

Subject: WHITE STAINS UNDER POWER DOOR MIRROR	Bulletin No.: 09-041/17
	Last Issued: 10/24/2017

BULLETIN NOTES

This bulletin supersedes the previously issued bulletin(s) listed below. The changes are noted in Red text.

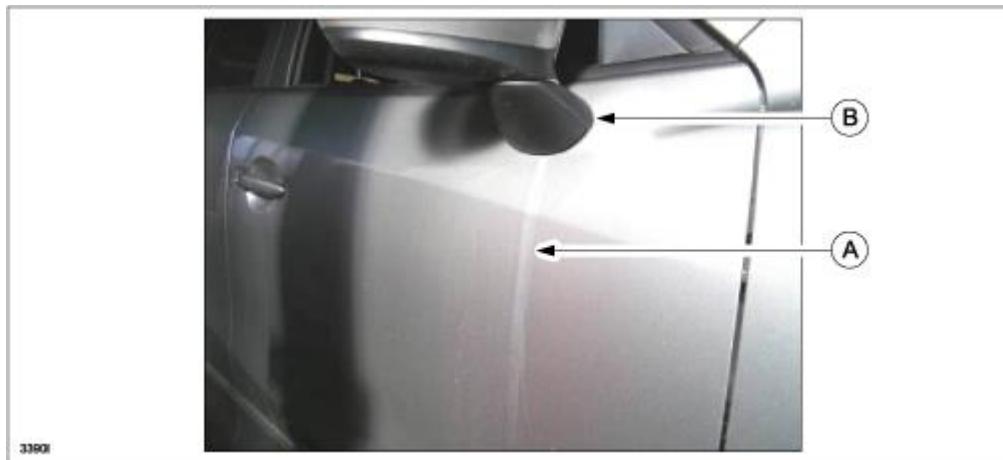
Previous TSBs:	Date(s) Issued:
09-028/13	10/31/13

APPLICABLE MODEL(S)/VINS

2013-2016 CX-5 vehicles equipped with power door mirrors with VINs lower than JM3KE*****921726 (produced prior to Dec.21, 2016)

DESCRIPTION

Some vehicles may exhibit a white stain (A) running down the front door(s), which originates from under the outer door mirror. This is caused when water (containing white corrosion) is generated inside the door mirror base (B), then drains down the door panel causing a poor appearance concern.



The door mirror base was originally designed to drain water to the outside of the door. The shape of the door mirror base gasket has been modified to drain water to the inside of the door. Replacing the gasket should eliminate this concern.

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Refer to the table below to determine the vehicle type (A or B) and the necessary repairs.

Vehicle Type	Model Years	VIN / Production Date Range	Repairs Needed
A	2013 - 2014	JM3KE*****000000 - 398338 (produced before Oct. 1, 2013)	Clean mirror base, apply ValuGard Rust Preventative, install foam pad, install new (modified) gasket.
B	2014 - 2016	JM3KE*****398339 - 921726 (produced Oct. 1, 2013 - Dec. 21, 2016)	Clean mirror base, apply ValuGard Rust Preventative, install foam pad.

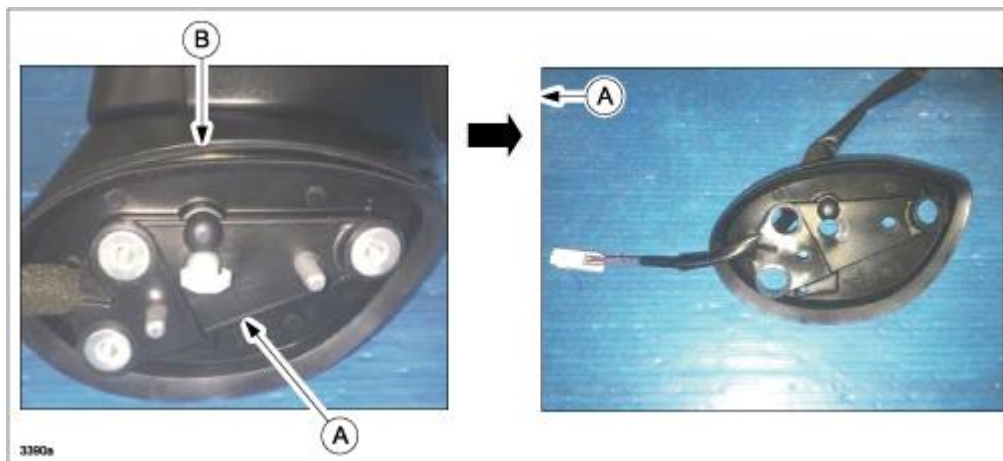
NOTE: Vehicle Type B already includes the newly modified gasket, Vehicle Type A does not.

