



Subject: SQUEAK NOISE WHEN OPENING AND/OR CLOSING LIFTGATE AFTER PERFORMING RECALL 9916H	Bulletin No.: 09-030/19
	Last Issued: 07/29/2019

APPLICABLE MODEL(S)/VINS

US Spec.:

2013-2016 CX-5 vehicles with VINs between JM3KE*****100063 to JM3KE*****760020 (produced from Dec. 15, 2011 to Dec. 26, 2015)

2012-2017 Mazda5 vehicles with VINs lower than JM1CW*****100018 to JM1CW*****191864 (produced from Oct. 26, 2010 to Dec. 26, 2015)

Mexico Spec.:

2013-2017 CX-5 vehicles with VINs between JM3KE*****100063 to JM3KE*****760020 (produced from Dec. 15, 2011 to Dec. 26, 2015)

DESCRIPTION

Some vehicles may exhibit a squeak noise when opening and/or closing the liftgate. This concern only occurs on vehicles where the liftgate stay damper recall (9916H) was previously performed. Some of the liftgate stay damper rods used for the recall were chrome-plated, which is smooth and may cause a shortage of oil film to the stay damper rod. The squeak noise occurs due to the friction between the gas sealing and the damper rod when opening and/or closing the liftgate.

REPAIR PROCEDURE

1. Verify the customer concern.
2. Replace both liftgate stay dampers with modified parts according to the procedure below.

Stay Damper Removal / Installation

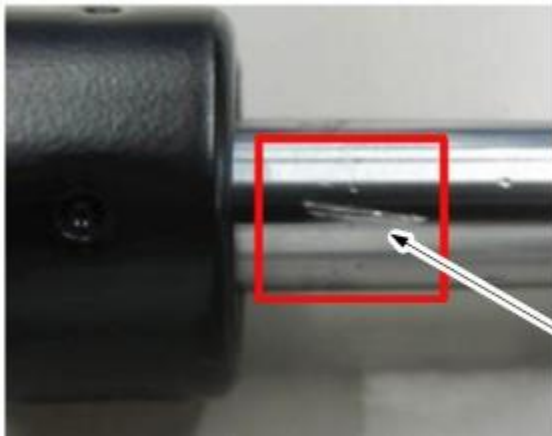
NOTE: In the below procedure the liftgate stay damper is described as “stay damper”. The following repair procedures were performed using the right side stay damper.

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**CAUTION:**

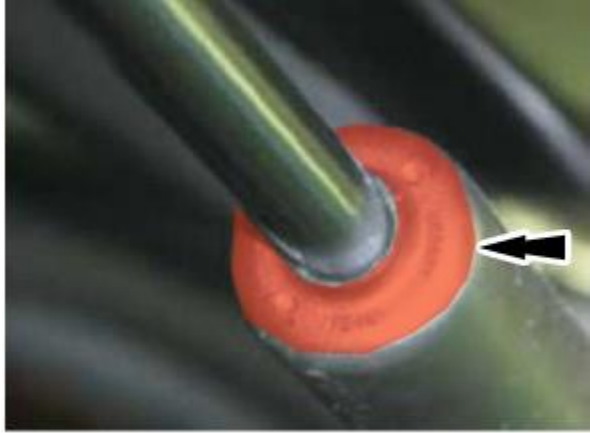
- Work with the help of one other person to help support the liftgate.
 - If working alone, use wooden support rods/dowels/equivalent to help support the liftgate and prevent potential stress on the hinges or injury from the open liftgate falling on you.
 - If using wooden support rods/dowels/equivalent, cover the ends to protect the paint on the liftgate and vehicle body.
 - Pay attention to the open the liftgate. DO NOT let the open liftgate fall on you or the other person.
 - Mount fender covers onto the vehicle to avoid scratching the painted surface of the body, bumper cover and liftgate.
 - Do not work on both stay dampers at the same time. Replace one (1) stay damper at a time.
1. Check the appearance of the new stay damper before installing it to the vehicle and confirm below.
 - There are no scratches on the rod of new stay damper.
 - There is no oil leak from new stay damper.

NOTE: If the stay damper has scratches (as shown below) or oil leaks, do not use it.



