

<b>Subject:</b>  <b>FRONT DOOR GLASS DOES NOT OPERATE</b>	<b>Bulletin No.:</b> 09-025/20
	<b>Last Issued:</b> 07/28/2020

## APPLICABLE MODEL(S)/VINS

2014-2018 Mazda3 (Japan built) with VINS starting with JM1

## DESCRIPTION

Some customer's may complain that the front power window(s) do not operate after the vehicle has been parked outside during freezing temperatures. This may be caused by water that infiltrates into the power window regulator and freezes in the drum groove for the cable. Then when the power window is operated, the cable slips out from the ice-filled groove and tangles, blocking further window operations.



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

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## REPAIR PROCEDURE

1. Verify customer concern by checking to see if the cable is tangled inside the power window regulator.

- If the cable is tangled, replace the power window regulator with a modified one according to the instructions on MGSS.
  - 2014-2016 Mazda3 (FRONT POWER WINDOW REGULATOR REMOVAL/INSTALLATION)
  - 2017-2018 Mazda3 (FRONT POWER WINDOW REGULATOR REMOVAL/INSTALLATION)
- If the cable is not tangled, look for other sources of the power window operation failure.

2. Verify repair.

## PARTS INFORMATION

Parts Number	Description	Qty.
BJS7-58-590	Arm/Base (R), Window	1
BJS7-59-590A	Arm/Base (L), Window	1

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**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	61
Damage Code	93
Part Number Main Cause	BJS7-58-590 or BJS7-59-590A
Quantity	1
Operation Number / Labor Hours:	XXS2KARX / 0.4Hrs. (One side) XXS2KBRX / 0.7 Hrs. (Both sides)

**NOTE:** If both power window regulators are replaced, claim one of them as related part.

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