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Subject: DRIVER-SIDE POWER DOOR MIRROR VIBRATION	Bulletin No: 09-032/15
	Last Issued: 08/12/2015

BULLETIN NOTE

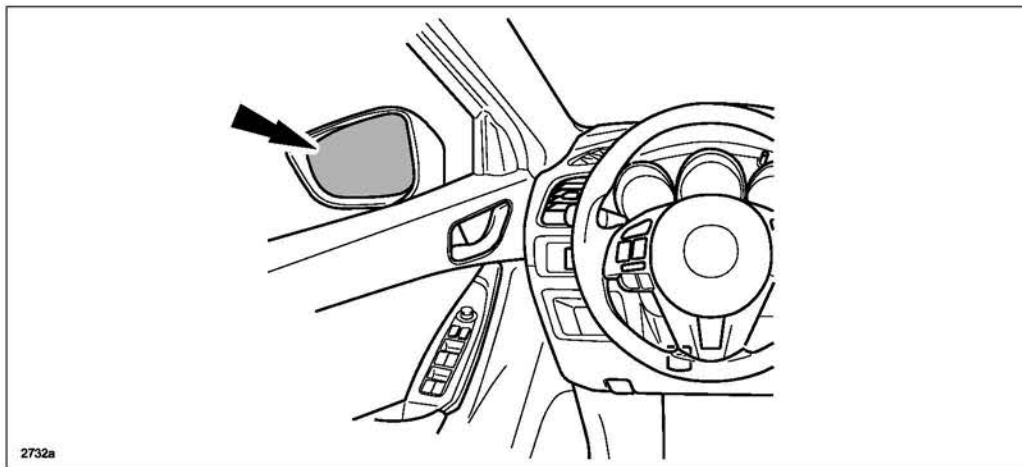
- This bulletin supersedes the previous bulletin 09-026/14 issued 06/10/14 and 09-002/13 issued 02/26/13, 10/24/13. The REPAIR PROCEDURE, PART(S) and WARRANTY INFORMATION have been revised.
- Changes are noted below in Red beside the change bar.

APPLICABLE MODEL(S)/VINS

2013-2015 CX-5 vehicles with VINs lower than JM3KE*****465579 (produced before April 1, 2014)

DESCRIPTION

Some vehicles may exhibit a vibration from the driver-side power door mirror glass when the vehicle is driven at high speeds.



This concern may be due to a lack of rigidity of the mirror base so the mirror vibrates when it receives vehicle vibration or wind pressure.

An additional reinforcement has been installed inside the door to increase the door panel strength where the door mirror is mounted. Also, the door mirror shape has been changed. Both of these modifications have been implemented to eliminate mirror glass vibration concerns.

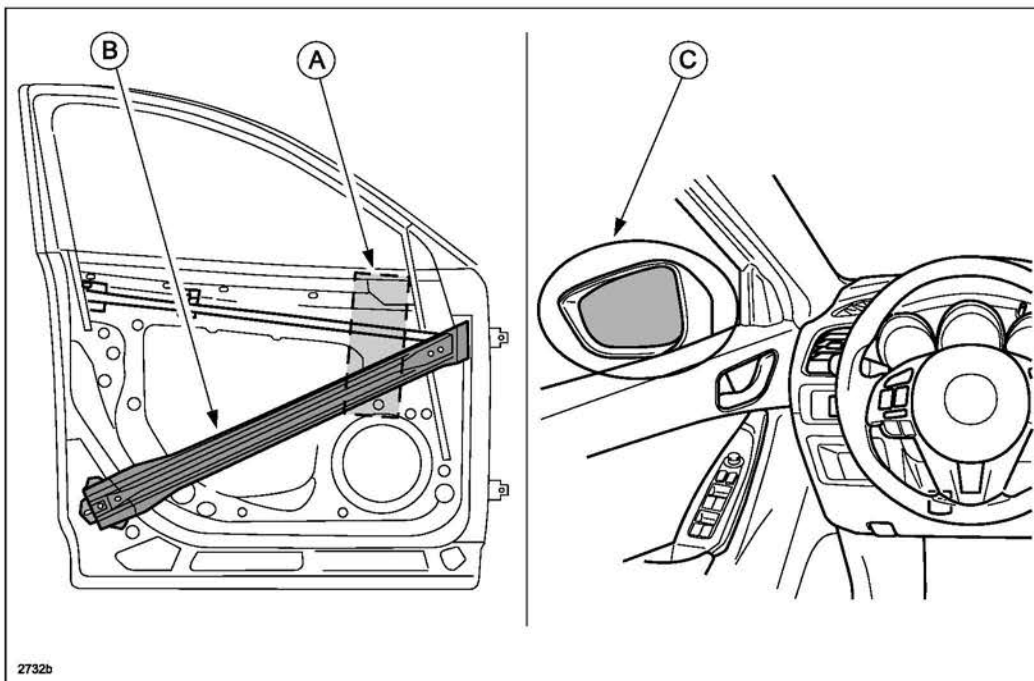
Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

1. Verify the customer concern.
2. Depending on the VIN of the customer's vehicle, use the chart below to determine the applicable repair(s).

