

© 2015 Mazda Motor of America, Inc.

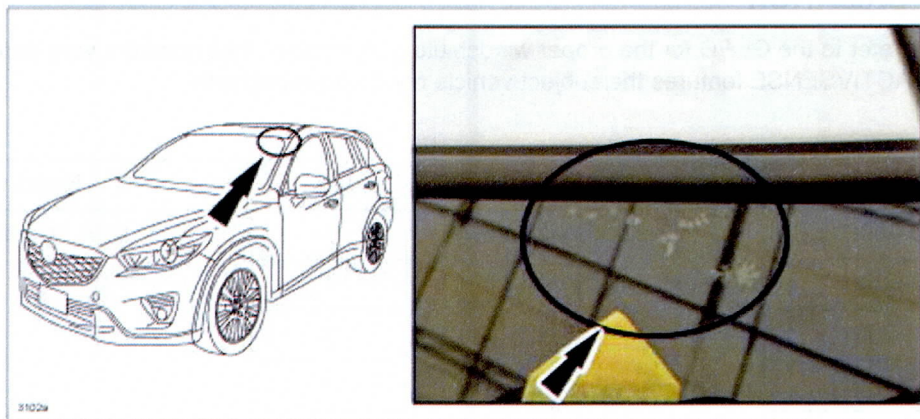
Subject: AIR BUBBLES TRAPPED INSIDE WINDSHIELD	Bulletin No: 09-042/15
	Last Issued: 11/06/2015

APPLICABLE MODEL(S)/VINS

2016 CX-5 vehicles with VINs between JM3KE*****711317 - 723521 (produced from Sept. 1, 2015 to Sept. 28, 2015)

DESCRIPTION

Some vehicles may exhibit small air bubbles around the upper left corner of the windshield. An improper production process caused remaining air to be trapped between the glass and the intermediate film.



The production process has been improved to eliminate this concern.

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

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

REPAIR PROCEDURE

1. Verify the customer concern.
2. Replace the windshield glass with a new one according to the instructions on MS3 online or the Workshop Manual (section 09-12 WINDSHIELD REMOVAL/INSTALLATION).

WARNING:

- **BE SURE TO ALWAYS USE MAZDA GENUINE PARTS WHEN REPLACING THE WINDSHIELD GLASS.**
- Using an aftermarket windshield may result in improper operation of the iACTIVSENSE features (i.e. High Beam Control, Lane Departure Warning, Smart City Brake Support and Smart Brake Support). These features rely on the windshield mounted Forward Sensing Camera (FSC) and Laser Sensor in order to operate properly.

3. Verify the repair.

PART(S) INFORMATION

NOTE: Always refer to the GEPC for the proper windshield part number. Part numbers vary depending on which iACTIVSENSE features the subject vehicle may be equipped with.

Part Number	Description	Qty.	Notes
KD77-63-900E	Glass, Windshield	1	USA / Canada
KD33-63-900C		1	
KJ01-63-900		1	
KJ02-63-900		1	
KJ03-63-900		1	
KA0M-63-900		1	USA / Canada / Mexico
KA0H-63-900		1	Mexico
KA0K-63-900		1	
KD33-63-900B		1	
KJ03-63-900A		1	
D651-68-162A	Clip, Trim	2	Related part (for A-pillar trim)
C513-66-5G2	Sheet, Rain Sensor	1	Related part (w/rain sensor only)

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 36 months / 36,000 miles.
- Additional diagnostic time cannot be claimed for this repair.
- MNAO does not warranty use of "Non-Mazda" windshields – dealer to use only Mazda glass. Dealer should buy the glass from the Parts System and give it to sublet installer.
- MNAO Warranty Policy -- requires a digital photo of glass defect using attachment ID – "D40" Digital Photo.
- Symptom text field – note exactly where defect in windshield is and if it's inside or outside of the vehicle.
- If dealer sublets the glass installation – MNAO Warranty Policy requires dealers to attach a copy of the sublet, Attachment ID - "D14 Copy of Sublet".
- Dealers can also claim 0.3 hours labor operation MM030XRX administrative fee for having a sublet shop install the windshield.

	Dealer Installed	Installation by outside glass service
Warranty Type	A	A
Symptom Code	87	87
Damage Code	94	94
Part Number Main Cause	(SEE PART(S) INFORMATION)	(SEE PART(S) INFORMATION)
Quantity	1	1
Operation Number / Labor Hours:	XXL8LXRX / 2.8 Hrs. (without Forward Sensing Camera) XXL8LXRX / 3.0 Hrs. (with Forward Sensing Camera)	XXL8LXRX / 0.0 MM030XRX / 0.3 Hrs. (Sublet Administrative Fee)
Sublet Information:		
Sublet Invoice Number		Number from Sublet invoice or Purchase Order
Sublet Code		D1: Windshield Glass R&R (Glass not included)
Sublet Amount		Amount of sublet to install windshield – no markup allowed

WARNING: ALWAYS USE MAZDA GENUINE PARTS WHEN REPLACING THE WINDSHIELD. Using an aftermarket windshield may result in improper operation of the iACTIVSENSE features (i.e. High Beam Control, Lane Departure Warning, Smart City Brake Support and Smart Brake Support). These features rely on the windshield mounted Forward Sensing Camera (FSC) and Laser Sensor in order to operate properly.