

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  <b>PAINT DAMAGE - MAZDA POCKET PAINT GUIDE</b>	<b>Bulletin No.:</b> 09-014/18
	<b>Last Issued:</b> 10/10/2018

## BULLETIN NOTES

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

Previously issued TSBs:	Date issued:
09-014/18	03/22/2018
09-012/16	02/26/2016
09-008/12	03/02/2012
09-054/10	12/13/2010

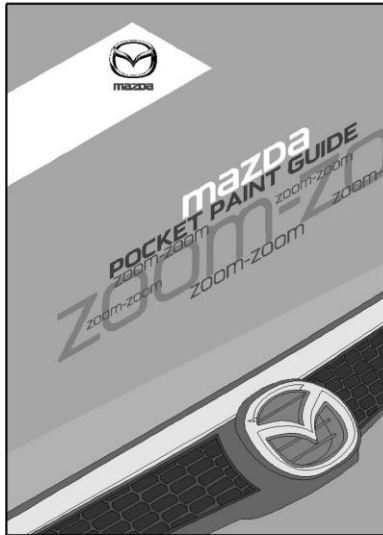
## APPLICABLE MODEL(S)/VINS

1995-2009 B-Series	1997-2006 MPV	2006-2010 Mazda5	2007-2012 CX-7
1997-2003 Protege	2001-2006 Tribute	2012-2016 Mazda5	2007-2019 CX-9
1997-2005 Miata	2008-2011 Tribute	2003-2018 Mazda6	2006-2019 MX-5
1997-2002 626	2011-2016 Mazda2	2013-2019 CX-5	2004-2011 RX-8
1997-2002 Millenia	2004-2019 Mazda3	2016-2019 CX-3	

## DESCRIPTION

When encountering a vehicle with paint damage, refer to the "Mazda Pocket Paint Guide" to determine cause, prevention, remedy, and warranty coverage (if applicable). Copies of the Mazda Pocket Paint Guide are available for order on Mazda e-Store (part number: 9999-95-MPPG-12).

**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.



Click the link below to view or print the guide.

[Print Mazda Pocket Paint Guide pdf](#)

## WARRANTY INFORMATION

Paint repairs for defects in paint material or workmanship are covered, but must have prior DSMS authorization if over \$1,000.00. For more information refer to Mazda Warranty Policies & Procedures Manual, policy 3.9.

**NOTE:** Mazda dealers are responsible for the paint repairs on vehicles still covered under warranty. It is the DSMS responsibility to make certain that the Mazda dealer perform quality paint repairs and/or sublet repairs to a quality body repair shop. The dealer and the repairing facility are responsible for paint quality and/or shop comebacks.

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