

Subject: WHITE STAINS FROM UNDER OUTER MIRROR BASE	Bulletin No.: 09-042/17
	Last Issued: 11/01/2017

BULLETIN NOTES

This bulletin supersedes the previously issued bulletin(s) listed below. The changes are noted in Red. The Repair Procedure is all new.

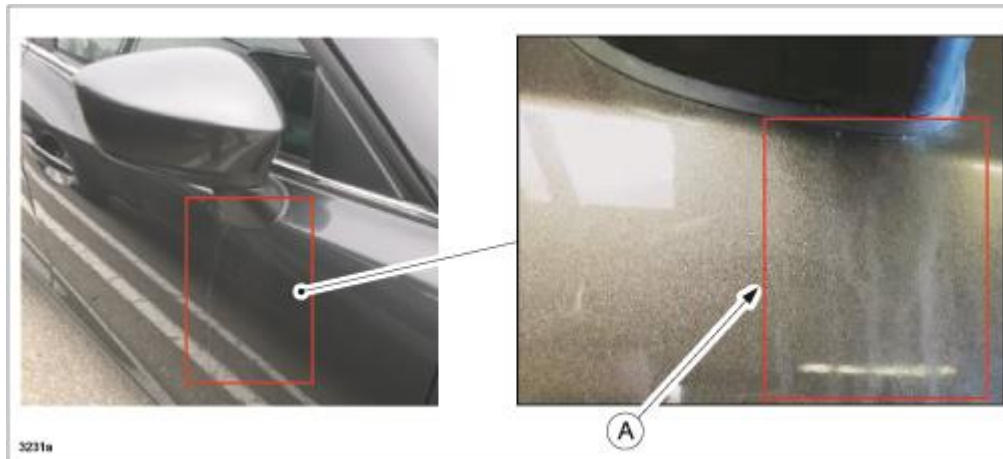
Previous TSBs:	Date(s) Issued:
09-046/16	08/02/16

APPLICABLE MODEL(S)/VINS

2014-2016 Mazda3 (Mexico built) with VINs lower than 3MZBM*****330144 (produced before September 2, 2016)

DESCRIPTION

Some vehicles may exhibit white stains (A) running down the front door(s) from the base of the outer mirror, causing a poor appearance. This is caused when water enters the mirror base and corrodes the aluminum die cast inside the mirror. To eliminate the concern, the aluminum die cast inside the mirror base has been painted to prevent corrosion.

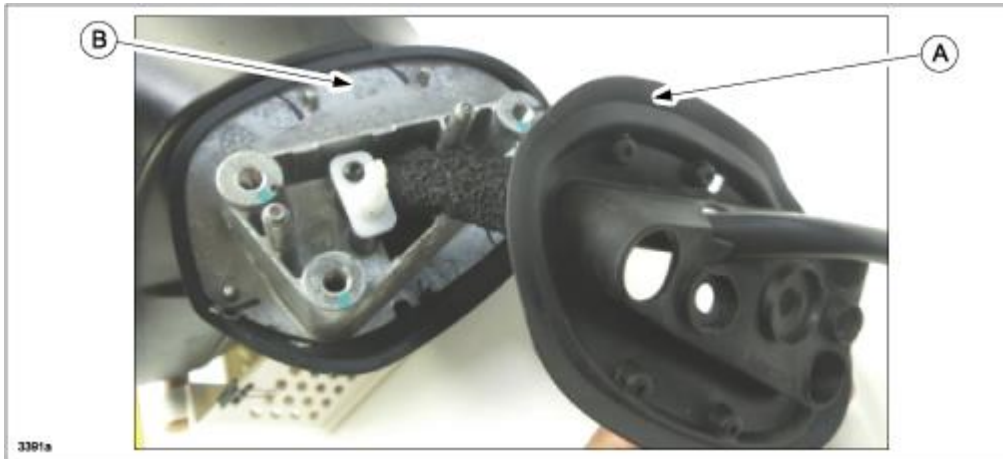


Customers having this concern should have their vehicle repaired using the following repair procedure.

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.