Customers with this concern should have their vehicle repaired according to the following repair information.

REPAIR PROCEDURE

For Vehicle Type A and B:

1. Verify the customer concern.
2. Remove the power door mirror according to the instructions on MGSS online (POWER OUTER MIRROR REMOVAL/INSTALLATION).
3. Remove the gasket (A) from the mirror base (B).



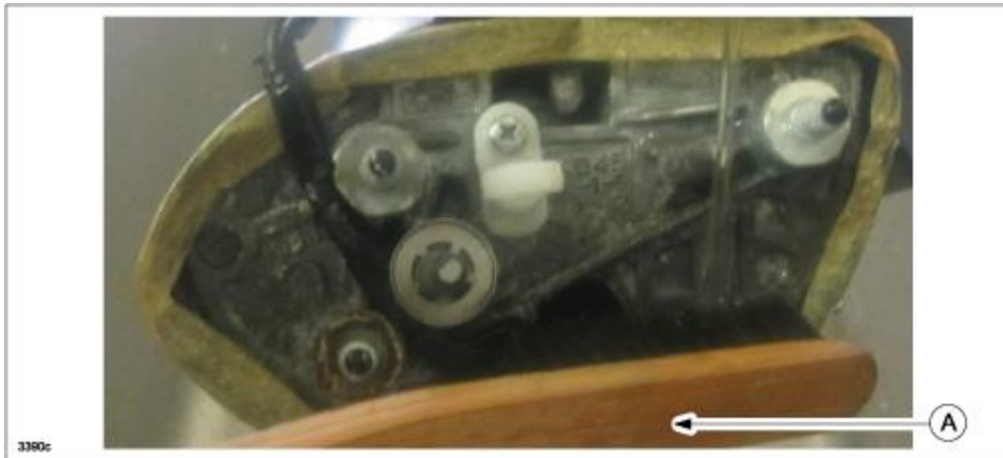
4. Remove white corrosion from the surface of mirror base.

- a. To prevent scratching, apply masking tape (A) to the mirror base cover as shown below.

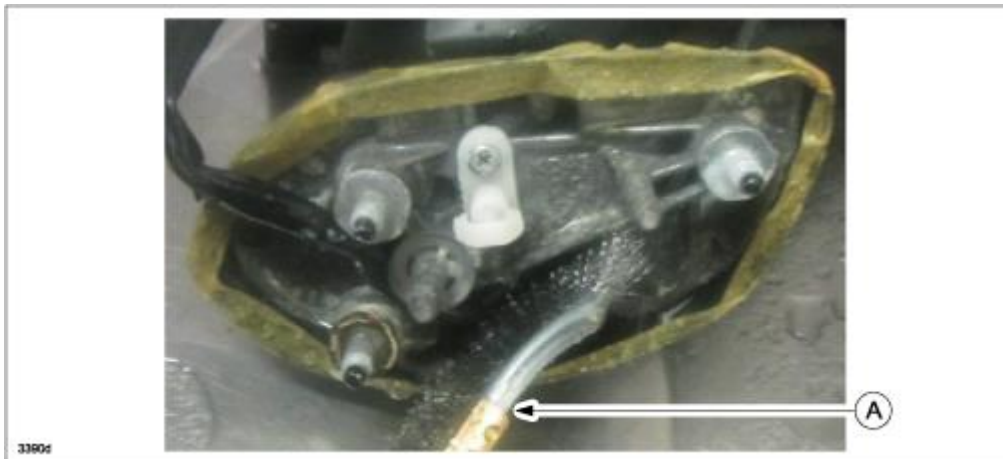
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b. Using a soft brush (A) and water, wash away white corrosion found on the bottom of the mirror base.
NOTE: Be careful not to let any water enter inside the mirror base.



c. Using a wire brush (A) and water, lightly wash off the bottom of the mirror base.
NOTE: Be careful not to let any water enter the inside the mirror base.



