

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: STAINS FOUND ON PAINT DURING PDI	Bulletin No.: 09-004/21
	Last Issued: 01/21/2021

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09-008/20	01/13/2020
09-008/19	01/14/2019
09-021/18	04/05/2018 and 10/10/2018
09-010/16	02/17/2016
09-009/15	02/27/2015
09-004/14	01/14/2014
09-011/12	03/12/2012
09-036/09	07/17/2009, 07/27/2009 and 11/12/2009
09-004/05	02/18/2005 and 09/23/2005
09-015/04	04/26/2004 and 05/14/2004

APPLICABLE MODEL(S)/VINS

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

DESCRIPTION

Some vehicles may experience stains appearing on the hood, roof and/or trunk of the vehicle. This concern is most likely to be found in a cold weather areas just after the RAPGARD is removed at PDI. This may be caused by moisture which has been trapped and condensed between the paint and the RAPGARD. These types of stains can be removed with a heat gun or an infrared drier.

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.

If you encounter this concern during PDI, use a heat gun or an infrared drier to apply heat to the affected area to remove the stain(s).

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. Visually inspect the top coat surface for stains.

- If stains are found, use a heat gun (for smaller stains) or an infrared drier (for larger stains) to heat the affected area and remove the stains.

2. Insulate all plastic and rubber parts (as shown below) using heat insulation materials (C ~ F) prior to beginning the application of heat.

A - Body Panel

B - Molding

C - Aluminum foil covering all area

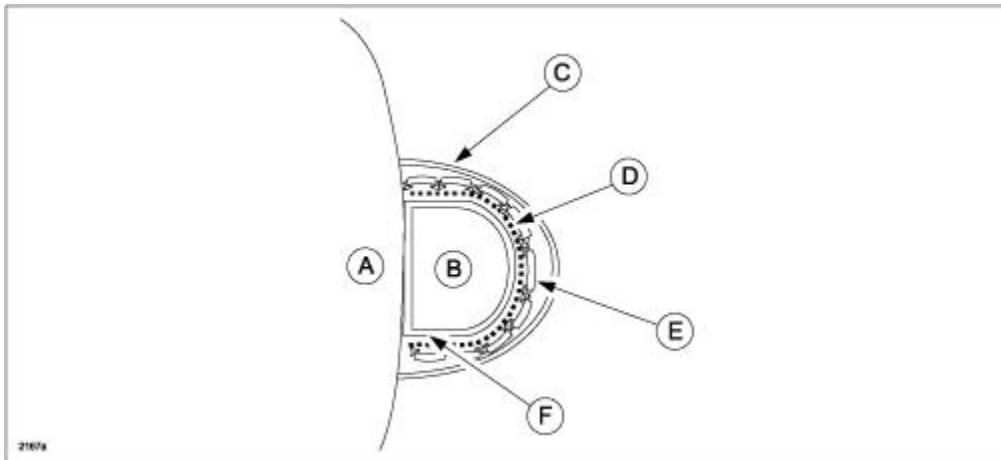
D - Wet towel

E - Folded aluminum foil

F - Aluminum foil tape

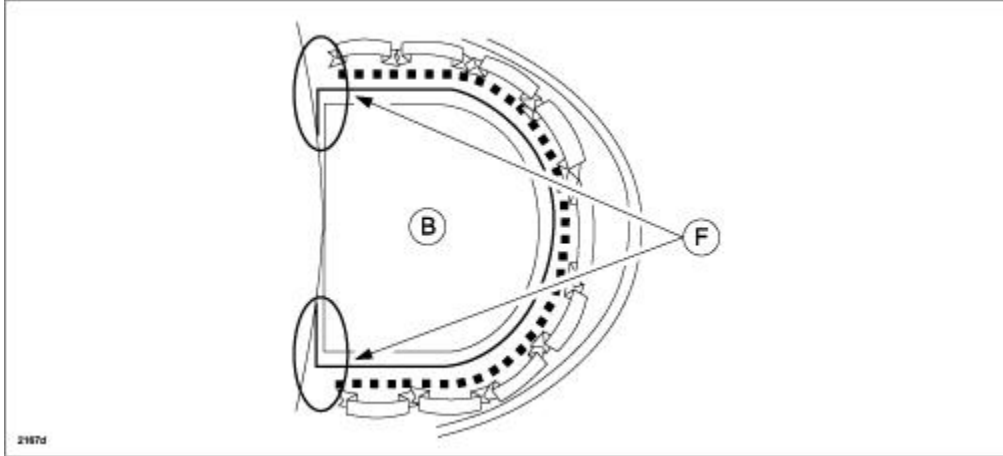
CAUTION:

- Since this repair procedure requires the use of heat from a heat gun or infrared drier, be sure to insulate all rubber or plastic parts which are easily affected by heat from near the affected stain area.
- Use extreme care to ensure the top coat surface temperature stays below 284°F (140°C).
- To protect materials inside the cabin area (i.e. carpet, seats, etc.), also place insulation over the glass as necessary.



