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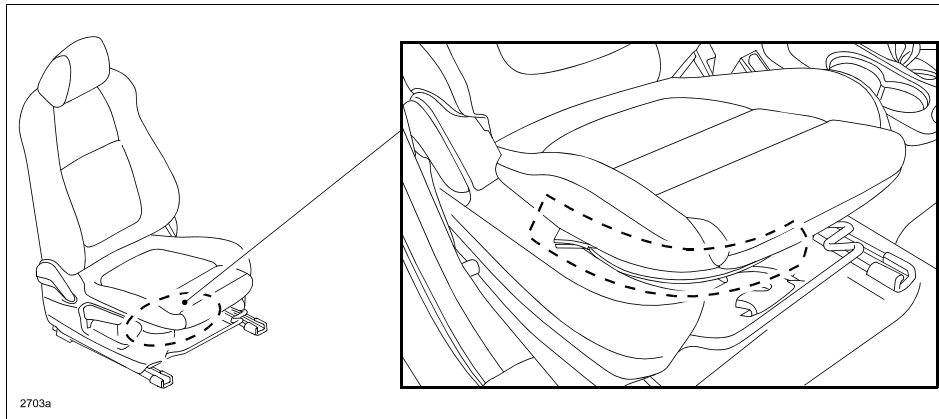
Subject: FRONT SEAT CUSHION COMING OFF SEAT FRAME - (CLOTH SEAT ONLY)	Bulletin No: 09-035/12
	Last Issued: 08/28/2012

APPLICABLE MODEL(S)/VINS

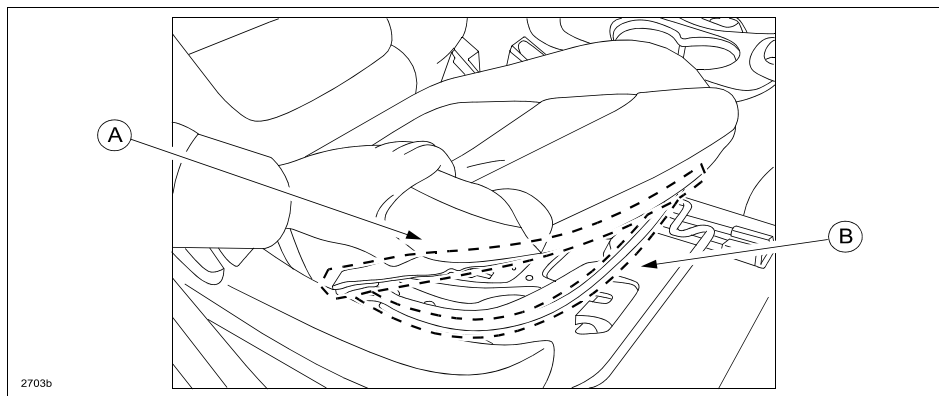
2013 CX-5 vehicles equipped with cloth seats with VINs lower than JM3KE*****129783 (produced on or before June 8, 2012)

DESCRIPTION

Some vehicles may exhibit a condition where the driver and/or front passenger side seat cushion comes off the seat frame as the customer enters the vehicle.



The front seat cushions are attached to the seat frame (B) using folding collars (A). These collars may become loose and slip off the seat frame when force is applied (i.e. customer entry) to the side of the seat cushion.



To eliminate this concern, three (3) clips (per seat) have been installed on the seat frame to increase the grasping force of the folding collars.

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

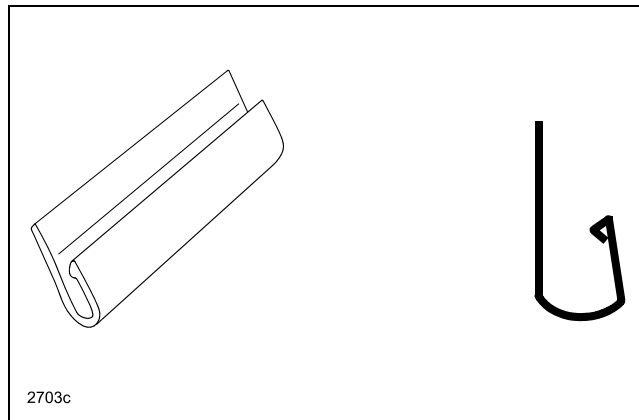
CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers 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.

