

Service Information

Mazda Motor Corporation

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Category T	Repair Guidance	Ref. No. R082/13A	Page 1 of 7
Coverage <input type="checkbox"/> Distributor only <input checked="" type="checkbox"/> Please inform your dealers		Date Issued October 15, 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 April 24, 2014	
Applicable Model CX-5(KE)		Applicable Countries or Specifications UK and Ireland	

REVISED

Revision Note: DESCRIPTION (Symptoms), Operation No. and Labor Hours have been changed.

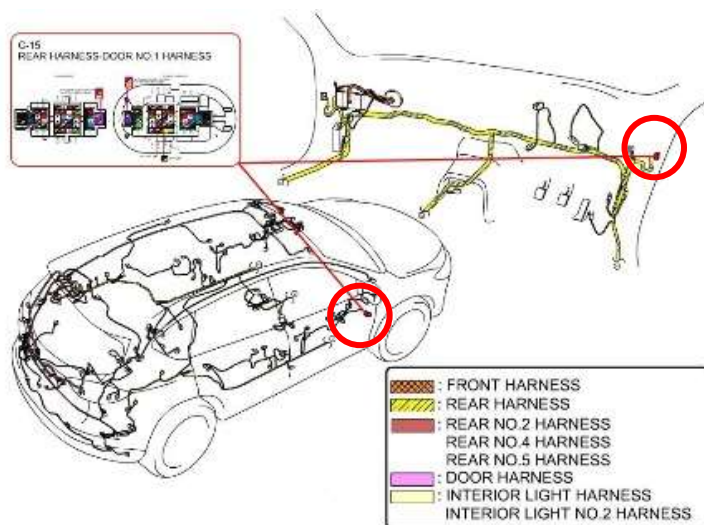
Subject: Electrical System Malfunction(s) in connection with failure of C-15 Connector

DESCRIPTION

Some vehicles may experience one or more of the following symptoms in connection with failure of the C-15 connector.

(Symptoms)

- The driver side power window does not operate.
- The door does not open by using the advanced keyless system.
- The warning lamp stays ON even after the ignition switch is turned OFF.
- The burglar alarm system operates incorrectly.
- The battery is discharged.
- **DTC B10E7:17(START STOP UNIT, IG1 relay circuit malfunction) and DTC(s) related communication error are stored in PCM memory.**



C-15 Connector

CAUSE

This concern is caused by corroded terminals of the C-15 connector due to water intrusion into the front door. At low ambient temperature, the door harness gets hardened. With this condition, if the door is fully opened, it may create a gap between the front door and the door harness grommet allowing water adhered to the front door to enter through the gap.

MASS PRODUCTION CHANGE

- The front door harness grommet has been changed to improve its sealing performance.
- Holes inside the front pillar, which are made for weight reduction, have been covered to prevent water intrusion.

BEGINNING VIN & DATE OF MODIFICATION

UK spec

JMZ KE**** ** 160780 June 1, 2013

REPAIR PROCEDURE

Verify the customer complaint. If one or more of the above mentioned symptoms can be confirmed, disconnect the C-15 connector which joins the door harness and the rear harness, and inspect for occurrence of any corrosion at the terminals of the C-15 connector. Refer to the detailed inspection procedure in the following repair procedure.

- If there is any corrosion at the C-15 connector, replace the door harness and repair the rear harness according to the following repair procedure.
- If there is no corrosion found at the C-15 connector, this Service Information is not applicable. Troubleshoot the concern according to the Workshop Manual.

