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Subject: DOOR GLASS RUN CHANNEL OUT OF POSITION	Bulletin No: 09-020/12
	Last Issued: 08/10/2012

BULLETIN NOTE

- This bulletin supersedes the previous bulletin 09-020/12, issued on 05/23/12. The APPLICABLE MODEL(S)/VINS, DESCRIPTION and WARRANTY INFORMATION have been revised.
- Changes are noted below in Red beside the change bar.

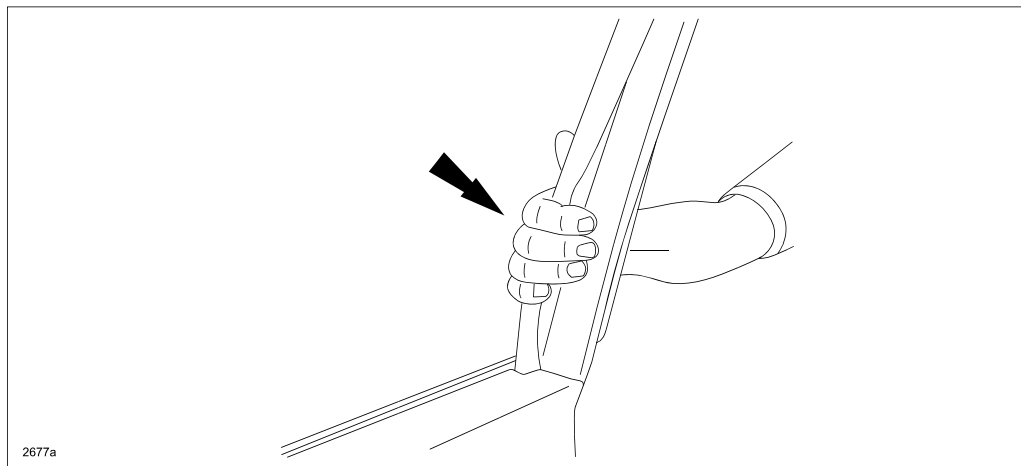
APPLICABLE MODEL(S)/VINS

2013 CX-5 with VINs lower than JM3 KE*****122801 (produced before May 8, 2012)

DESCRIPTION

Some vehicles may experience a front door glass run channel that has slipped out of position causing a poor appearance concern.

While the window is open, a person might open or close the door by holding the door sash (as shown below) and cause the door glass run channel to be pulled out of position.



To prevent the glass run channel from slipping from out of position, a coating has been applied to the outer surface of the glass run channel to decrease frictional resistance.

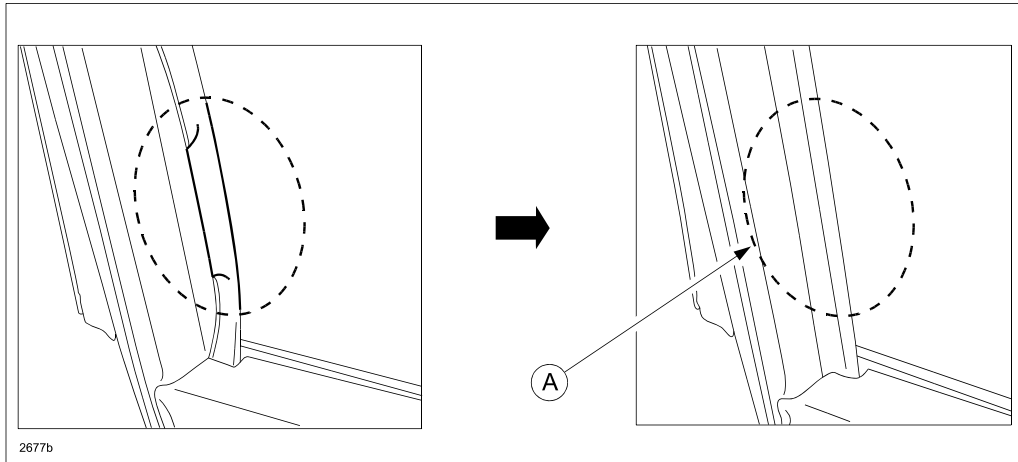
NOTE: Be careful not to displace the door glass run channel during new vehicle storage and servicing.

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

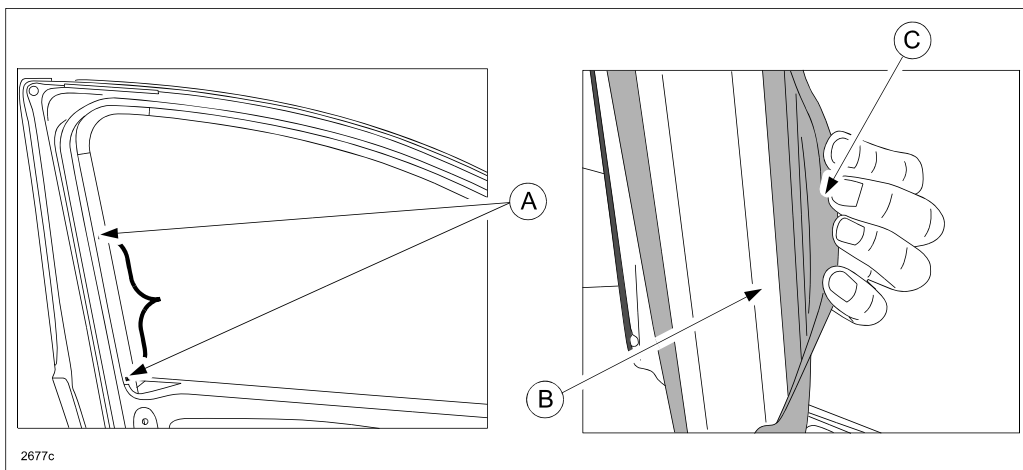
REPAIR PROCEDURE

1. Verify the customer concern.
2. Place the glass run channel back to the original position (A).

NOTE: If the glass run channel is deformed, use a heat gun on the affected area, but be sure not to damage it.