REPAIR PROCEDURE

Install clips on the seat frame according to the repair procedure below.

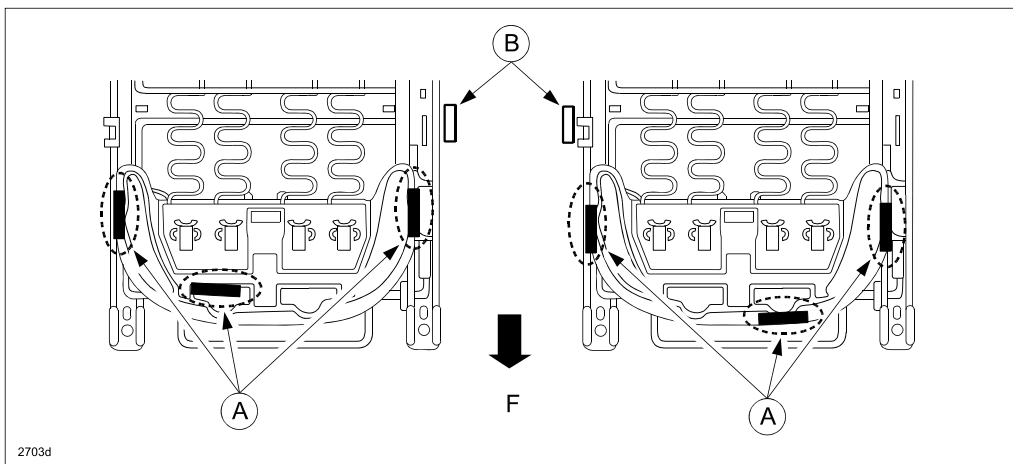
NOTE:

- Be careful not to open the clips by hand. This will weaken the clipping force.
- In the case where clip(s) are found loose/coming out of position on vehicles built after the mass-production change (July 8, 2012), check the clips for any sign of damage. Some vehicles before the MPC may have clips installed, but they will be installed incorrectly (and possibly found on the floor of the vehicle). If they are undamaged, reuse them, but rotate them to be installed correctly.
- If clips are installed correctly, but loose or damaged, replace the clips with new ones.
- Ensure the clips are installed correctly. DO NOT install the clips backwards.
- Ensure the clips do not come out easily when reinstalled.

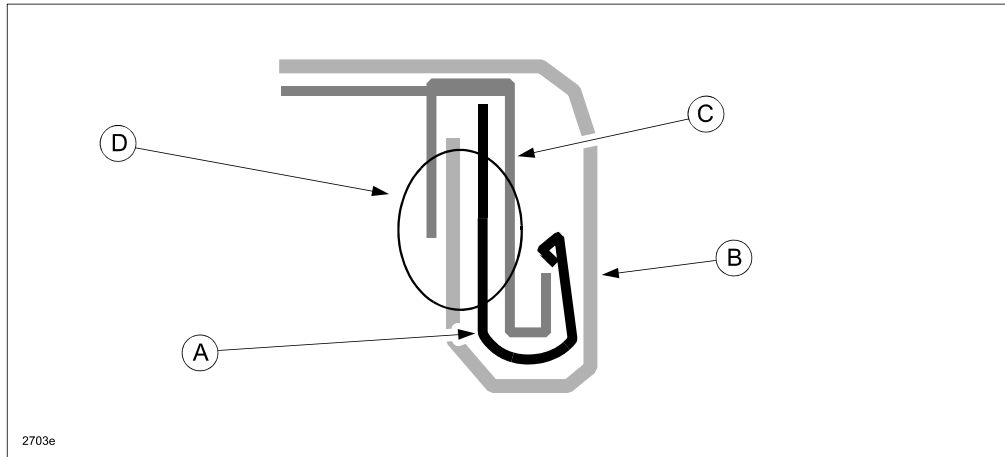


Clip (A) Installation Locations (3 per seat) from Top View with Seat Belt Latch (B) on Inside:

F = Front of vehicle



Clip Function: The clip (A) does not secure or tighten the seat trim (B) directly. When the clip is installed correctly around the frame flange (C), it narrows the available space in the channel width area (D) where the folding collars are hooked. This allows the seat trim to fit tighter and stay in position.