NOTE: Ensure the aluminum foil tape (F) is inserted into the edges of the molding (B) as shown below.

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.



CAUTION: Refer to “PLASTIC PARTS HEAT RESISTING TEMPERATURE” section of the applicable Body Shop Manual before the repair. Repair and replacement of damaged plastic parts due to over-heating is not covered under warranty.

B3E098050000B01

Part Name	Code	Material Name	Heat resisting TemperatureC* {F }		
WINDSHIELD MOULDN	PC	POLYVINYLCHLORIDE	95 {203}		
COWL GRILLE	PP	POLYPROPYLENE	95 {203}		
FRONT COMBINATION LIGHT	LENS	PC	POLYCARBONATE	130 {266}	
	HOUSING	PP	POLYPROPYLENE	90 {194}	
RADIATOR GRILLE	4SD	STANDARD	AES	AES	80 {176}
		SPORT	PC/ABS	POLYCARBONATE-ABS	80 {176}
	5HB	STANDARD	AES	AES	80 {176}
		SPORT	ABS	ABS	80 {176}
FRONT BUMPER	PP	POLYPROPYLENE	100 {212}		
FRONT FLAP	PE	POLYETHYLENE	75 {167}		
FRONT SIDE MAKER LIGHT	LENS	PMMA	ACRYLIC	75 {167}	
	HOUSING	PC-PBT	POLYCARBONATE-PBT	80 {176}	
OUTSIDE MIRROR	BASE	AAS	AAS	88 {190}	
	OUTER PANEL	ABS	ABS	88 {190}	

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.

PROCEDURE FOR USING HEAT GUN (for smaller stains):

3. Place a 1000 W (AC-100V) heat gun approx. 2 inches (5 cm) from the surface of the stain area and apply heat for **only 20 seconds**.

4. Adjust heat gun approx. 4 inches (10 cm) away from the surface of the stain area and apply heat for a maximum of **20 minutes**.

CAUTION: DO NOT apply heat for more than 20 minutes or damage to the body panel surface, plastic or rubber parts may occur.

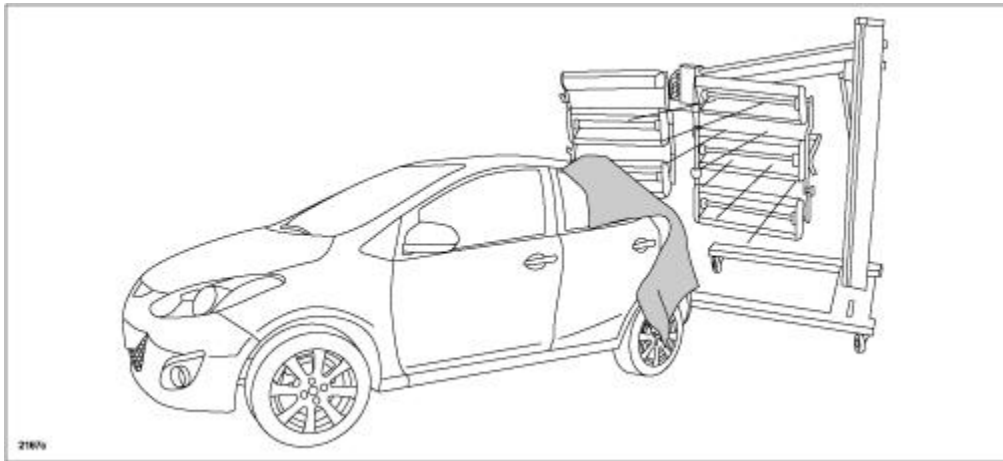
5. Verify the repair.

PROCEDURE FOR USING INFRARED DRIER (for larger stains):

6. Mount an infrared drier approx. 31.5 inches (80 cm) away from the surface of the stained area.

7. Set the temperature of the infrared drier to 140~158° F (60~70° C) and apply heat for a maximum of **60 minutes**.

CAUTION: DO NOT apply heat for more than 60 minutes or damage to the body panel surface, plastic or rubber parts may occur.



8. Verify the 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.

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.
- Please note that the "Period Covered" is for PDI only.

Warranty Type	A
Symptom Code	98
Damage Code	9X
Part Number Main Cause	7777-PT-002
Quantity	0
Operation Number / Labor Hours:	XX666XR1 / 0.5 Hrs.
Period Covered:	PDI ONLY

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.