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NOTE:

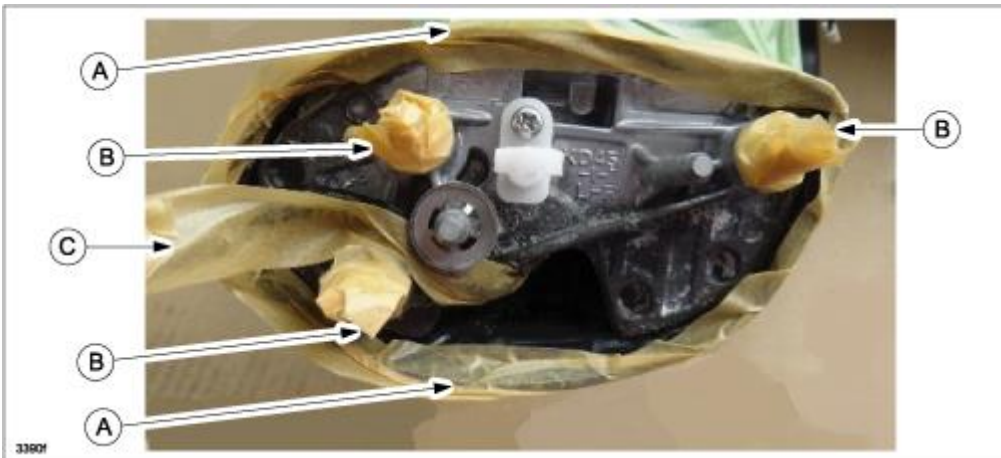
- It is not necessary to completely remove all of the white corrosion from the bottom of the mirror base. It will not affect the functionality and durability of the door mirror.
- It is sufficient to remove the white corrosion to the extent that it can be removed by lightly scrubbing it with a wire brush.

d. Remove the masking tape, then wipe any remaining water off the mirror base and let it air dry.

**For Vehicle Type A and B:**

5. To prevent future corrosion to the mirror base, apply **ValuGard Rust Preventative** to the base.

a. To prevent applying **ValuGard Rust Preventative** to the base cover (A), stud bolts (B) and wire harness (C), first apply masking tape to the mirror base as shown below.



b. Apply **ValuGard Rust Preventative** to the mirror base.

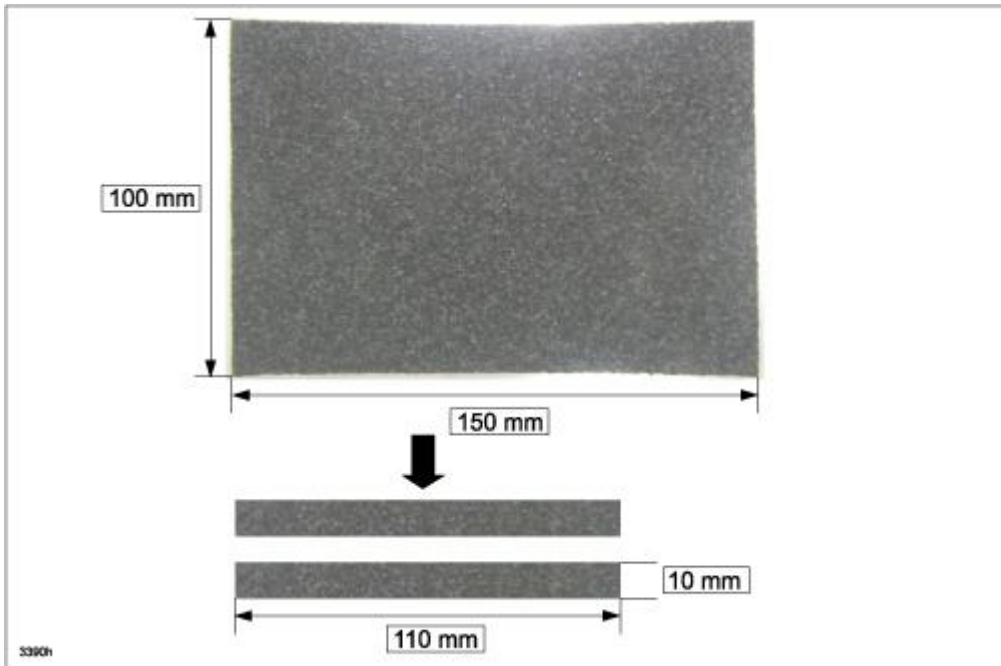
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- c. Allow the **ValuGard Rust Preventative** product to air dry.
- d. Remove the masking tape.