1. Verify the customer concern

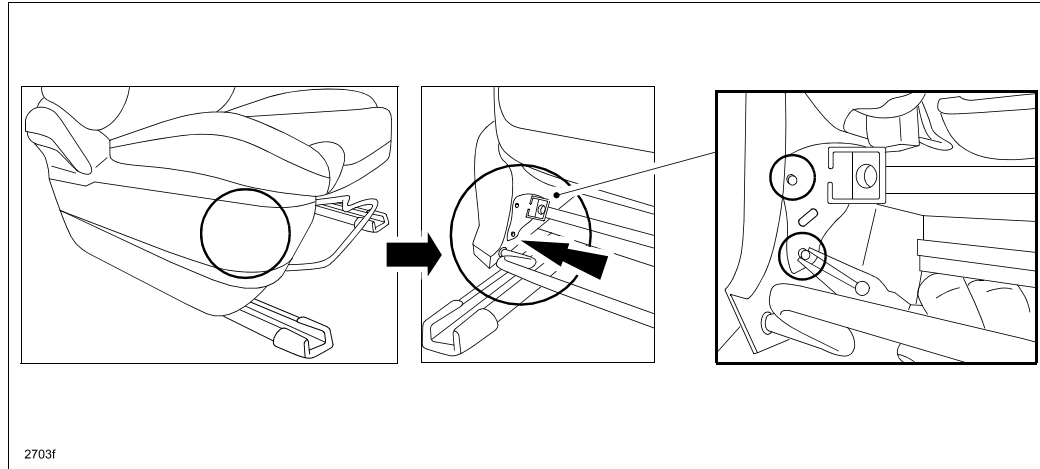
WARNING: The edges of the seat pan sheet metal may have sharp edges. Be very careful to avoid injury.
Use a fiber stick to push clips into place.

2. Remove the affected front seat according to the MS3 online instructions or Workshop Manual (section 09-13 FRONT SEAT REMOVAL/INSTALLATION).
3. To allow access into the side of the seat cushion, disconnect the front seat side cover.

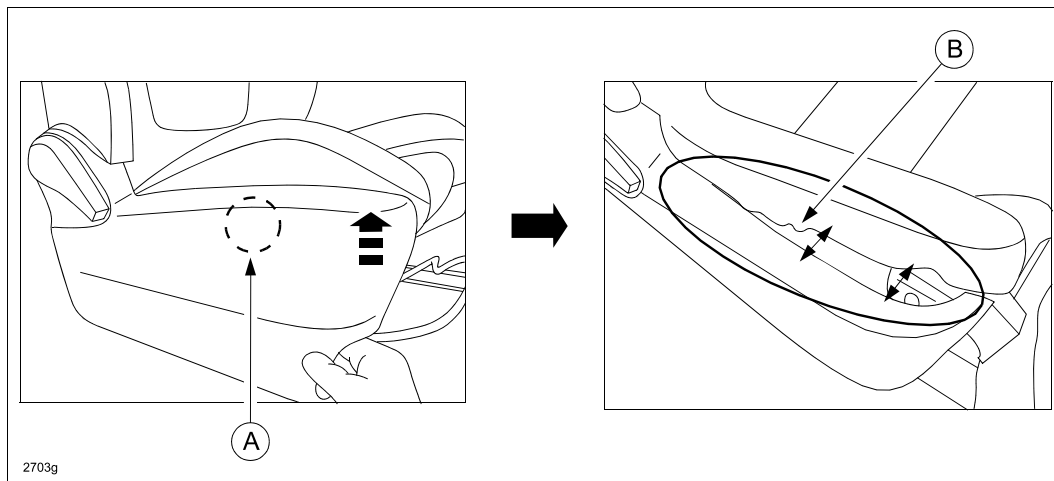
Side Cover At Outer Side:

- a. Remove two (2) clips at the inner side of the side cover with a needle-nose pliers.