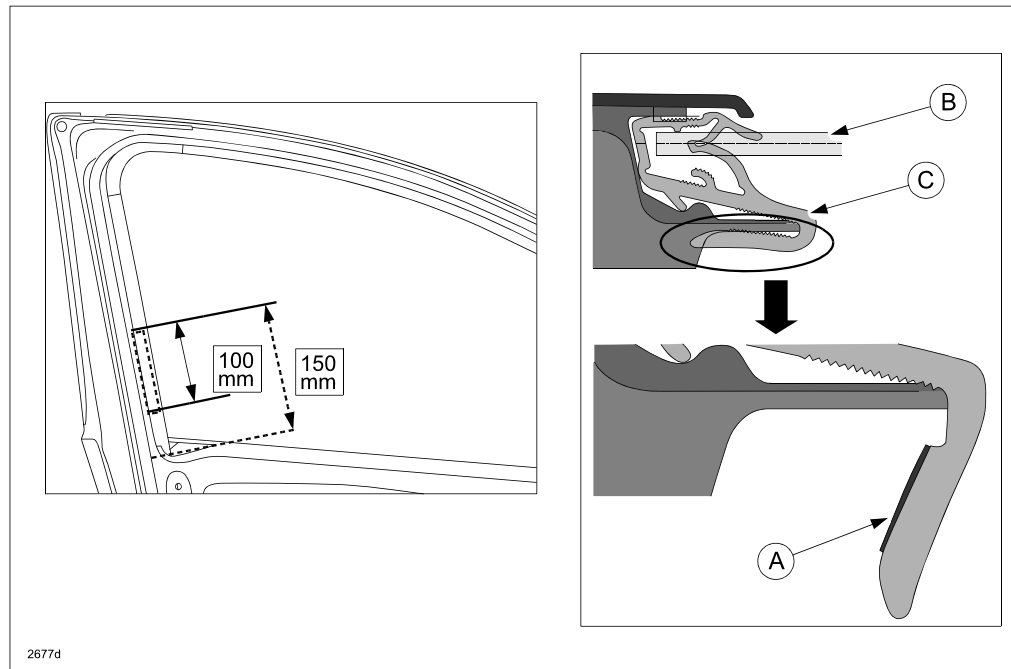
3. Degrease the area along location (A) of the door sash (B) and inside the glass run channel (C) as shown below.



4. Apply adhesion promoter (liquid primer) to location (A) inside the door glass (B) run channel (C) as shown below.

NOTE:

- Source the primer locally.
- Recommended primer: 3M product K-540NT, K-500 or 4298UV.
- Approx. coverage area (per side): 15mm x 150mm (0.59 in. x 5.9 in.).



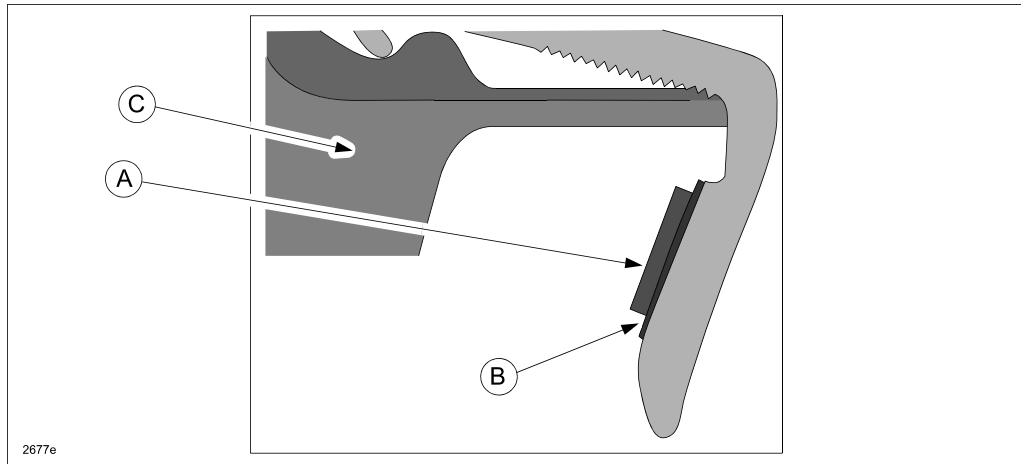
5. Allow liquid primer to completely dry.

6. Cut double-sided adhesive tape to a length of 100mm (3.94 in.).

NOTE:

- Source the tape locally.
- Tape dimensions: 1.2mm (Thickness) x 8mm (Width) (0.047 in. x 3.94 in.).
- Recommended tape: 3M product GT6012, PT1100 or EX4011.

7. Apply the tape (A) to glass run channel over the dried primer (B) as shown below.



8. Place the glass run channel back to the original position.

9. Remove the cover paper from the tape, then affix the glass run channel to door sash (C).

10. Operate the glass up and down to verify proper glass operation and that there is no dirt residue on the glass.

11. Repeat Steps 1 - 10 on other side front door as necessary.

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.

Warranty Type	A
Symptom Code	89
Damage Code	97
Part Number Main Cause	KD53-59-605C
Quantity	0
Operation Number / Labor Hours:	XXH47XRX / 0.3 Hrs. (one side) XXH48XRX / 0.4 Hrs. (both sides)

NOTE: The tape and primer are considered shop materials and the allowance for the necessary amount is included in the Labor Hours.