VIN / Prod. Date Range	Applicable Repair	
	Repair A: Installation of outer door mirror reinforcement (driver's door only)	Repair B: Replacement of both outer door mirrors
JM3KE*****000001 - 168884 Produced on or before Nov. 16, 2012	Yes	Yes
JM3KE*****168885 - 465578 Produced between Nov. 16, 2012 and April 1, 2014	No	Yes

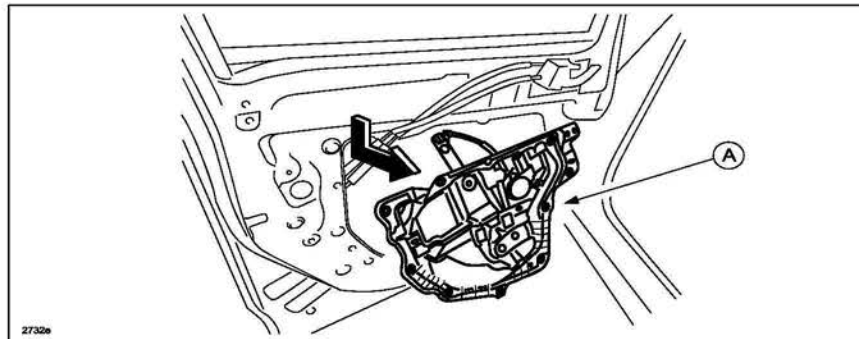
Repair A	Repair B
Install a new upper reinforcement (A) onto the side impact bar-lower (B) in the driver's side door to increase the rigidity of the door panel where the power door mirror is located.	<p>Replace both side door mirrors (C) with modified (mass-production) parts according to MS3 online or the Workshop Manual.</p> <p>NOTE: Since the shape of the modified (mass-production) mirror is different than the previous mirror, it is necessary to replace both side mirrors so they match.</p>



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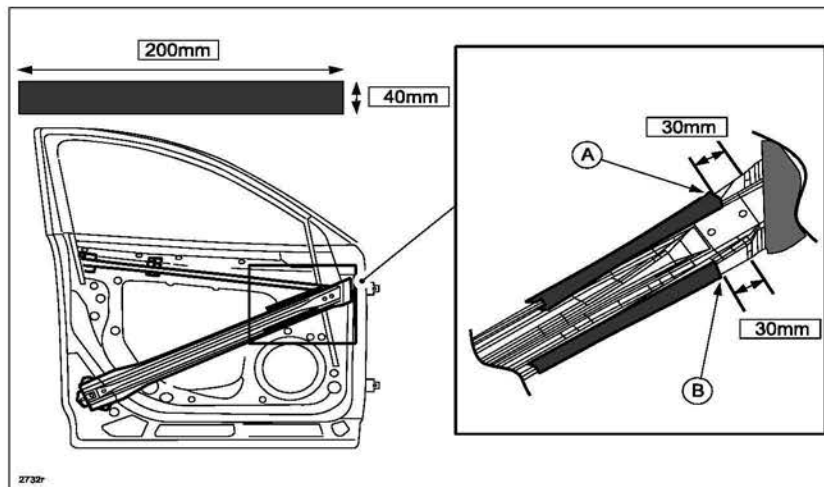
REPAIR A:

1. Remove the driver's side power door mirror according to the instructions on MS3 online or the Workshop Manual (section 09-12 POWER OUTER MIRROR REMOVAL/INSTALLATION).
2. Remove the driver's side door panel according to the instructions on MS3 online or the Workshop Manual (section 09-11 FRONT DOOR MODULE PANEL REMOVAL/INSTALLATION).
3. Remove the front door module panel (A) according to the instructions on MS3 online or the Workshop Manual (section 09-11 FRONT DOOR MODULE PANEL REMOVAL/INSTALLATION).

