

# Service Information

Mazda Motor Corporation

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Category <b>S</b>	<b>Repair Guidance</b>	Ref. No. R043/13 <b>C</b>	Page 1 of 7
Coverage <input type="checkbox"/> Distributor only <input checked="" type="checkbox"/> Please inform your dealers		Date Issued June 27, 2013	
Please convey this information to your <input type="checkbox"/> Director <input checked="" type="checkbox"/> General Manager <input checked="" type="checkbox"/> Warranty Dept. <input checked="" type="checkbox"/> Parts Dept. <input checked="" type="checkbox"/> Training Dept. <input checked="" type="checkbox"/> Field Rep.		Date Revised January 17, 2018	
Applicable Model <b>Mazda3 (BM/BN), Mazda6(GJ/GL) and CX-5(KE)</b> with Power Seat		Applicable Countries or Specifications Worldwide	

**REVISED**

**Revision Note:** “Applicable Model” and “BEGINNING VIN & DATE OF MODIFICATION (RANGE)” have been revised. Changes are noted below in Red.

## Subject: Excessive operating noise when sliding front power seat

### DESCRIPTION

Some vehicles may exhibit an excessive operating noise when sliding the driver and/or passenger-side front power seat to the front or back by moving the slide switch.

### CAUSE

The noise may be caused by vibration of the cable which transmits power from the motor to the gears. The cable vibrates inside the cable case due to inadequate effect of the non-woven fabric wrapped on the cable.

### MASS PRODUCTION CHANGE

The power seat cable has been changed to less friction type.

### BEGINNING VIN & DATE OF MODIFICATION (RANGE)

**Mazda3(BM)**

**Japan Built**

Spec.	VIN Range		Production Date Range
Australia	JM0 BM **** **	100012 - 223554	From Sep. 24, 2013 to May 19, 2016
General (R.H.D.)	JM6 BM **** **	100215 - 347608	From Nov. 12, 2013 to May 20, 2016
General (L.H.D.)	JM7 BM **** **	100215 - 351420	From Nov. 12, 2013 to Jun. 24, 2016
Israel	JMZ BM **** **	100059 - 335358	From Jul. 9, 2013 to Jun. 23, 2016
Europe (L.H.D. & UK)	JMZ BM **** **		
US (2014 - 2016 MY)	JM1 BM **** **	100047 - 355940	From Jun. 11, 2013 to Jun. 23, 2016
Algeria	BM **** **	300280 - 300395	From Jan. 16, 2015 to Jan. 16, 2015

## Mazda3(BN)

## Japan Built

Spec.	VIN Range		Production Date Range
Australia	JM0 BN **** **	100015 - 189590	From May 25, 2016 to Sep. 21, 2017
General (R.H.D.)	JM6 BN **** **	100015 - 189554	
General (L.H.D.)	JM7 BN **** **	100015 - 189591	
Israel	JMZ BN **** **	500019 - 527991	From Aug. 1, 2016 to Sep. 21, 2017
Europe (L.H.D. & UK)	JMZ BN **** **		From May 26, 2016 to Sep. 21, 2017
Russia	JMZ BM **** **		
US (2017-2018 MY)	JM1 BN **** **	100017 - 170450	From Jun 27, 2016 to Sep. 21, 2017

## China Built

China	LVRHD****HN	010001 - 999999	From Dec. 2016 to TBD
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## Mazda6(GJ/GL)

Spec.	VIN Range		Production Date Range
Australia	JM0 GJ **** ** JM0 GL **** **	100001 - 999999	From October 25, 2012 to TBD
General (R.H.D.)	JM6 GJ **** ** JM6 GL **** **		
General (L.H.D.)	JM7 GJ **** ** JM7 GL **** **		
Algeria	GJ **** ** GL **** **		
Israel	JMZ GJ **** ** JMZ GL **** **		
Europe	JMZ GJ **** ** JMZ GL **** **	100001 – 999999	From July 31, 2012 to TBD
US (2014-2017 MY)	JM1 GJ **** ** JM1 GL **** **	100001 - 999999	From October 25, 2012 to TBD
China	JM7 GJ **** **	111530 – 126482	From Apr. 23, 2013 to Oct. 6, 2013