REPAIR PROCEDURE

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



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

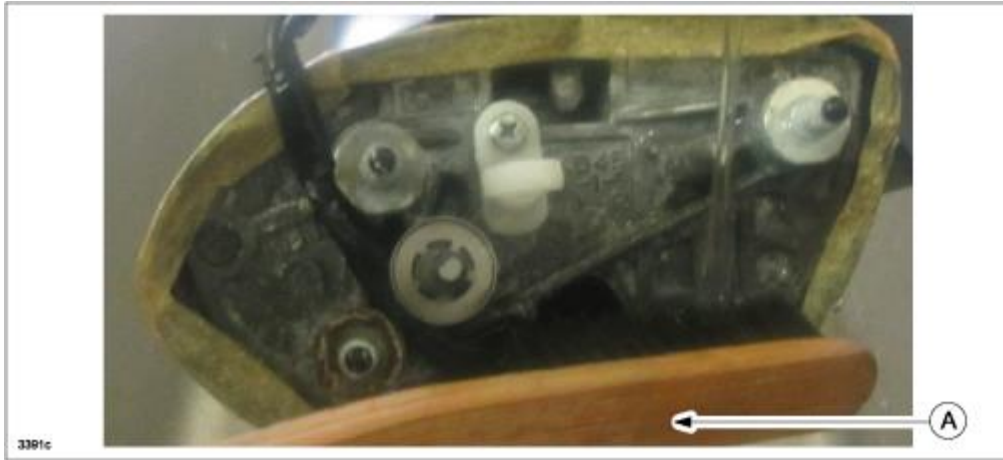
NOTE: The door mirror images shown in these following steps are from a CX-5. Although the CX-5 mirror is little different than the Mazda3 mirror, the repair procedure is the same.

- a. To prevent scratching the mirror when performing this procedure, attach masking tape (A) to the mirror base cover.

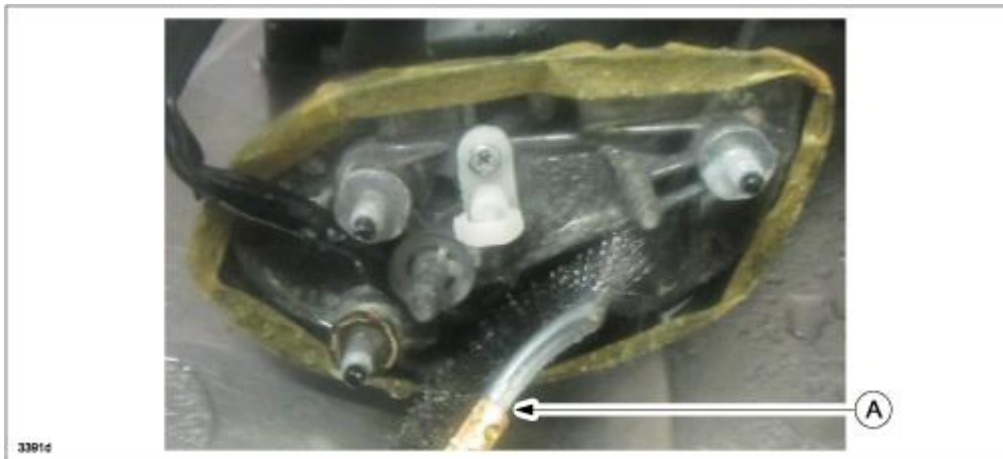


CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers 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.

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



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



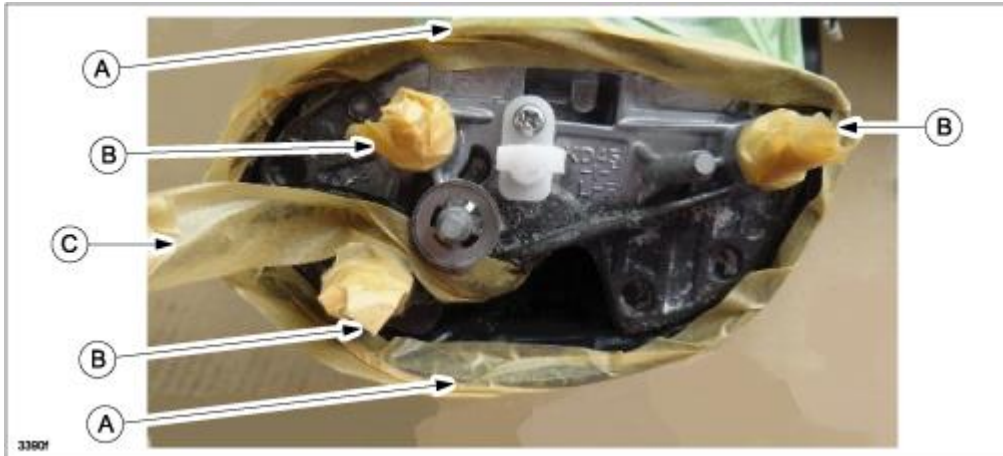
NOTE: It is not necessary to remove the white corrosion completely from the bottom of the mirror base as it does not affect the functionality or durability of the power mirror. It is sufficient to remove enough white corrosion from the mirror base to the extent that it can be removed by lightly scrubbing with a wire brush.