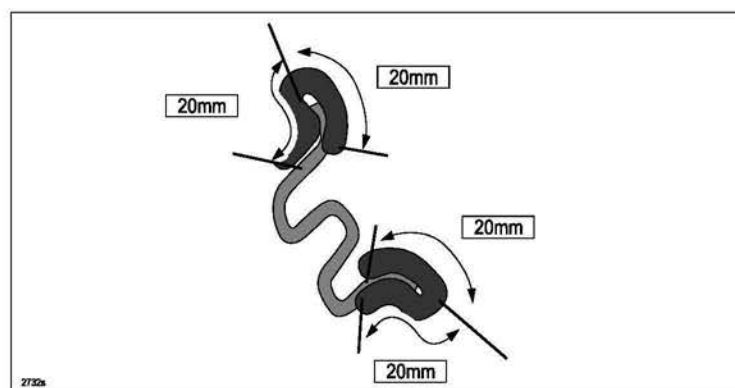


4. For rust prevention, attach two (2) self-stick pads (200mm x 40mm) to each edge of the side impact bar-lower (as shown below) where the bracket and reinforcement are installed.

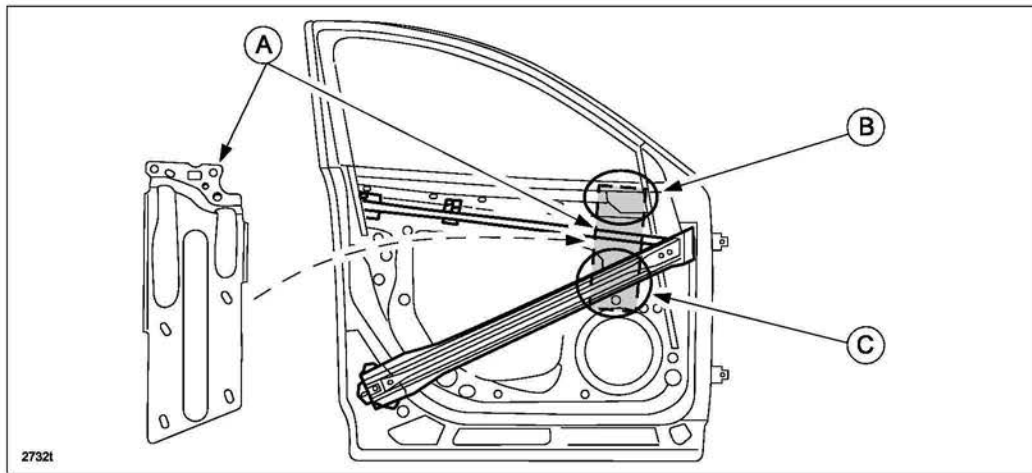
NOTE: Attach the pads starting from the position indicated below at locations (A) and (B).



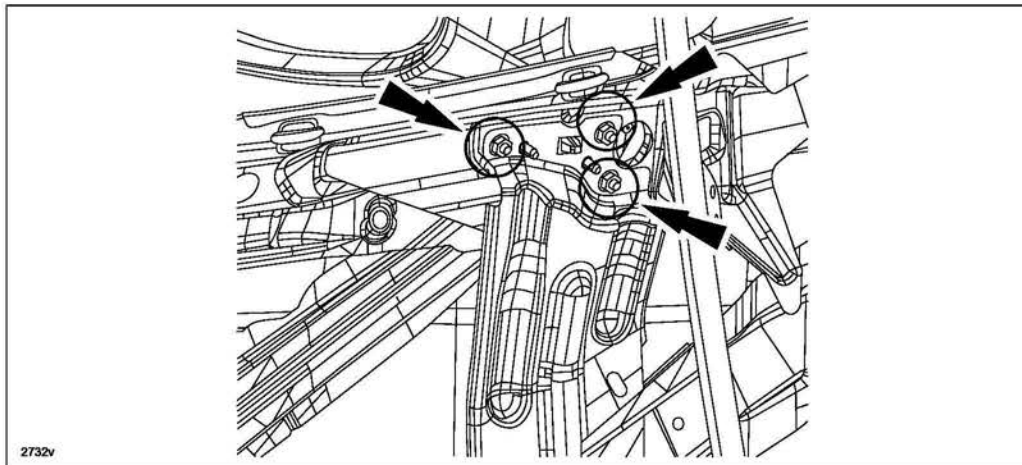
<cross-section>



5. Install the reinforcement (A) as shown below. Secure the upper part (B) together with the power door mirror and the lower part (C) to the side impact bar-lower with the two (2) brackets.

