

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b> <b>RUBBING/CONTACT MARKS ON CONVERTIBLE TOP (TOP FABRIC WITHOUT INNER CLOTH/HEADLINER)</b>	<b>Bulletin No.:</b> 09-023/19
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## APPLICABLE MODELS/VINS

2016 MX-5 (without inner cloth/headliner) with VINS lower than JM1ND\*\*\*\*\*117607 (produced before May 16, 2016)

## DESCRIPTION

Some vehicles (without inner cloth/headliner) may exhibit rubbing/contact marks on the top fabric of the convertible top around the area as shown. The marks may occur on the right and/or left side(s).

**NOTE:** Left side is shown.



This is caused by the top fabric receiving vibration and the stitching line (hard) touching the top fabric while the vehicle is running with the convertible top opened (top fabric folded and piled up). To correct this

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concern, the link stopper of the convertible top has been changed to adjust the opening angle of the convertible top, thereby decreasing the contact pressure applied to the top fabric when folded and piled up.

**NOTE:** Compared to the top fabric with inner cloth, the top fabric without inner cloth is more likely to have this concern because the folded height is set lower, therefore the top fabric is folded and piled up in more tight condition.

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

## REPAIR PROCEDURE

1. Verify the customer concern.
2. Check warranty history for a previous repair. If a top assembly was previously replaced under warranty, do not replace it again.
3. Replace the convertible top assembly with a modified one according to the procedure on MGSS (CONVERTIBLE TOP REMOVAL/INSTALLATION).

**NOTE:** Explain to the customer that by installing the modified convertible top assembly, the rubbing/contact marks will be less likely to occur. However, from a structural standpoint with the fabric top being folded and piled up, it is impossible to prevent it completely and it may recur depending on the vehicle usage condition.

4. Verify repair.

## PARTS INFORMATION

Parts Number	Description	Qty.
N243-R1-020R-02	Top, Soft	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	90
Damage Code	9A
Part Number Main Cause	N243-R1-020*-.**
Quantity	1
Operation Number / Labor Hours:	XXM4AARX / 1.5 Hr.

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