d. Remove the masking tape, then dry off any water from the mirror base with a towel.



5. Apply wax to the mirror base to prevent corrosion.

a. Attach masking tape to the mirror base cover (A), stud bolts (B) and harness (C) to prevent wax from adhering to them.



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.

b. Apply anti-corrosion wax to the mirror base.

Recommended anti-corrosion wax: Wurth Protective Wax Transparent (0893 082) or equivalent



c. Let the anti-corrosion wax dry naturally.

d. Remove the masking tape.

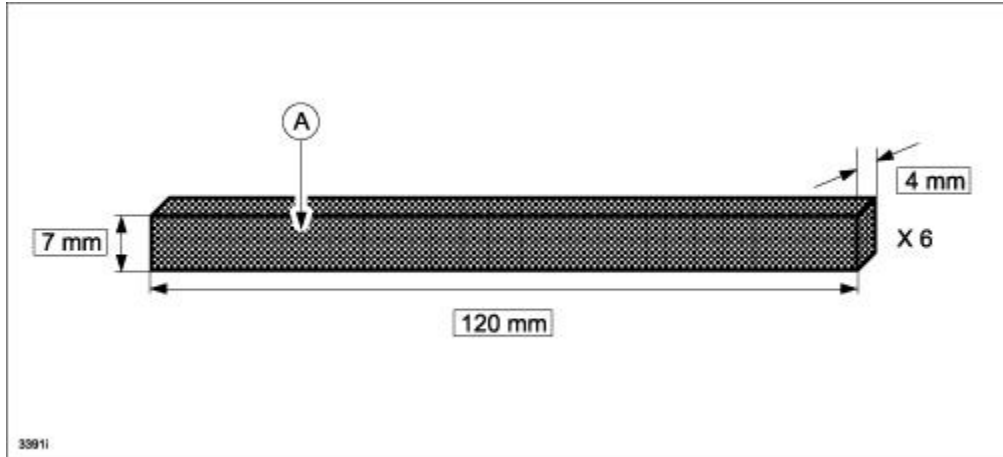
6. Cut a water drain square hole (A) in the old gasket as shown.



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.

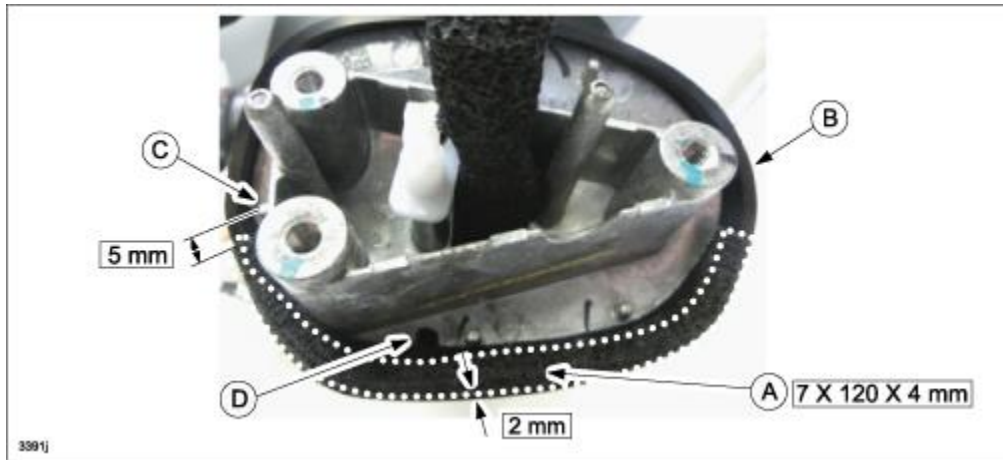
7. Attach urethane foam pad to the mirror base cover.

a. Obtain a 4 mm thick urethane foam pad from the "Noise Part Kit" (TA01-76-100) and cut the pad into six pieces of the following size.



b. Attach the pad (A) to the inner side of mirror base cover (B) starting 5 mm below the projection (C) and 2 mm inward from the edge of the mirror base cover.

