# Service Bulletin

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Subject: VENTILATOR GRILLE(S) REFLECTION SEEN ON FRONT DOOR GLASS Last Issued: 10/19/2016

Mazda North American Operations

Irvine, CA 92618-2922

## **APPLICABLE MODEL(S)/VINS**

2016 CX-5

### DESCRIPTION

Some customers may complain that the ventilator grille(s) are reflecting onto the closed front door window glass (around the outer mirror glass area). This is caused by light reflecting off of the bright vent grille(s). If this is causing a problem for customers, the bright type vent grilles can be replaced with black ones.

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

### **REPAIR PROCEDURE**

- 1. Verify the customer concern.
- 2. Replace the left and right bright type grilles with black ones according to the instructions on MS3 online (VENTILATOR GRILLE REMOVAL/INSTALLATION).
- 3. Verify the repair.

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**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.



#### PART(S) INFORMATION

Part Number	Description	Qty.	Color
KD45-64-730A-02	Grille, Ventilator (R)	1	Black
KD45-64-830A-02	Grille, Ventilator (L)	1	Black

#### 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.
- This TSB can be performed by D329 Mazda Certified Lube Technicians.

Warranty Type	A	
Symptom Code	88	
Damage Code	99	
Part Number Main Cause	KD45-64-730A-02 (Right side ventilator grille)	
Quantity	1	
Operation Number / Labor Hours:	XXM7NARX / 0.2 Hrs.	
TSB can be performed by D329 Mazda Certified Lube Technicians:	Yes	

**NOTE:** Claim the left ventilator grille as a related part.