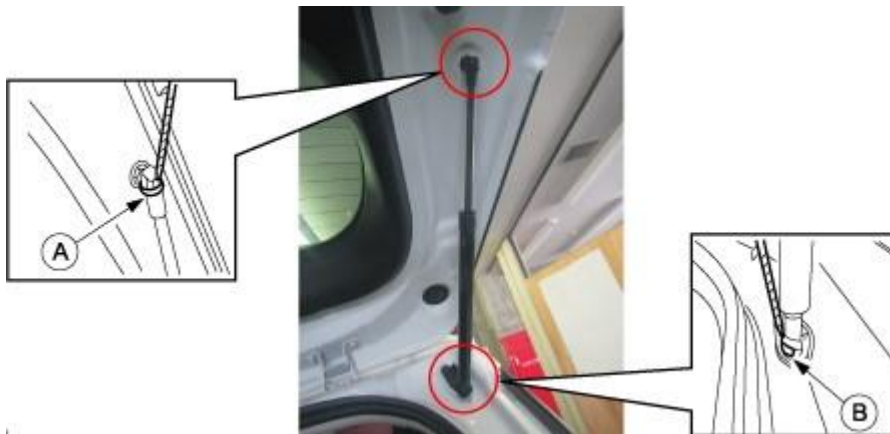
2. Be careful not to scratch the rod during the stay damper replacement.
3. After installing the new stay damper, open and close the liftgate several times to check that there is no oil leaking from the stay damper rod.

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Mazda5 (USA ONLY):

1. Using a small screwdriver, remove the stay damper bands from the liftgate side (A) and from the vehicle side (B) as shown below.



CAUTION:

- Be careful not to damage the painted surface of the vehicle.
- If the painted surface is damaged, it must be repaired according to normal body shop practices.
- When you install the new stay damper, do not use vise grips or similar tools to hold the liftgate.
- When you remove/install the stay damper from/to the stud-ball, adjust the liftgate position above or below by hand if it is hard to remove/install.

NOTE:

- There is a possibility that the liftgate hinge was deformed when using the support cylinder to support the liftgate.
- DO NOT use the support cylinder to hold the liftgate up by the opposite side stay damper.
- Be sure that the support person holds the liftgate up by hand or with wooden support rods/dowels.

2. Clean the stud-ball on the liftgate side and the vehicle side with a cloth after stay damper removal.
3. Install the modified stay damper to the stud-ball housing on the vehicle side first.
4. Install the modified stay damper to the stud-ball housing to the liftgate side.

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5. Rotate the stay damper to make sure that the metal clip is not floating from the stud-ball housing.

CAUTION:

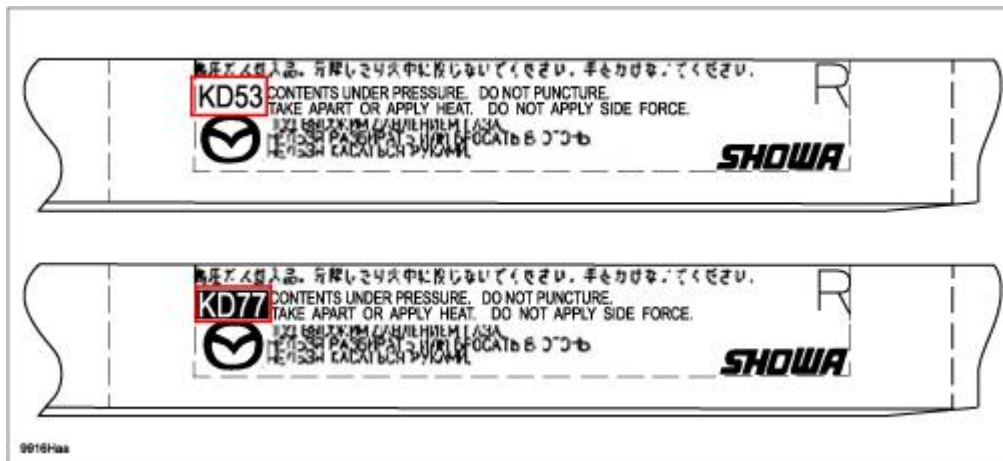
When you close the liftgate for the first time after stay dampers replacement, close the liftgate by hand, as slow as possible until it is in the closed position. Otherwise, the liftgate panel might be deformed by the input load from the stay damper when it compresses. As new stay dampers are kept in extended condition, friction occurs when it compresses for the first time.

