

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  <b>PAINT DAMAGE - MAZDA PAINT WARRANTY GUIDE</b>	<b>Bulletin No.:</b> 09-003/21
	<b>Last Issued:</b> 01/21/2021

## BULLETIN NOTES

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

Previously issued TSBs:	Date issued:
09-006/20	01/13/2020 and 07/20/20
09-005/19	01/14/2019
09-014/18	03/22/2018 and 10/10/2018
09-012/16	02/26/2016
09-008/12	03/02/2012
09-054/10	12/13/2010

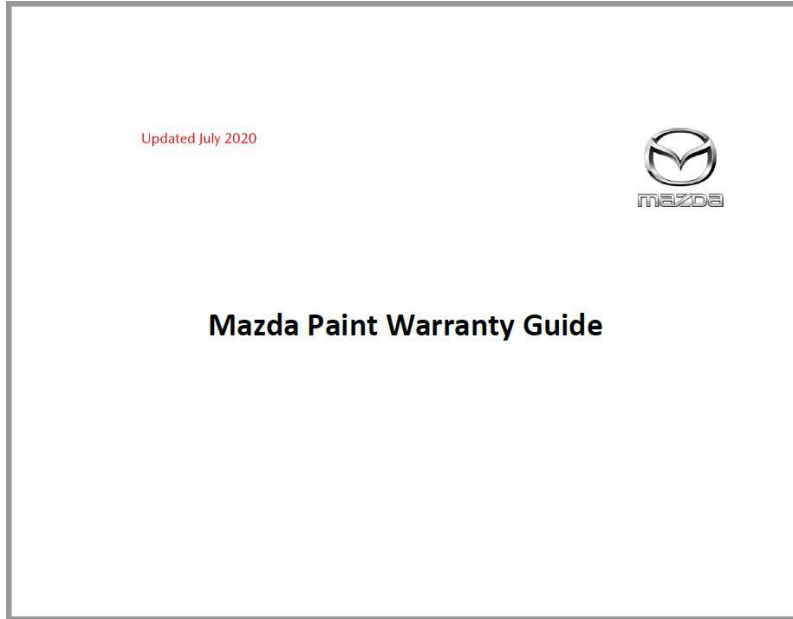
## APPLICABLE MODEL(S)/VINS

2018-2021 CX-3	2018-2021 Mazda3
2018-2021 CX-5	2018-2021 Mazda6
2018-2021 CX-9	2018-2021 MX-5
2020-2021 CX-30	

## DESCRIPTION

When encountering a vehicle with paint damage, refer to the "Mazda Paint Warranty Guide" to determine cause, prevention, remedy, and warranty coverage (if applicable).

**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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## 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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