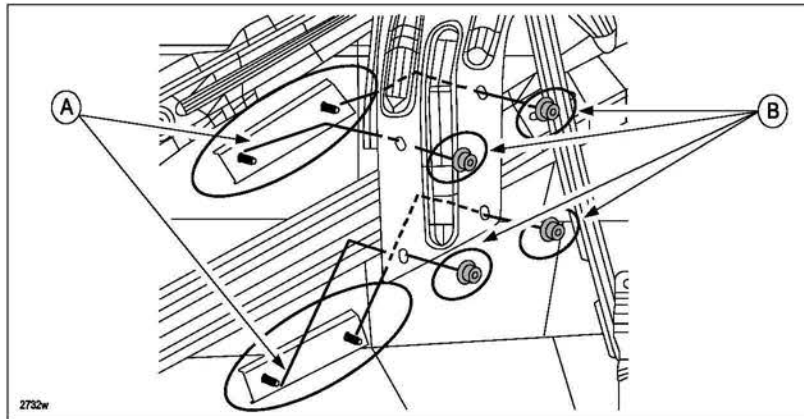


6. While holding the power door mirror, temporarily place the reinforcement with the three (3) power door mirror bolts through the holes in the reinforcement, then tighten the bolts.
Tightening Torque: 11 ft. lbf. {1.5 kgf-m, 15 Nm}



- Place the two (2) brackets (A) (upper and lower) in the back of the reinforcement and pass the stud bolts through the holes in the reinforcement.

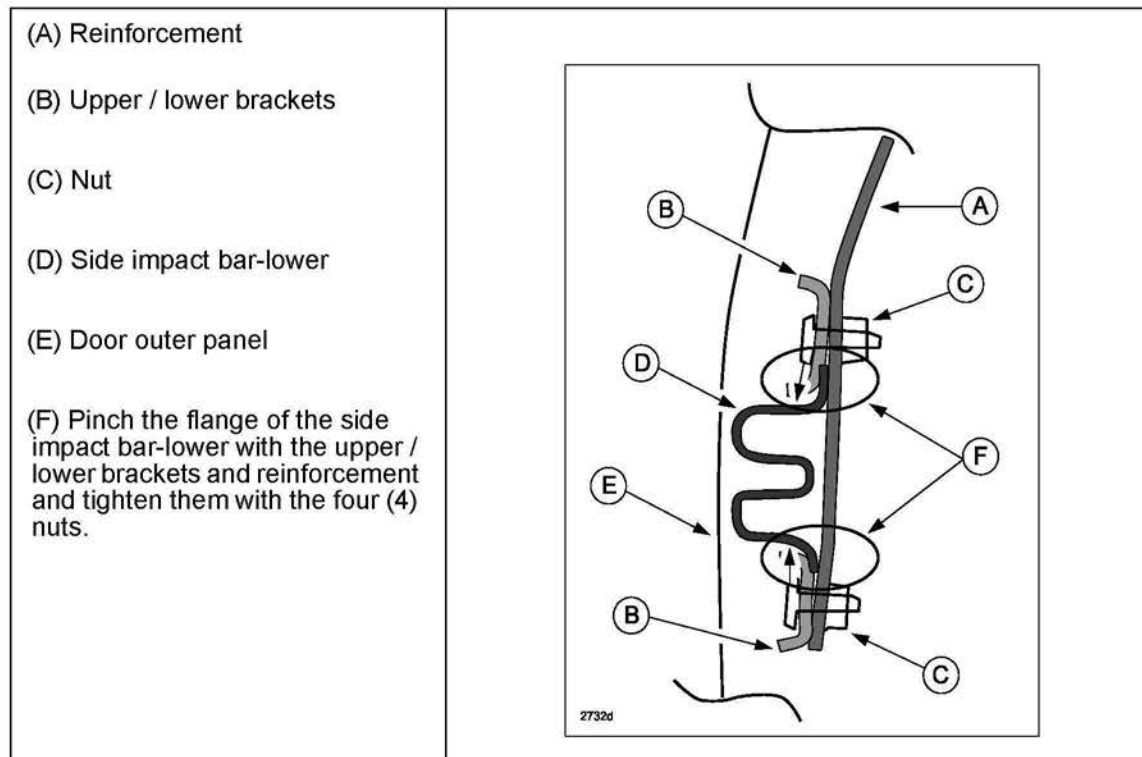
NOTE: Pinch the flange of the side impact bar-lower with the bracket and the reinforcement.