CAUTION: The panel clips are not available separately, so use caution when removing them. Do not pull on the side cover.

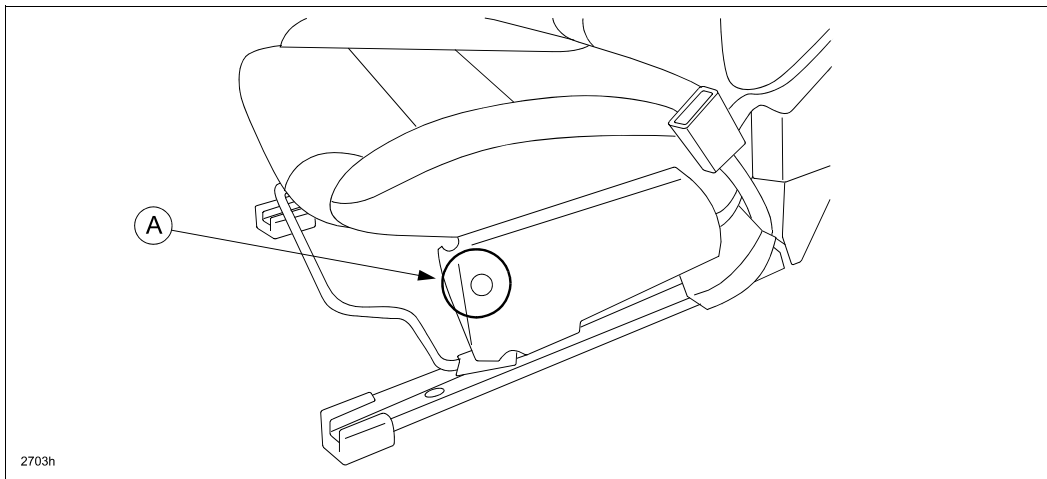


- b. Pull up the front of the side cover to disconnect it from the hook (A). This allows for working space between the seat cushion (B).

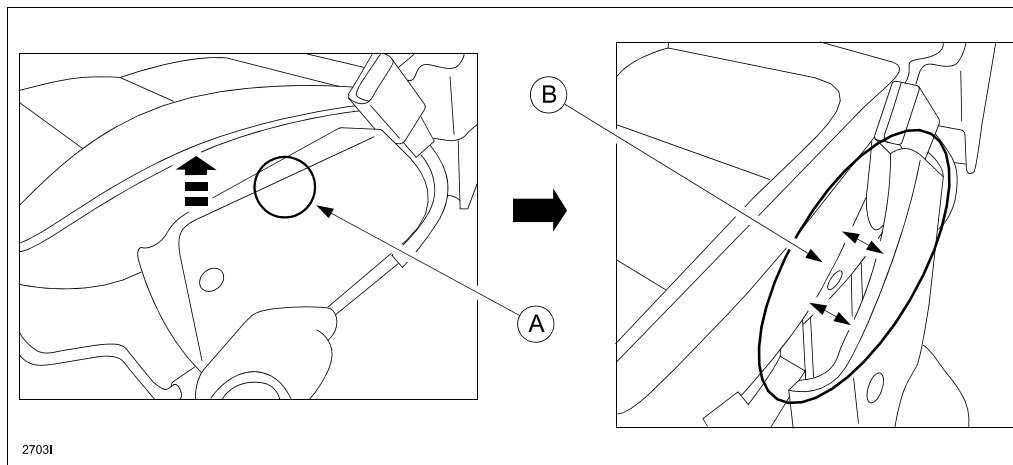


Side Cover At Center Side:

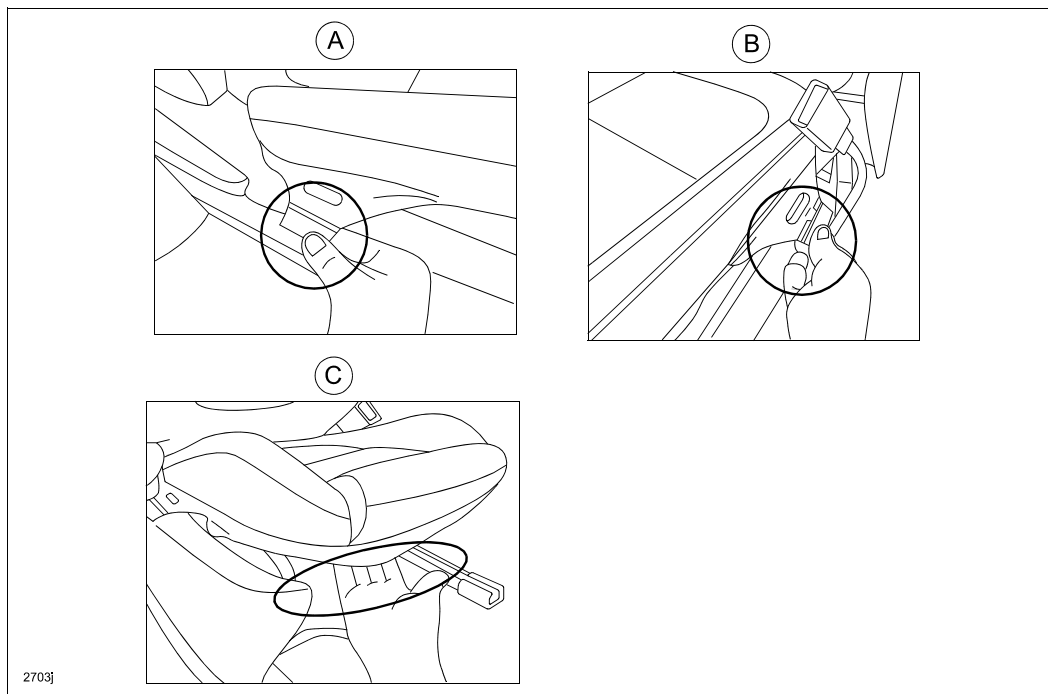
- a. Remove the screw (A).



- b. Pull up the front of the side cover to disconnect from the hook (A). This allows for working space between the seat cushion (B).

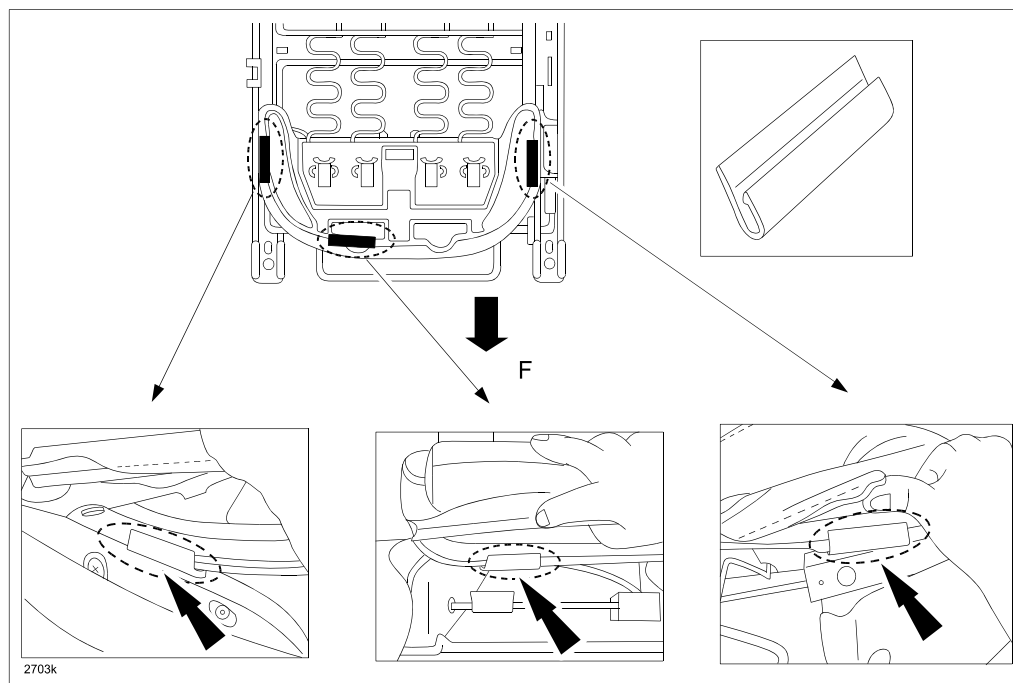


- c. Remove the three (3) collars, (Outer - A, Center - B, Front - C) sewn into the edge of the seat cushion trim, out of the seat frame flange.



