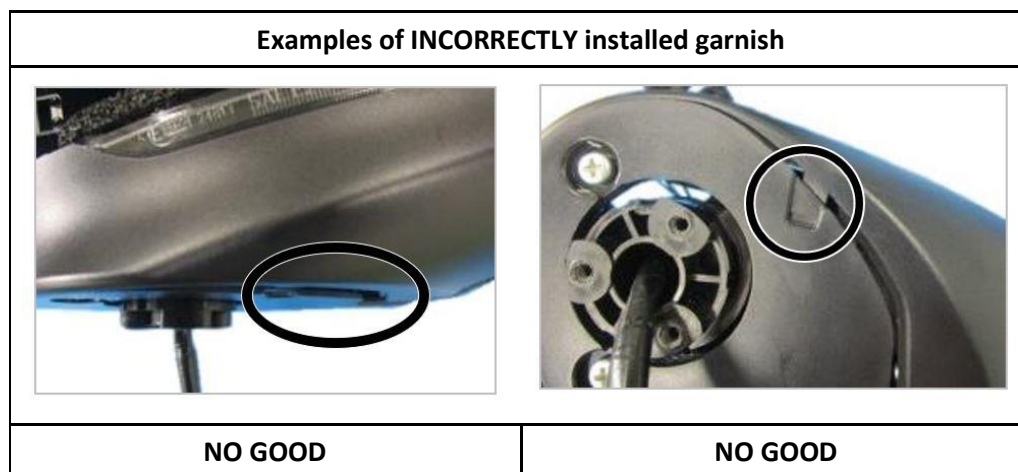


4) Install the lower outer mirror garnish engaging the hook (1) and tighten the screw (2).

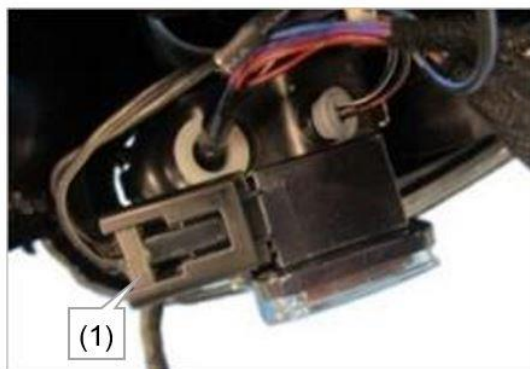


NOTE: Install the lower outer garnish in the correct position.

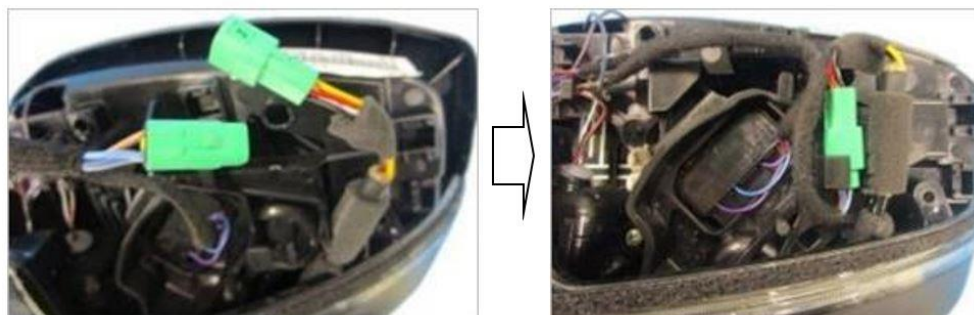
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5) Install the side turn light connector (1).



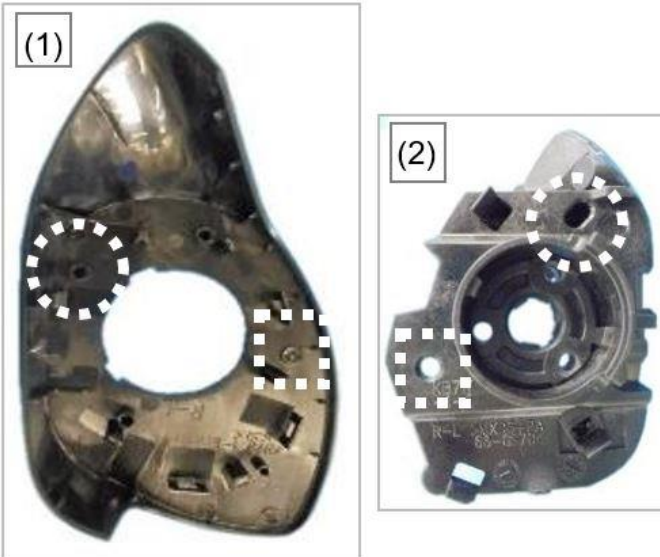
6) **For vehicles with side camera only:** Install the connector.