- Tighten the four (4) nuts (B) to secure the reinforcement onto the side impact bar-lower.
Tightening Torque: 15 ft. lbf. {2.1 kgf-m, 20 Nm}

NOTE:

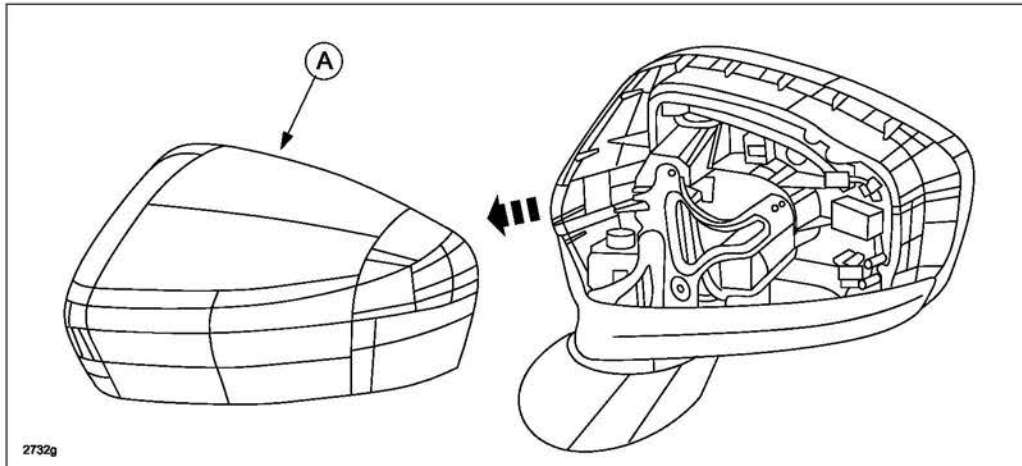
- Tighten the brackets so that the side impact bar-lower is pushed toward the direction of the arrow.
- Ensure that each part does not touch petal to petal face or it will cause rust occurrence.



- Install other removed parts in the reverse order of removal.
- Verify the repair.

REPAIR B:

1. Remove both power door mirrors (A) according to the instructions on MS3 online or the Workshop Manual (section 09-12 POWER OUTER MIRROR REMOVAL/INSTALLATION).
2. **Install a new garnish (mirror housing) (A) onto both new door mirrors** according to the instructions on MS3 online or the Workshop Manual (section 09-12 OUTER MIRROR GARNISH REMOVAL/INSTALLATION).



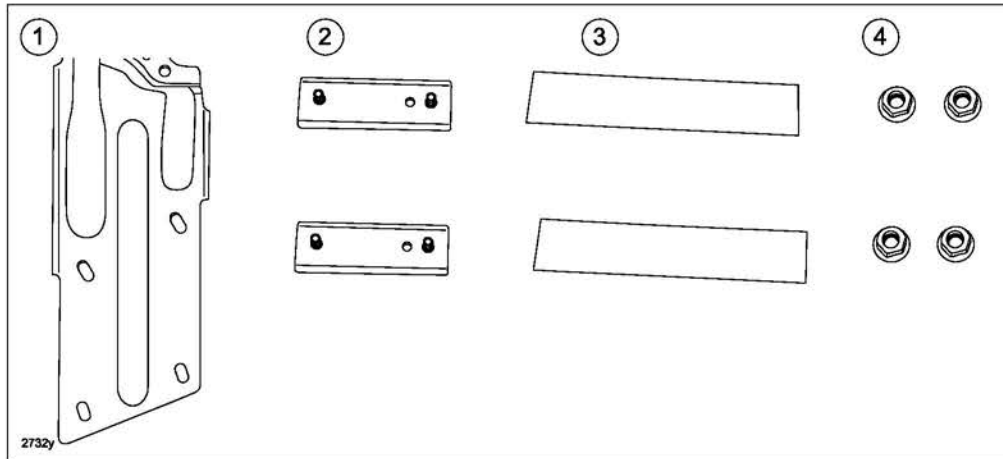
3. **Install new door mirrors** according to the instructions on MS3 online or the Workshop Manual.
4. **Verify the repair.**

