

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: REAR BUMPER REFLECTOR IS LOOSE	Bulletin No.: 09-028/20
	Last Issued: 09/03/2020

APPLICABLE MODEL(S)/VINS
2017-2020 CX-5

DESCRIPTION

Some vehicles may have a loose rear bumper reflector without any visible external damage to the rear bumper cover.



Due to an external force applied to the bumper cover, one of the brackets fastening the reflector to the bumper cover may have become detached.



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

REPAIR PROCEDURE

1. Verify the customer concern.

Materials Needed for Repair:

- 3M™ Polyolefin Adhesion Promoter (PN 05907)
- 3M™ Semi-Rigid Plastic Repair (PN 34240)
- Nozzle (2 nozzles included in the adhesive package)
- Applicator gun with rail (1:1 rail)
- 100 grit sandpaper

NOTE: Make sure to wear safety glasses and gloves.

1. Safely position the vehicle on a lift.
2. Remove the rear wheel from the side of the loose reflector.
3. Detach the fascia cover by removing the (2) two fasteners.



4. Detach the reflector by removing the (2) two screws.
5. Remove the plastic mounting bracket from the reflector.



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6. Using Isopropyl Alcohol and a clean cloth, clean the plastic bracket and the inner side of the bumper cover (where the plastic bracket was attached).
7. Sand and scuff the plastic bracket.



8. Sand and scuff the bumper cover inner wall.
NOTE: Do not sand nor scuff the remaining plastic tabs, as they correctly reposition the bracket.



9. Blow off the sanded bracket and the bumper cover with compressed air.



10. Shake the Adhesion Promoter can, and apply a thin layer on the sanded areas of the bumper cover and the plastic bracket. Let it dry for 10 minutes.

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11. Install the adhesive into the applicator gun, then remove its cap and install the mixing nozzle.
12. Depress the nozzle until the adhesive is released (black color).

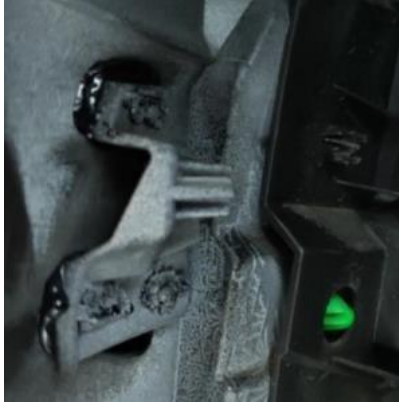


13. Apply a heavy coat of adhesive to the plastic bracket.



- NOTE:** Step 14 must be completed within (1) one minute as the adhesive will start to dry.
14. Reinstall the bracket onto the plastic tabs. Apply pressure to the bracket so that the adhesive is squeezed onto the bumper cover inner wall. Hold it for (1) one minute.

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15. Allow it dry for (1) one hour before reinstalling the reflector.

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	73
Damage Code	9A
Part Number Main Cause	K***-50-22X** BB
Quantity	0
Operation Number / Labor Hours:	XXS4WXRX / 0.6 Hrs.

NOTE: Using the sublet code "Z9", charge 25% of the cost of each item below as the sublet amount and attach the invoice to the claim.

- 3M Adhesion Promoter (#05907)

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- 3M Adhesive (#34240)

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