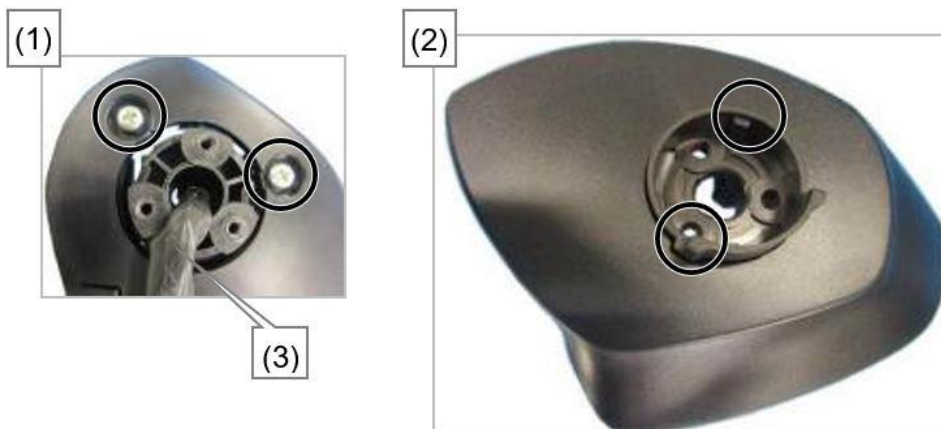
4. **All vehicles:** Install the mirror base.

1) While aligning the locators circled below, install a new base cover (1) to the inner base (2).

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2) Install the inner base (1) to the mirror (2) while aligning the locators.
NOTE: DO NOT pinch the harness (3).



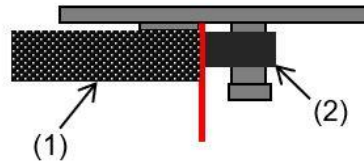
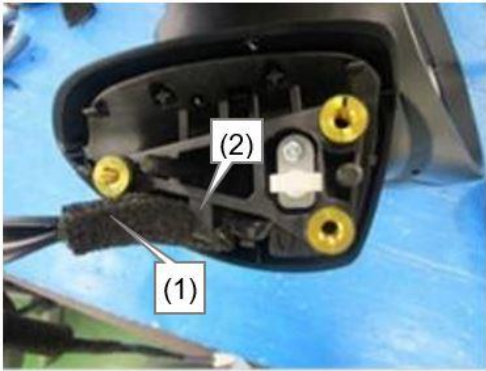
3) Tighten the three screws circled below.

- **Tightening torque: 53.1 +/- .9 in-lbf. {6.0 +/- .1 N-m, 61.2 +/- 1.0 kgf-cm.}**

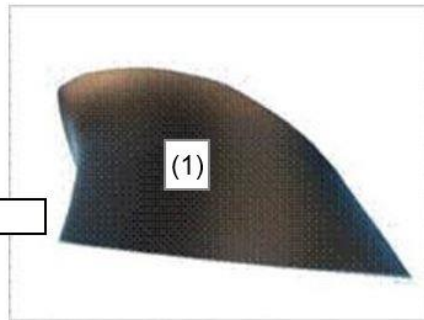
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5. Install new packing where the old packing (1) was attached, then clamp the harness (2).

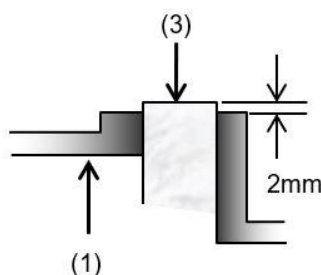
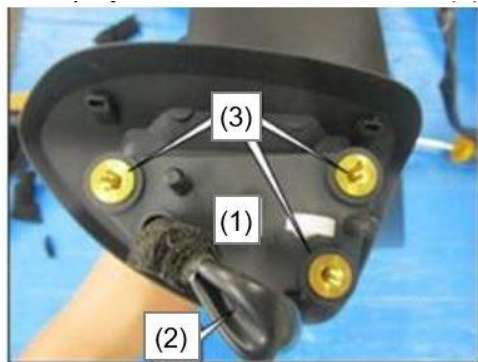