- d. Install the three (3) clips on the seat frame flange (front passenger seat shown below).

F = Front of vehicle.



NOTE: DO NOT INSTALL THE CLIPS BACKWARDS. If the clips are installed backwards, they will be ineffective and will not reduce the clearance in the seat pan. In addition, if the seat cover comes loose again, the clips may completely fall off the seat pan.

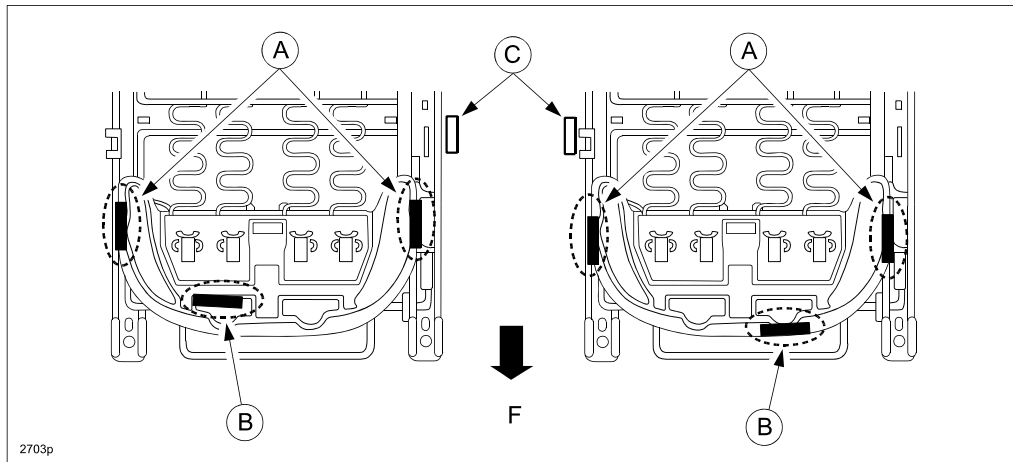
Where To Install The Clips:

Install the **Outer and Center clips** on the straight portions of the flanges (A).

Install the **Front clip** on the flange (B).