NOTE: DO NOT cover the water drain hole (D) with the pad.



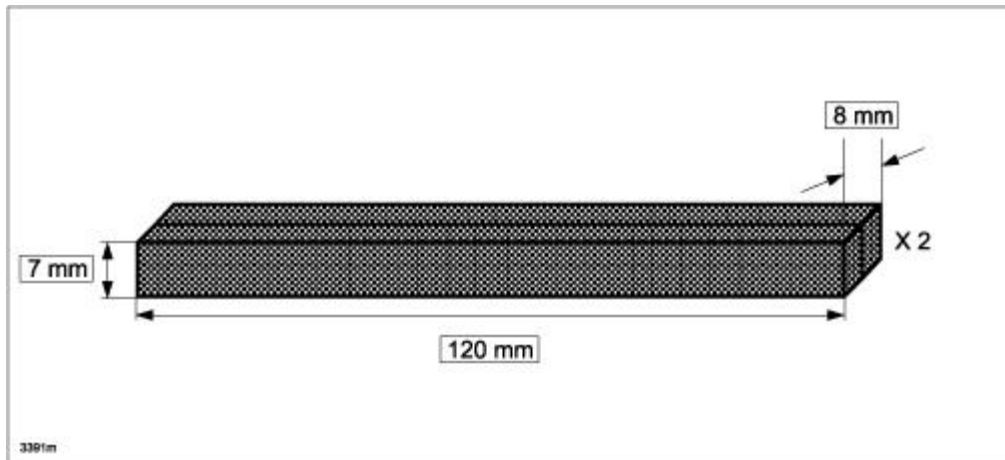
CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers 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.

8. Install the gasket (A) to the mirror base so that the gasket is located below (B) the installation boss surfaces (C) of mirror base to the door panel.



9. Attach the 8 mm thick urethane foam pad to the gasket.

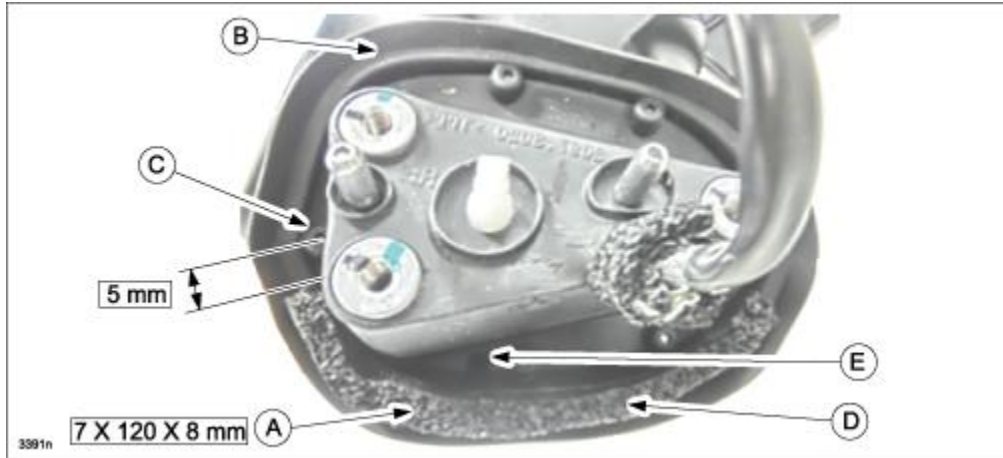
a. Stack two 4 mm thick urethane form pads together to create 8 mm thick pad. Make two pieces of them.