6. Install the base cover (1) to the inner base without any clearance.



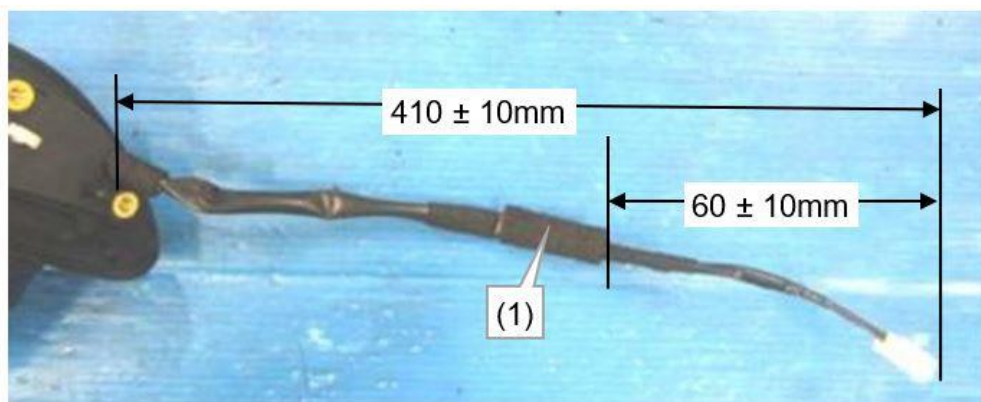
7. Install the rubber seal (1) passing the harness (2) through it.

NOTE: If the seal rubber is correctly installed, the three bosses (3) on the inner base are 2mm above than the rubber seal (1).



8. Install the new packing onto the mirror harness (60 ± 10mm from the end) where the old packing was removed.

NOTE: Confirm that the length of harness is 410 ± 10mm.



9. Install the power outer mirror according to the instructions on MGSS online (POWER OUTER MIRROR REMOVAL/INSTALLATION).

10. Install the outer mirror garnish according to the instructions on MGSS online (OUTER MIRROR GARNISH REMOVAL/INSTALLATION).

11. **For power outer mirror with side camera:** Perform 360°view monitor system aiming according to the instructions on MGSS online (360°VIEW MONITOR SYSTEM AIMING).

12. Verify the repair.

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PARTS INFORMATION

Parts Number	Description	Qty.	Model	Notes
KBY0-69-16ZB	Electric Fold-in Unit Kit (Left Side)	1	CX-5	Kits include: Seal packing, base cover 1 and 2
KBY0-69-15ZB	Electric Fold-in Unit Kit (Right Side)	1		
TNY0-69-16ZB	Electric Fold-in Unit Kit (Left Side)	1	CX-9	
TNY0-69-15ZB	Electric Fold-in Unit Kit (Right Side)	1		

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.

CX-5 - OPERATION: ELECTRIC FOLD-IN UNIT, R&R

Warranty Type	A
Symptom Code	64
Damage Code	9W
Part Number Main Cause	KBY0-69-16ZB or KBY0-69-15ZB
Quantity	1
Operation Number / Labor Hours:	1) Without Side Camera: XXP3AARX / 0.7 Hrs. (One side) XXP3ABRX / 1.2 Hrs. (Both Sides)

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	2) With Side Camera / Without 360° view monitor system: XXP3AERX / 0.9 Hrs. (One side) XXP3AFRX / 1.4 Hrs. (Both Sides)
	3a) With Side Camera / With 360° view monitor system: NOTE: When camera aiming adjustment is completed by performing 360° view monitor system screen display verification procedure. XXP3AGRX / 0.8 Hrs. (One side) XXP3AHRX / 1.3 Hrs. (Both Sides)
	3b) With Side Camera / With 360° view monitor system: NOTE: When camera aiming adjustment is completed by performing 360° view monitor system screen display verification procedure Side Camera Aiming Procedure. XXP3ALRX / 1.0 Hrs. (One side) XXP3AMRX / 1.6 Hrs. (Both Sides)

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CX-9 - OPERATION: ELECTRIC FOLD-IN UNIT, R&R

Warranty Type	A
Symptom Code	64
Damage Code	9W
Part Number Main Cause	TNY0-69-16ZB or TNY0-69-15ZB
Quantity	1
Operation Number / Labor Hours:	1) Without Side Camera: XXP3GARX / 0.7 Hrs. (One side) XXP3GCRX / 1.2 Hrs. (Both Sides)
	2a) With Side Camera / With 360° view monitor system: NOTE: When camera aiming adjustment is completed by performing 360° view monitor system screen display verification procedure. XXP3GERX / 0.8 Hrs. (One side) XXP3GGRX / 1.3 Hrs. (Both Sides)
	2b) With Side Camera / With 360° view monitor system: NOTE: When camera aiming adjustment is completed by performing 360° view monitor system screen display verification procedure Side Camera Aiming Procedure. XXP3GJRX / 1.0 Hrs. (One side) XXP3GLRX / 1.7 Hrs. (Both Sides)

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