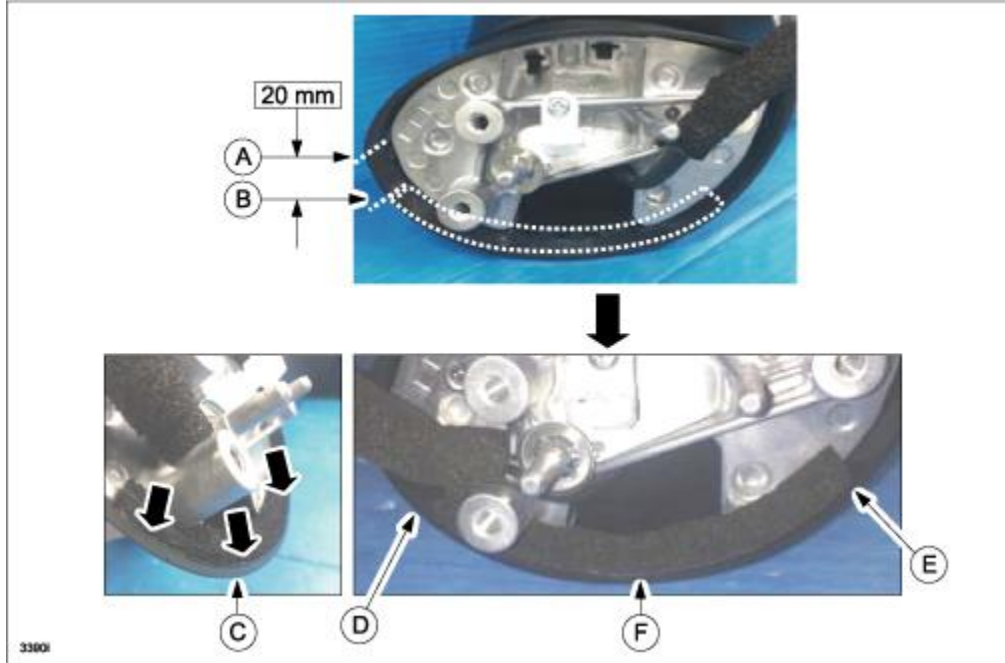
For Vehicle Type A and B:

- 6. Attach the urethane foam pad to the mirror base.
 - a. Obtain a 4 mm thick urethane foam pad from the "Noise Part Kit" (TA01-76-100).
 - b. Cut the pad into two (2) pieces, both to size 110 mm x 10 mm.



- c. Starting 20 mm below the joint between the upper (A) and lower cover (B), attach one (1) pad to the inner side of mirror base, as shown below.

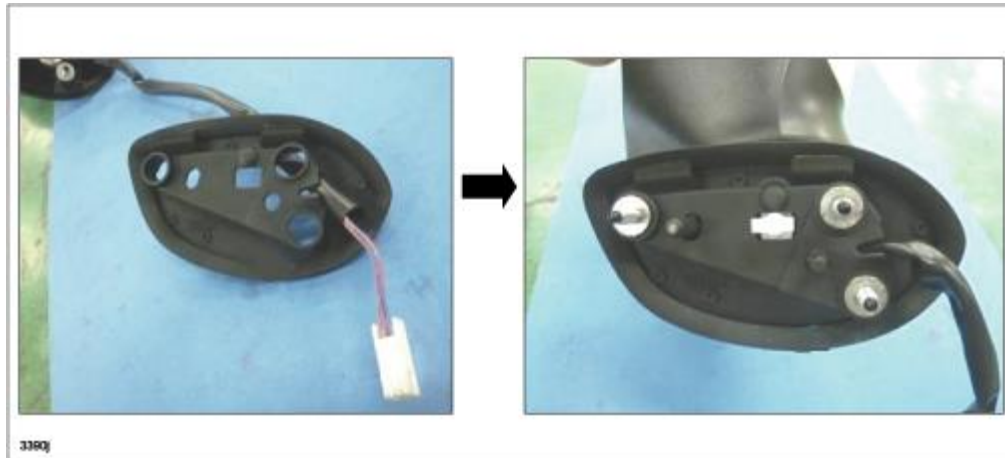
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For Vehicle Type A Only:

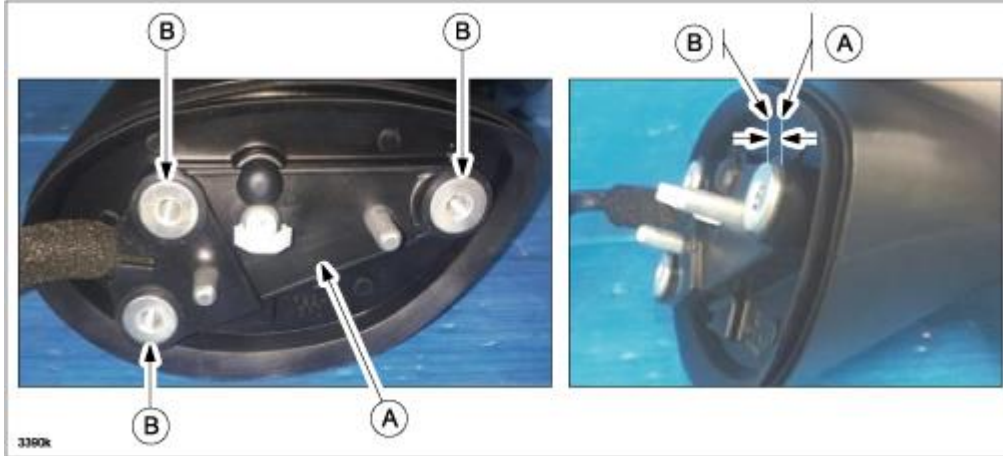
7. Install a modified gasket to the mirror base.

NOTE: For Vehicle Type B, re-install the old (modified from production) gasket.



NOTE: Install the gasket (A) to the mirror base so the gasket stays under the installation surfaces (B) of the mirror base, as shown below.

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8. Re-install power door mirror according to the instructions on MGSS online (POWER OUTER MIRROR REMOVAL/INSTALLATION).

9. Repeat Steps 2 through 8 on opposite side power door mirror.

10. Verify repair.

PARTS INFORMATION

Part Number	Description	Qty.	Vehicle Type	Notes
KR82-69-18Y	Gasket (L)	1	A only	----
KR82-69-12Y	Gasket (R)	1	A only	----
TA01-76-100	Noise Part Kit	1	A and B	One pad can repair up to five (5) vehicles.

NOTE:

- Order **ValuGard Rust Preventative** directly from Automotive International, Inc. (800) 543-7156 (Mon. - Fri., 8:00 am to 5:00 pm EST) or go to www.valugard.net.
- Invoice to dealer directly. All shipments FOB from Cincinnati, OH.
- Shelf life: Approx. two (2) years.

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.

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Warranty Type	A
Symptom Code	98
Damage Code	9Y
Part Number Main Cause	KR82-69-18Y
Quantity	Vehicle Type A: Enter 1 Vehicle Type B: Enter 0 (It is not necessary to replace with a modified gasket. Vehicle Type B already has it installed.)
Operation Number / Labor Hours:	XXJD6XRX / 0.7 Hrs. (Both sides)

NOTE:

- The cost of the **ValuGard Rust Preventative** is included in the labor time.
- Enter KR82-69-12Y (Gasket (R)) as a related part number **(Vehicle Type A only)**.
- Enter TA01-76-100 (Noise Part Kit) as a related part only when it has been newly purchased for this repair.

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