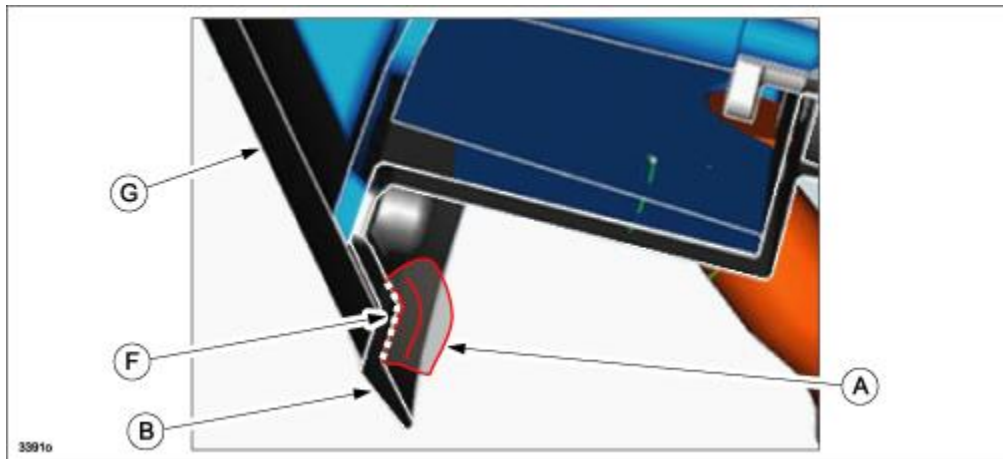
CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers 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.

b. Attach the 8 mm thick pad (A) to the gasket (B) starting 5 mm below the projection (C). Attach the entire pad inward from the outer edge of the gasket (D) - see cross section view (F: bonding surface; G: mirror base cover).

NOTE: DO NOT cover the water drain hole (E) with the pad.



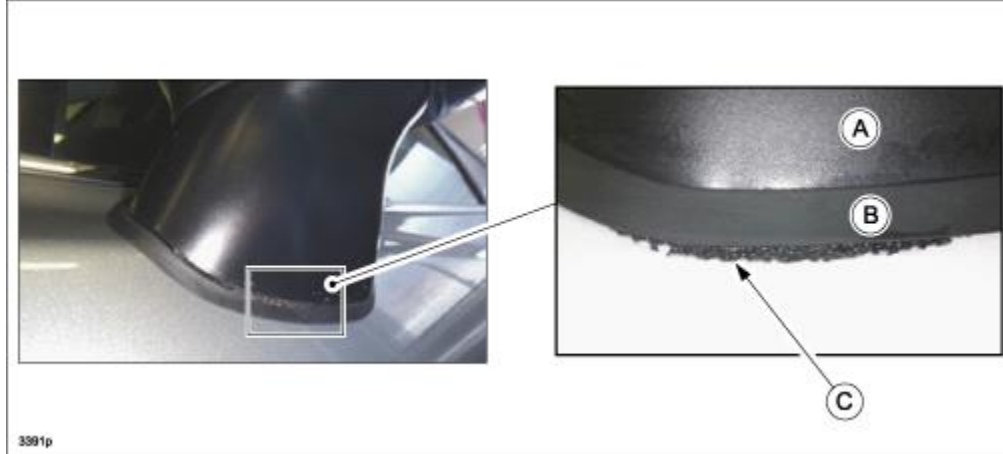
Cross Section



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.

10. Install the power outer mirror assembly (both sides) according to the instructions on MGSS online ([POWER OUTER MIRROR REMOVAL/INSTALLATION](#)).

NOTE: Make sure to install the power outer mirror so that the pads are not visible between the door mirror base (A) and the gasket (B) and/or between the gasket and the door panel (C).



PARTS INFORMATION

Parts Number	Description	Qty.	Notes
TA01-76-100	Noise Repair Kit	1	One sheet can repair 2 vehicles.

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.

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.

Warranty Type	A
Symptom Code	98
Damage Code	9Y
Part Number Main Cause	****-69-121 (Body, Door Mirror (R)) Check the EPC for the part number of the Door Mirror (R) applicable to the VIN and enter it.
Quantity	0
Operation Number / Labor Hours:	XXN91ARX / 0.8 hrs. 1. RR Outer Door Mirror (both sides) 2. Remove white rust (both sides) 3. Cut water drain hole in gasket (both sides) 4. Attach urethane foam pad to mirror base cover and gasket (both sides)

NOTE: Enter "Noise Repair Kit (TA01-76-100)" in Related Part only when it has been newly purchased for this time repair.

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.