Service Bulletin Mazda North American Operations Irvine. CA 92618-2922

Irvine, CA 92618-2922



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Subject:

COWL GRILLE POOR APPEARANCE

Bulletin No:

09-002/16

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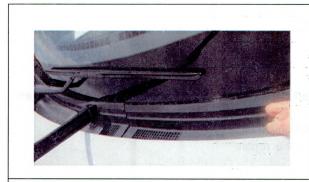
APPLICABLE MODEL(S)/VINS

2016 CX-3 vehicles with VINs lower than JM1 DK ****** 120952 (produced before November 18, 2015)

DESCRIPTION

Some vehicles may exhibit either one or both of the following poor appearances at the cowl grille.

1. The bottom of the window shield is visible when the cowl grille is pushed.





OK

Poor Appearance

2. The side cover of the cowl grille is deformed.





OK

Poor Appearance

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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.

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

REPAIR PROCEDURE

- 1. Verify customer concern.
- 2. Replace both side cowl grilles. Refer to MS3 online or Workshop Manual (section 09-16 COWL GRILLE REMOVAL/INSTALLATION).
- 3. Verify repair.

PART(S) INFORMATION

Part Number	Description	Qty.
DB2W-50-7R0B	GRILLE ASSY-COWL,RH	1
DB2W-50-7S0B	GRILLE ASSY-COWL,LH	1

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	Α	
Symptom Code	e apal en se sa tenado 89 Noto to a timbo a	
Damage Code	9E	
Part Number Main Cause	DB2W-50-7R0B or DB2W-50-7S0B	
Quantity	1	
Operation Number / Labor Hours:	XXL92XRX / 0.3 Hrs.	

NOTE: Claim other side GRILLE ASSY-COWL as related part.