PART INFORMATION

Part Number		Part Name	Q'ty	Remark
New	Old			
KDY1-67-SH0	-	Short Cord	1	Newly established service part
G3YA-67-PG1	-	Protector	1	Butyl tape
KF57-67-190-C	KF57-67190-B	WIRING ASSY-DR,F	1	Confirm the part number in the EPC for the subject VIN and place an order for the corresponding modified service part.
KF58-67-190-C	KF58-67190-B	WIRING ASSY-DR,F	1	
KH27-67-190-C	KH27-67190-B	WIRING ASSY-DR,F	1	

WARRANTY INFORMATION

Symptom Code	41
Damage Code	93
Causal Part No.	****-67190-*
Q'ty	1
Operation No. and Labor Hours	XXK69BRX 0.8Hrs with i-stop XXK69CRX 0.7Hrs without i-stop
Period Covered	Normal Warranty Period

Ryu Shimizugawa
Manager, Technical Information Gr.
Technical Service Dept.
Mazda Motor Corporation
2CC1400656 (MC Internal Use)

REPAIR PROCEDURE

1. Slide the driver side front seat fully backwards.
2. Disconnect the negative battery cable
3. Disconnect the C-15 connector and inspect for occurrence of any electric corrosion at the terminals indicated by red circle in the figure. For accessing the C-15 connector, refer to the instructions in the Workshop Manual "**FRONT DOOR REMOVAL/INSTALLATION**".

(Sample photos of terminals with electric corrosion)

Door Harness side

Rear Harness side



- If there is any corrosion found at the terminals, go to next step.
- If there is no corrosion found at the terminals, this Service Information is not applicable. Troubleshoot it according to the normal procedure in the Workshop Manual.

4. Remove the driver-side front side trim according to the instructions in the Workshop Manual "**FRONT SIDE TRIM REMOVAL/INSTALLATION**".
5. Pull out the C-15 connector out of the front pillar to inside the cabin.

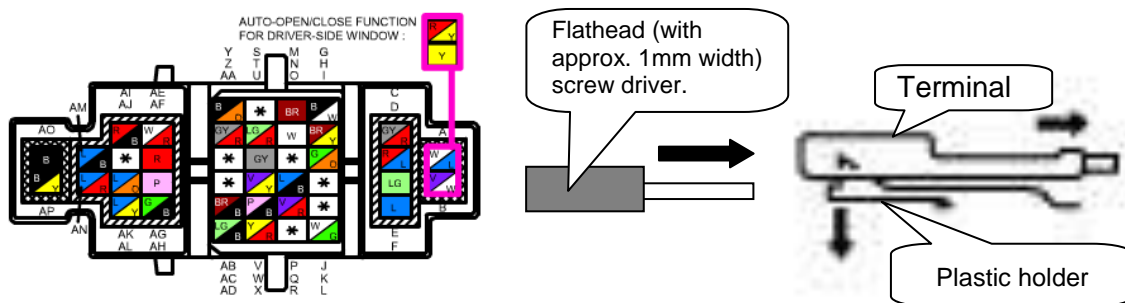


- Remove the insulation and protector tube for the rear harness to the extent shown in the figure.



- Remove two terminals position marked A and B indicated by red circle in the figure from the C-15 connector using a flathead (with approx. 1mm width) screw driver.

Note: The wire colors are different depending on the vehicle specification. Refer to appropriate Wiring Diagram.



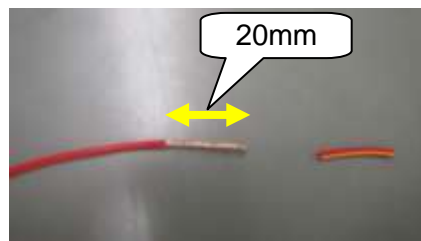
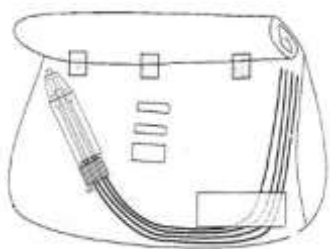
- Cut the 2 pulled out wires 10mm from the caulking of the terminal.



