

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b> <b>SERVICE CAUTION FOR REAR GLASS REPLACEMENT</b>	<b>Service Alert No.:</b> SA-057/19
	<b>Last Issued:</b> 12/17/2019

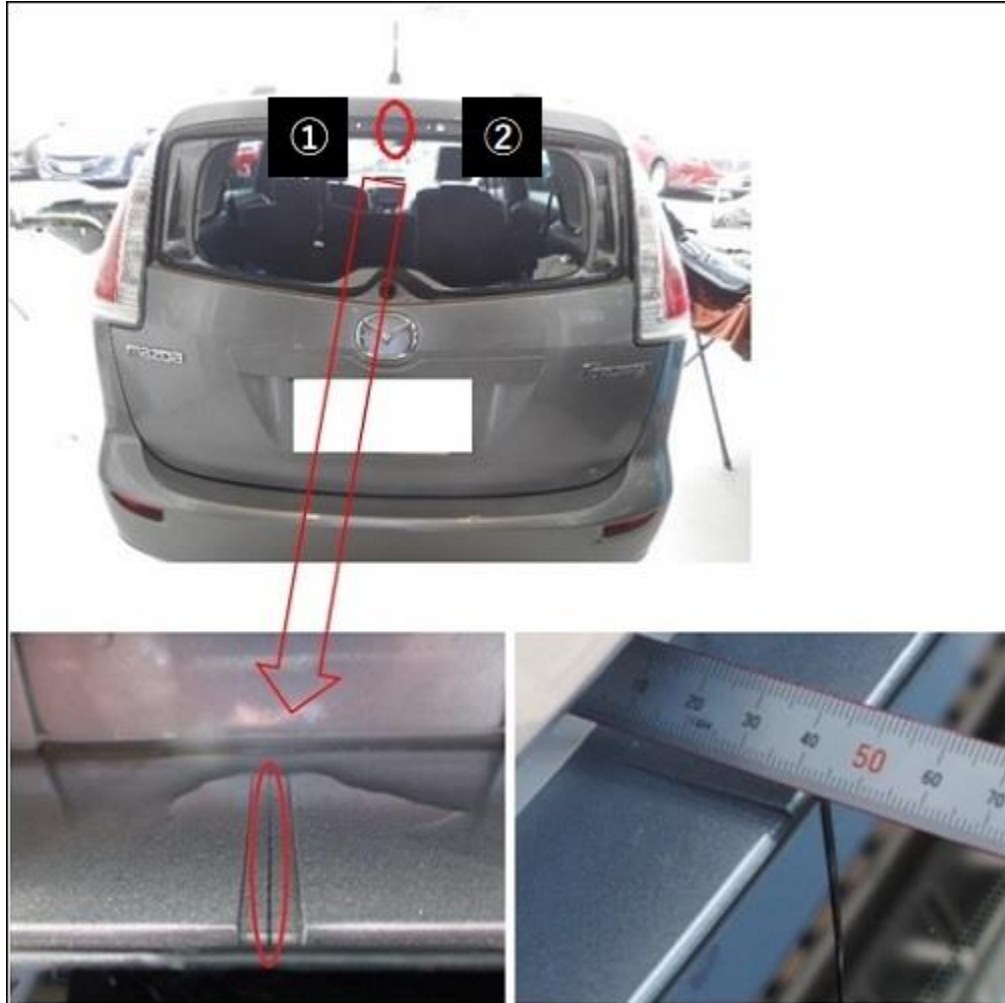
## APPLICABLE MODEL(S)/VINS

2006-2010 Mazda5

## DESCRIPTION

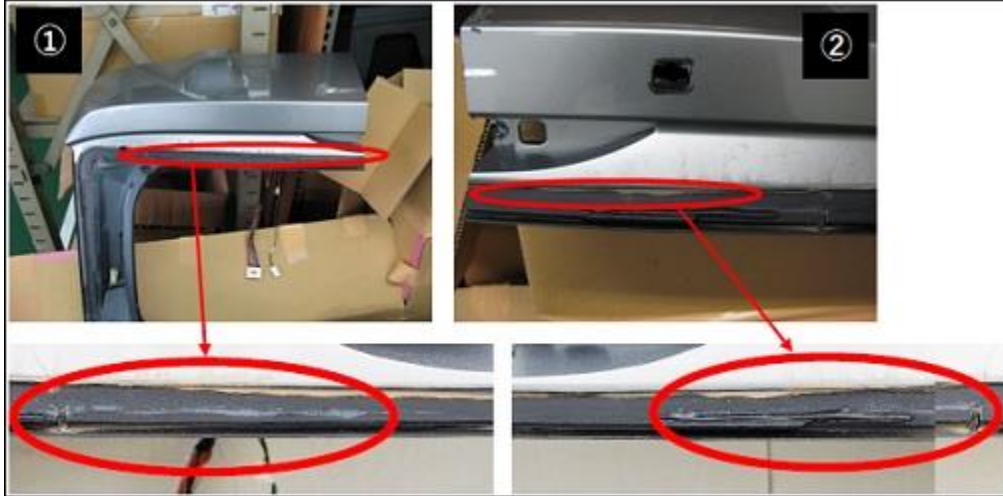
Some vehicles may exhibit a water leak through a crack beneath the high mount stop light on the lift gate after rear glass replacement.

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The crack occurs beneath the high mount stop light, with cracking towards the front direction. This might be caused by insufficient adhesive application when the rear glass was removed.

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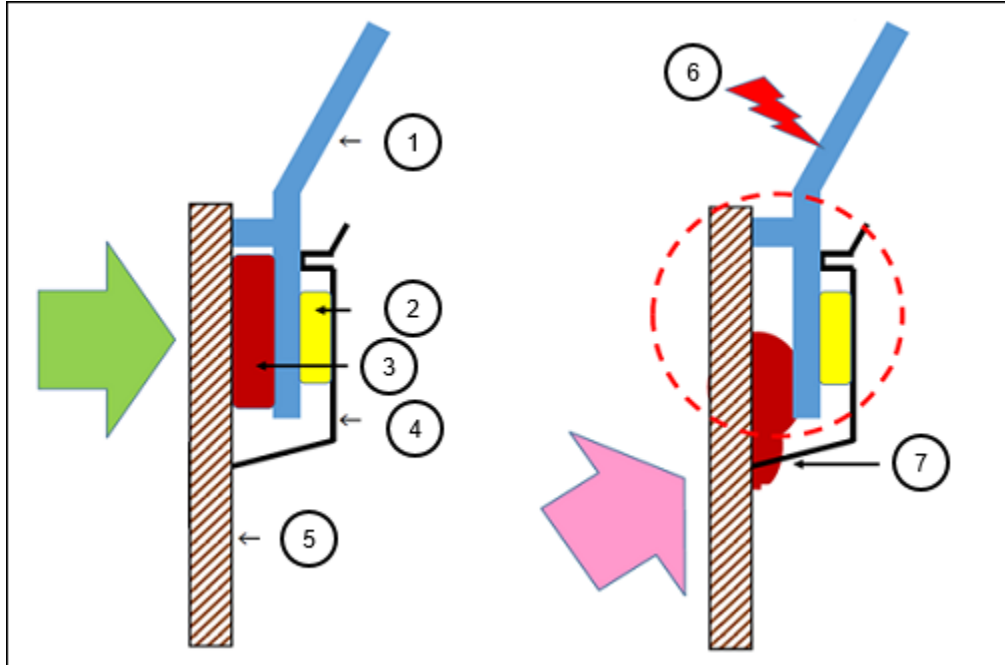
**NOTE:** The glass needs to be pressed perpendicular to the frame during installation. Appropriate glass installation and adhesive application in between glass and outer layer of lift gate panel are essential to prevent the lift gate crack after rear glass replacement.

Cross sectional view

Good (glass is pressed perpendicular to frame)

No good (glass is NOT pressed perpendicular to frame)

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1	Outer Layer
2	Adhesive Inner - Outer
3	Adhesive Glass - Outer
4	Inner Layer
5	Glass
6	Cracking
7	If rear glass is installed diagonally and the adhesive is not applied properly in between glass and outer layer of lift gate panel, it causes unusual load on the circled area when opening and closing the lift gate. Then the outer layer and the adhesive itself can be cracked, which may result in water leaking into the cabin.

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