## CX-5(KE)

Spec.	VIN Range		Production Date Range
Australia	JM0 KE**** **	100029 - 407048	From January 10, 2012 To November 1, 2016
General (R.H.D.)	JM6 KE**** **		
General (L.H.D.)	JM8 KE**** **		
Israel	JMZ KE**** **	100107 - 542947	From November 11, 2011 To November 1, 2016
Europe (L.H.D. & UK)	JMZ KE**** **		
US (2013 – 2016 MY) for Mexico -2017MY	JM3 KE**** **	100063 - 893935	From December 15, 2011 To November 1, 2016
China	JM7 KE **** **	108702 - 142378	From April 18, 2012 To May 31, 2013
Algeria	KE**** **	100016 - 239219	From March 14, 2012 To January 22, 2014

## REPAIR PROCEDURE

When you receive a customer complaint on this concern, verify if an operating noise comes from the driver and/or passenger-side power seat when sliding the seat to the front and back by moving the slide switch.

Replace the power seat cable with a modified one using the following procedure (only for the seat(s) generating noise).

### NOTE:

- Wear work gloves to avoid injuries by the seat frame.
- The repair procedure is explained using the driver-side seat for RH model.
- To show the cable layout clearly, photos of the seat frame condition with the seat cushion removed are used.

1. Fold the seat back forward by operating the reclining switch. Adjust the seat height and tilt positions upward by operating the switch in order to increase work space.

**NOTE:** No tilt and height adjustment function is available for the passenger-side power seat.



2. Slide the seat to the rear or front, and remove the installation bolts.

**NOTE:** Remove the installation bolts at the rear side first, then at the front.



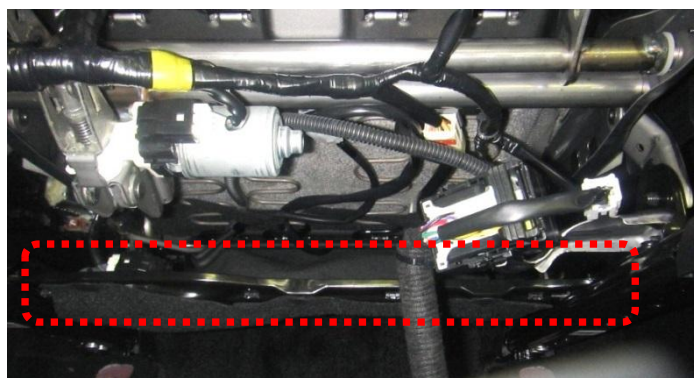
3. Lay down the seat back with care to avoid damaging the surrounding parts.

### CAUTION:

After having removed the cable by the following work, DO NOT operate the slide switch. Only one side may slide and the left/right slide positions will deviate causing damage to the adjuster unit.

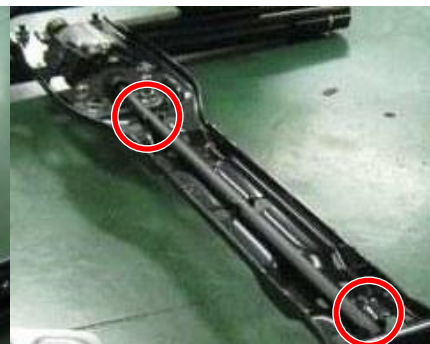
4. Insert an appropriate tool (a fastener remover) between the frame (□ part in the left picture below) and the cable. Unfix one of the three fixing points of the cable (shown with ○ in the right picture below) by using the tool as a lever.

【Seat Frame condition】



5. Hold the cable by hand and lift it up to release other two fixing points (two of three fixing points shown with ○ in the right picture below).