PART(S) INFORMATION

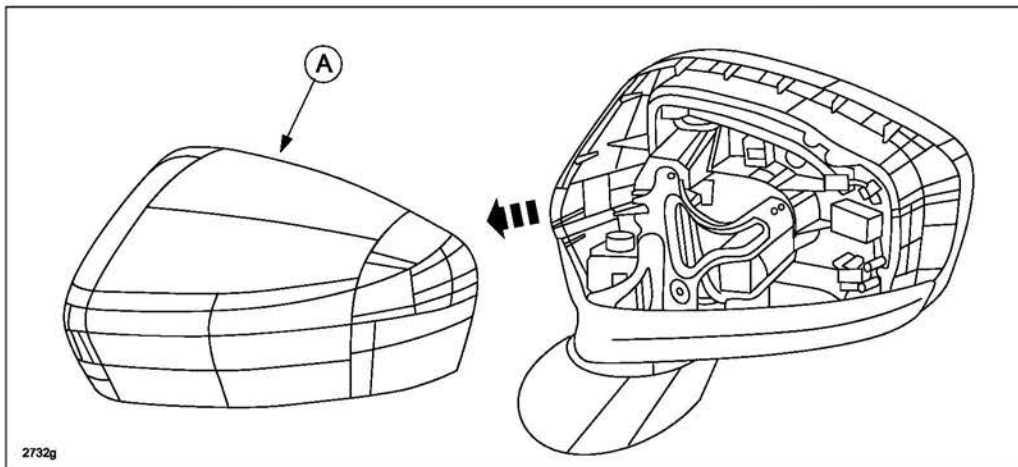
New Part Number	Original Part Number	Description	Qty.	Notes
KAY3-69-120	KD35-69-121	Power outer mirror	1	Passenger side
KAY3-69-180	KD35-69-181		1	Driver's side
KAY4-69-120	KD37-69-121		1	Passenger side (Canada Only)
KAY4-69-180	KD37-69-181		1	Driver's side (Canada Only)
KAY5-69-120	KD33-69-121		1	Passenger side
KAY5-69-180	KD33-69-181		1	Driver's side
KAY6-69-120	KE40-69-121		1	Passenger side
KAY6-69-180	KE40-69-181		1	Driver's side
KR22-69-1N1 -13	---	Garnish (R) (mirror housing)	1	Deep Crystal Blue
KR22-69-1N1 -27	---		1	Meteor Gray
KR22-69-1N1 -33	---		1	Arctic White
KR22-69-1N1 -51	---		1	Jet Black
KR22-69-1N1 -62	---		1	Soul Red
KR22-69-1N1 -83	---		1	Blue Reflex
KR22-69-1N1 -85	---		1	Crystal White Pearl
KR22-69-1N7 -13	---	Garnish (L) (mirror housing)	1	Deep Crystal Blue
KR22-69-1N7 -27	---		1	Meteor Gray
KR22-69-1N7 -33	---		1	Arctic White
KR22-69-1N7 -51	---		1	Jet Black
KR22-69-1N7 -62	---		1	Soul Red
KR22-69-1N7 -83	---		1	Blue Reflex
KR22-69-1N7 -85	---		1	Crystal White Pearl
KAY0-69-1N1	---	Garnish (R) (mirror housing)	1	Un-painted
KAY0-69-1N7	---	Garnish (L) (mirror housing)	1	Un-painted

Part Number	Description	Qty.	Notes
KDY0-59-050	Reinforcement Assy.	1	1. Reinforcement (1) 2. Brackets (2) 3. Pads (2) 4. Nuts (4)

Reinforcement Assembly



Door Mirror Component with Mirror Housing (A)



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.

CASE 1: A NEW GARNISH WITH MATCHING COLORS (BOTH SIDES)

	Repair Type A	Repair Type B
	Installation of outer mirror reinforcement and both outer mirrors replaced	Replace the outer mirrors
Warranty Type	A	
Symptom Code	83	
Damage Code	9W	
Part Number Main Cause	****-69-180	
Quantity	1	
Operation Number / Labor Hours:	XXL2BARX / 1.1 Hrs.	XXL2BBRX / 0.8 Hrs.

CASE 2: A NEW GARNISH REQUIRING PAINT MATCHING (BOTH SIDES)

	Repair Type A	Repair Type B
	Installation of outer mirror reinforcement and both outer mirrors replaced	Replace the outer mirrors
Warranty Type	A	
Symptom Code	83	
Damage Code	9W	
Part Number Main Cause	****-69-180	
Quantity	1	
Operation Number / Labor Hours:	XXL2BARX / 1.1 Hrs.	XXL2BBRX / 0.8 Hrs.
Body Shop Sublet:	Sublet Code Z9*	

*Text Field: Paint to match original color and copy of sublet invoice.