NOTE: Verify there are no abnormal liftgate noises and the liftgate opens and closes properly.

CX-5 (USA & MEXICO):

To select the stay damper proper part number, refer to the following information:

Identify the liftgate stay damper by confirming the label on the liftgate stay damper, as shown below.



- If “KD53” is on the label, replace the parts with KDY4-62-620 and KDY4-63-620.
- If “KD77” is on the label, replace the parts with KD77-62-620A and KD77-63-620A.

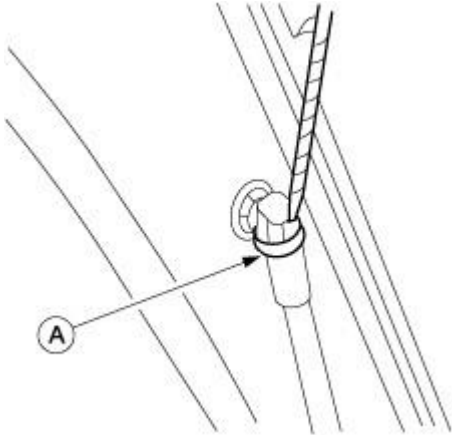
NOTE:

Do not use KDY4-62-620 or KDY4-63-620 for the vehicle with “KD77” on the label. These part combinations are not compatible.

Do not use KD77-62-620A or KD77-63-620A for the vehicle with “KD53” on the label. These part combinations are not compatible.

1. Using a small screwdriver, remove the stay damper band at the liftgate side (A) as shown below.

NOTE: Work with the help of at least one other person to help support the liftgate.

**CAUTION:**

- Be careful not to damage the painted surface of the vehicle.
- If the painted surface is damaged, it must be repaired according to normal body shop practices.
- When you install the new stay damper, do not use vise grips or similar tools to hold the liftgate.

NOTE:

- There is a possibility that the liftgate hinge was deformed when using the support cylinder to support the liftgate.
- DO NOT use the support cylinder to hold the liftgate up by the opposite side stay damper.
- Be sure that the support person holds the liftgate up by hand or with wooden support rods/dowels.

2. Remove the stay damper bracket bolts from the vehicle side (as shown below) to remove the stay damper.

**CAUTION:**

- Be careful not to damage the painted surface of the vehicle.
- If the painted surface is damaged, it must be repaired according to normal body shop practices.

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3. Clean the mounting surface of the stay damper bracket, using special care to prevent damage to the painted surface under the bracket.
4. Clean the stud-ball on the liftgate side with a cloth, after stay damper removal.
5. Install the modified stay damper to the stud-ball housing onto the liftgate side first.
6. Rotate the stay damper to make sure that the metal clip is not floating from the stud-ball housing.
7. Install the stay damper bracket bolts onto the vehicle side.
8. Tighten the stay damper bracket bolts to the proper torque specification.

Tightening Torque: 9 - 12 Nm


CAUTION:

When you close the liftgate for the first time after stay dampers replacement, close the liftgate by hand, as slow as possible until it is in the closed position. Otherwise, the liftgate panel might be deformed by the input load from the stay damper when it compresses. As new stay dampers are kept in extended condition, friction occurs when it compresses for the first time.

NOTE: Verify there are no abnormal liftgate noises and the liftgate opens and closes properly.

9. Apply a rust preventive coating around the mounting bracket and bolt areas (as shown below).



 RUST INHIBITOR COATING AREA

NOTE: Mask the area to prevent over-spray from coating the surface. Wipe off excess coating as necessary using a clean towel.

PARTS INFORMATION

Part Number	Description	Qty.	Model	Mass-Prodction Date
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C513-62-620E	Stay damper, RH	1	Mazda5	All
C513-63-620E	Stay damper, LH	1		
KDY4-62-620	Stay damper, RH	1	CX-5	Vehicles built on or BEFORE Oct. 31, 2012 production
KDY4-63-620	Stay damper, LH	1		
KD77-62-620A	Stay damper, RH	1	CX-5	Vehicles built on or AFTER Nov. 1, 2012 production
KD77-63-620A	Stay damper, LH	1		

NOTE: CX-5 - Refer to the GEPC to select the correct stay damper parts.

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