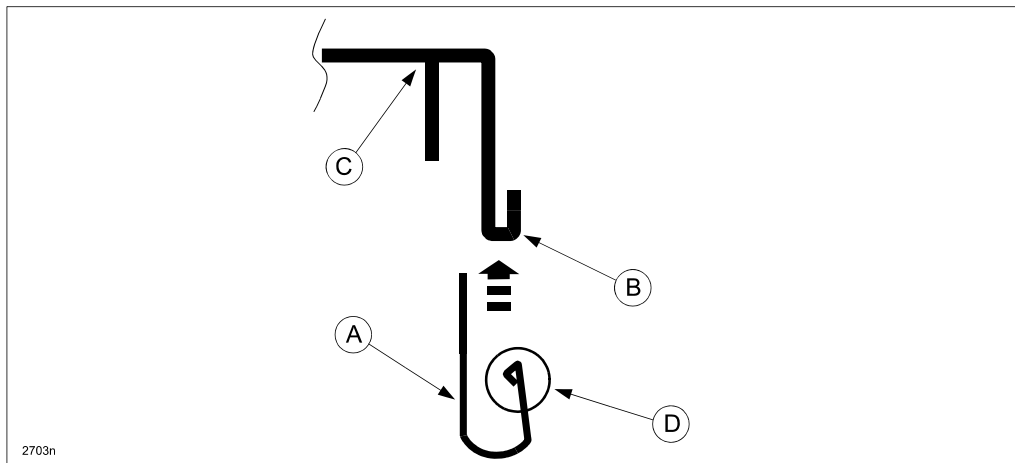
C = Seat Belt Latch

F = Front of vehicle



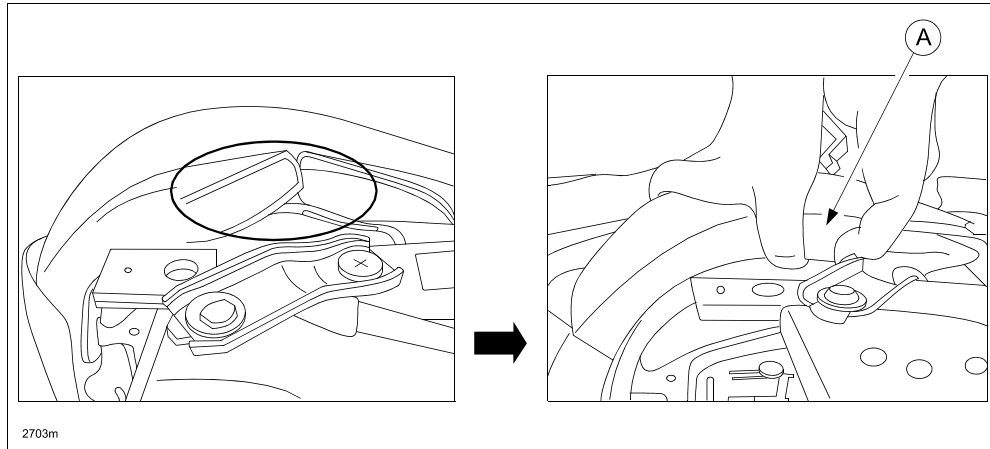
How To Install The Clips:

Install the clip (A) onto the flange (B) as shown below. Push the clip upward on the frame (C) until it clicks into place. Be sure the clip burr (D) is positioned over the end of the flange (B).



4. Reinstall the removed parts in the reverse order of the removal.

NOTE: Although it may be tight, make sure to install the collars so they are fully seated (A).



NOTE:

- If unsure how the seat bottom rolls into place, inspect the other side seat for reference.
- When properly installed, the material will fully wrap around the edge of the seat pan lip as shown above. The arrows point to distortion in the material as it wraps around the seat pan lip.
- Some seats have a tighter gap between the sheet metal of the seat pan and the clip. These may require more force to get the final 1/2 inch of material rolled into the gap.
- **Power Seat:** It is faster to remove the seat completely from the vehicle, then remove the side covers for easier access to the final 1/2 inch of material.
- **Manual Seat:** Although it may be faster to unbolt the seat and turn it on its back inside the vehicle, it is still recommended the seat be removed from the vehicle.

5. Confirm the seat material is fully rolled into place by gently tugging upward on the seat bolsters.

NOTE: If the seat cushion pulls up easily, the material was installed incorrectly.

CAUTION: Passenger Seat: Perform the seat weight sensor inspection and calibration using the M-MDS after reinstalling the passenger seat according to MS3 on-line instructions or the Workshop Manual (section 08-10 SEAT WEIGHT SENSOR INSPECTION [TWO-STEP DEPLOYMENT CONTROL SYSTEM]) and (section 08-10 SEAT WEIGHT SENSOR CALIBRATION [TWO-STEP DEPLOYMENT CONTROL SYSTEM]).

6. Verify repair.

PART(S) INFORMATION

Part Number	Description	Qty.	Notes
KD45-88-072	Clip	3 or 6	One (1) clip per pack. Three (3) clips needed for per seat.

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	****-88-*** (seat cushion trim)
Quantity	0
Operation Number / Labor Hours:	XXH59XRX / 0.3 Hrs. (driver seat only) XXH5AXRX / 0.3 Hrs. (passenger seat only / without seat weight sensor) XXH5BXRX / 0.5 Hrs. (passenger seat only / with seat weight sensor) XXH5CXRX / 0.4 Hrs. (both seats / without seat weight sensor) XXH5DXRX / 0.6 Hrs. (both seats / with seat weight sensor)