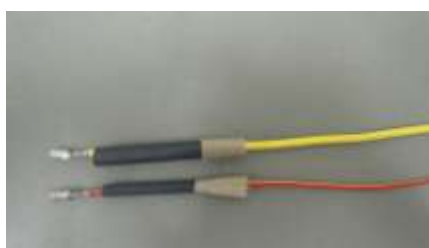
- Strip 20mm of insulation from the end. (For both wires.)



- From the short cord kit, pick up two wires of the same color as the wires at the vehicle side. Strip 20 mm of insulation from the end. (For both wires.)



- Pass the wire from the kit through the heat shrinkable tube, and then fix it with any tape. Note: Use the bigger sized heat shrinkable tube for "Yellow" wire, and the smaller tube for other wire.



- Connect the wire at the vehicle side and the wire from the short code kit by twisting them together.



- Solder the twisted wires together.



Spread the solder out across the entire twisted wires.

14. Place the heat shrinkable tube over the center of the soldered area. Using a heat gun, apply heated air until the tube shrinks securely over the soldered area.



15. Install the repaired terminals into the connector.



16. Bend the excess length of wires as shown in the figure to match with other wires.



17. Wrap the harness with insulating tape as shown in the figure.



18. Place the protector tube as shown in the figure and fix the both ends securely with insulating tape.



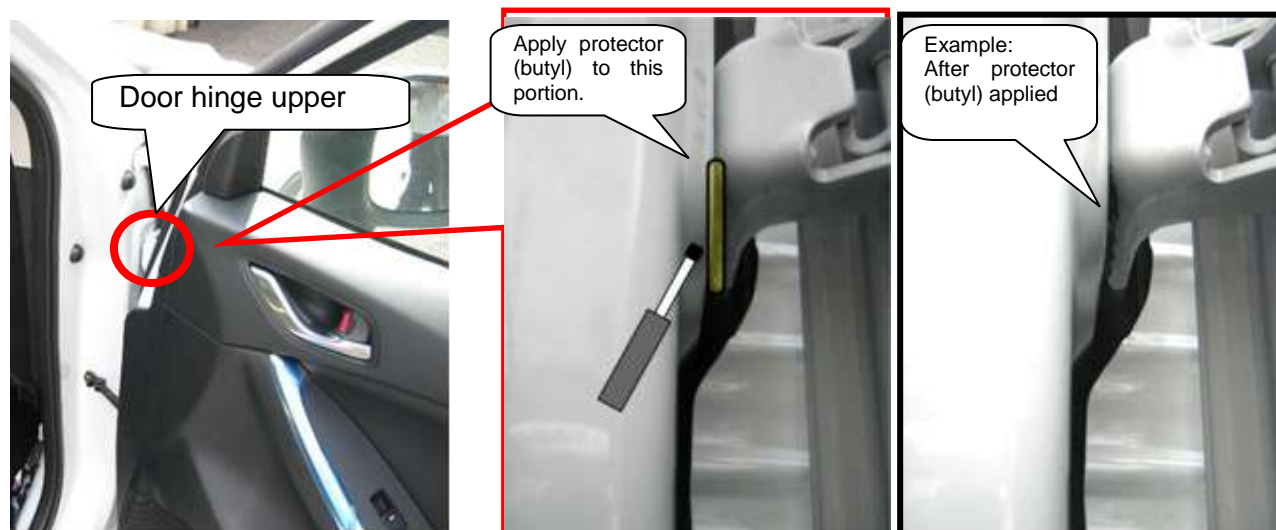
19. Pull out the C-15 connector from the front pillar to the door side.



20. Install the driver-side front side trim according to the instructions in the Workshop Manual **“FRONT SIDE TRIM REMOVAL/INSTALLATION”**.

21. Replace the driver side door harness with a new one according to the instructions in the Workshop Manual **“FRONT DOOR MODULE PANEL REMOVAL/INSTALLATION”**.

22. Apply protector (butyl) to a gap between the door hinge upper and the front pillar panel indicated by the yellow colored portion by using flathead screw driver.



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