【Seat Frame Picture】

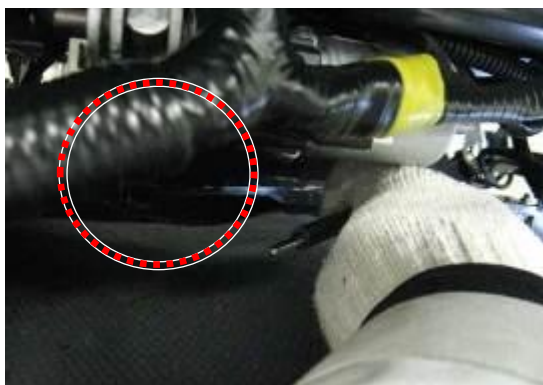


**CAUTION:**

When removing the cable, remove it from the motor side first. If it was removed from the gear box side first, the engagement position could misalign.

6. Pull the cable in the direction of the arrow in the right picture below to remove from the motor.

【Seat Frame condition】



7. Pull the cable in the direction of the arrow in the picture below to remove from the gear box.

【Seat Frame condition】



※Discard the old cable.

8. Align the square tip (□shape) of a new modified cable and the square shape in the motor, and push the cable all the way in.

【Seat Frame condition】



9. Align the square tip (□shape) of the cable and the square shape in the gear box, and push the cable all the way in.

【Seat Frame condition】



**CAUTION:**

If the cable is bent too much during installation, operation noise may occur later. DO NOT hold around the tip of cable.



**NOTE:**

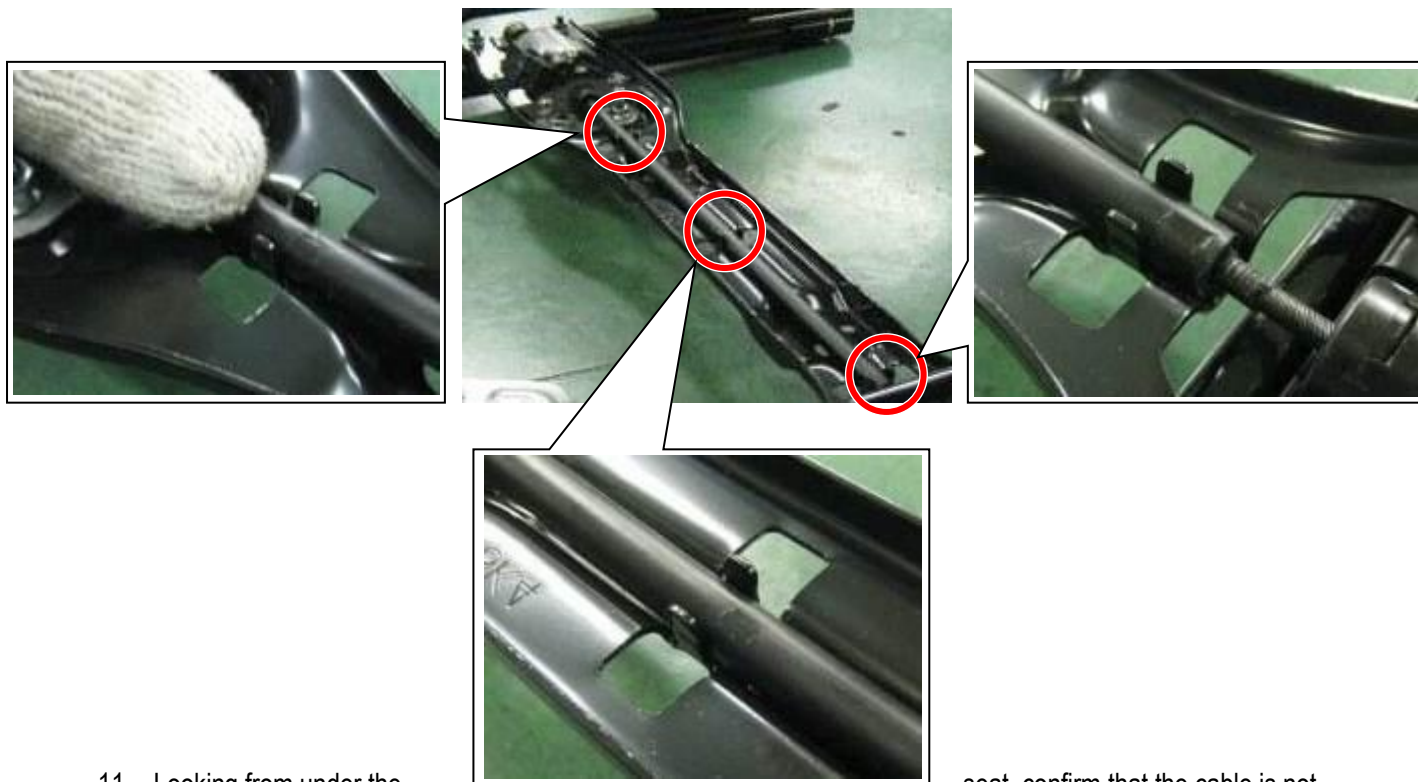
- a. If work space is too dark to see properly, use a light to illuminate the spot where the cable should be inserted.
- b. Take caution not to pinch the seat belt buckle harness when installing it.

