

Subject: RUST ON UNDERCARRIAGE	Bulletin No: 00-004/15
	Last Issued: 11/17/2015

BULLETIN NOTE

- This Service Bulletin will expire on Dec 31, 2016.

APPLICABLE MODEL(S)/VINS

2015 Mazda3 (Mexico built) vehicles with VINs starting with 3MZ (see attached VIN list)

DESCRIPTION

Some vehicles that were held in Port Veracruz may exhibit surface rust on the undercarriage. Port Veracruz is at the southern part of Mexico, facing the Gulf of Mexico. This area is known for very harsh environmental conditions such as extremely hot conditions, acid rain, strong winds and heavy rainfall. The combination of these natural elements can result in surface rust to the exterior chrome moldings and metal undercarriage components.

To prevent this issue from occurring, MMVO has started the application of a Rust Protective Coating (KATS #6028) to the undercarriage. Since this coating is permanent, no removal will be necessary at the dealers.

NOTE: This TSB addresses customer satisfaction concerns with the appearance of the undercarriage. The surface rust addressed in this TSB does not cause any long term durability issues to the vehicle.

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

REPAIR PROCEDURE

1. Verify customer concern and confirm that customer's vehicle is on the attached VIN list.
2. Raise vehicle completely in air to clean and seal undercarriage
3. Using a semi-rough scrub pad, remove any surface rust/rust from the entire (top, bottom and sides) exhaust system. Wipe the exhaust with clean paper towel. If the vehicle is equipped with chrome exhaust tip(s), use a soft/fine scrub pad and remove the rust from them. Using the same pad, clean any rust from inside the exhaust tip. Using a large wire brush, clean the flange between the rear silencer and the front exhaust pipe.

NOTE: DO NOT use Rust Fix on the exhaust system.

Before



After



- Using a large wire brush, clean the sub frame mounting bolt area of surface rust. Apply rust fix spray to the sub frame mounting bolt area after cleaning. Visually inspect for any other concerned areas such as the bottom of the mounting area of the shocks, the bottom area of the strut spring support, etc. If any other concerns are identified, clean them using a wire brush or "Scotch-Brite" pad and apply rust fix afterwards.

Wire Brush



Scotch Brite Pad



Before



After



5. Lower vehicle to the ground.
6. Verify repair.

PART(S) INFORMATION

Suggested Product Part Number (Locally sourced)	Description
RF129	Rust Inhibiter - Dupli-color Rust Converter (or equivalent)
6444	Sanding Hand Pad - Scotch-Brite (or equivalent)
10D449	Wire Brush – Tough Guy (or equivalent)
7920-00-267-1215	Wire Brush – Ability One (or equivalent)
A50078	Scratch Brush - Anderson (or equivalent)

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
- Additional diagnostic time cannot be claimed for this repair.

To recover the cost of the supplies:

NOTE:

- Add a sublet to the repair claim for the cost of the supplies.
- Sublet Type Code use "Z9" – Locally Procured Part.
- Sublet Description enter "Shop supplies".
- Attach a copy of the purchase receipt using Attachment ID = D14, in accordance with sublet policy.

Warranty Type	A
Symptom Code	53
Damage Code	9Y
Part Number Main Cause / Qty.	7777-SP-K04 / 0
Operation Number / Labor Hours:	XXL2EBRX / 0.5 Hrs. MM030XRX / 0.3 Hrs. (sublet allowance)