b



10. Press the cable from above with fingers and fix it at the bracket.

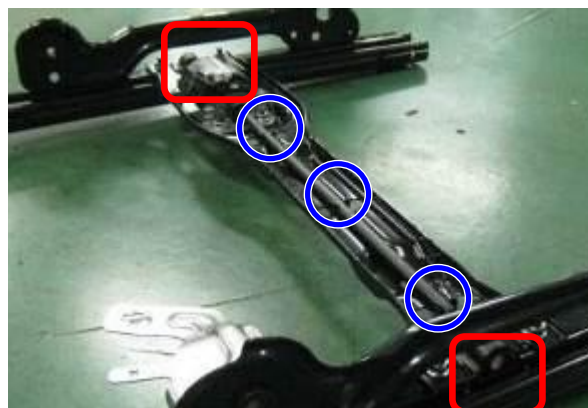
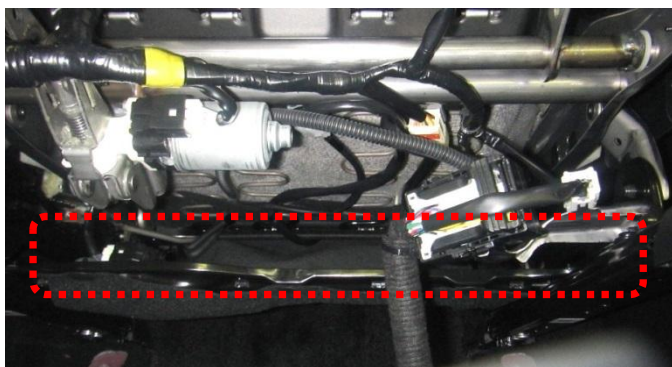
【Seat Frame condition】



11. Looking from under the curved or floated.

seat, confirm that the cable is not

【Seat Frame condition】



- : Check installation condition of cable to motor and gear box
- : Check fixing condition of cable to frame

12. Install the seat.
13. Verify the repair. Verify the seat slides to the front and back without problem by the switch operation and no noise occurs during the operation.

**Possible abnormal conditions when the cable is not installed correctly**

- The seat slides only on one-side rail and the left/right slide positions will deviate.
- A rasping type noise is caused.

14. (Except Europe): For the seat with the seat weight sensor, perform the seat weight sensor inspection according to

the Workshop Manual [SEATWEIGHT SENSOR REMOVAL/INSTALLATION [TWO-STEP DEPLOYMENT  
CONTROL SYSTEM]

PART INFORMATION

Part Number	Part Name	Q'ty	Remark
New			
TK81-88-0D1	Cable Assembly	1 or 2	2 pieces are necessary when replacing at both seats.

WARRANTY INFORMATION

Assembly group	S – Body
Subassembly group	09 – SEATS & SEAT BELTS
Symptom Code	82 (UNUSUAL NOISE)
Damage Code	97 (INPROPER CLEARANCE)
Causal Part No.	TK81-88-0D1
Q'ty	1 or 2
Operation No. & Labor Hours	XXJ8TXRX 0.3H : One side (w/o seat weight sensor) / (with seat weight sensor)
	XXJ8UXRX 0.4H : Both sides (w/o seat weight sensor)
	XXJ8VXRX 0.5H : Both sides (with seat weight sensor)
Period Covered	Normal warranty period
Prior approval necessary	NO

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