

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: WATER LEAK FROM ROOF CAUSING ELECTRICAL AND MECHANICAL CONCERNS	Service Alert No.: SA-035/21
	Last Issued : 09/03/2021

BULLETIN NOTES

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

Previous Service Alert(s):	Date(s) Issued:
SA-035/21	05/19/21

APPLICABLE MODEL(S)/VINS

2020-2021 CX-30

DESCRIPTION

A customers may experience a roof water leak. The symptoms may include:

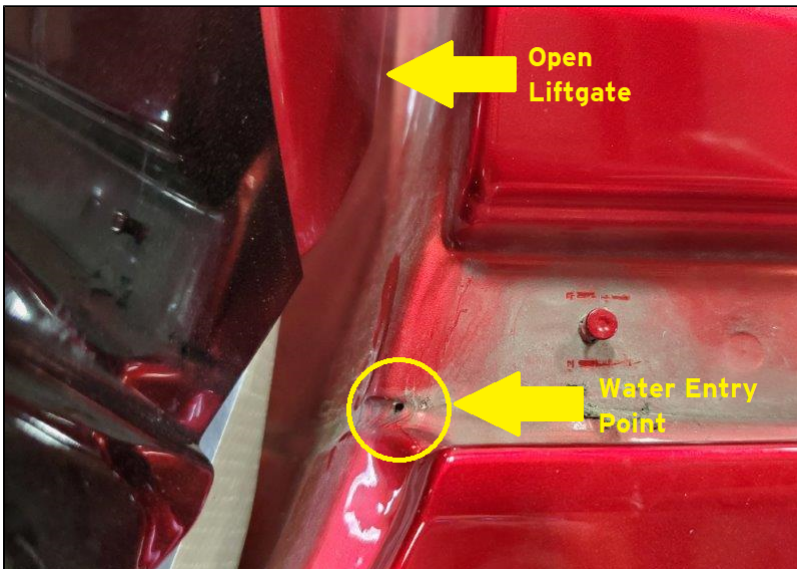
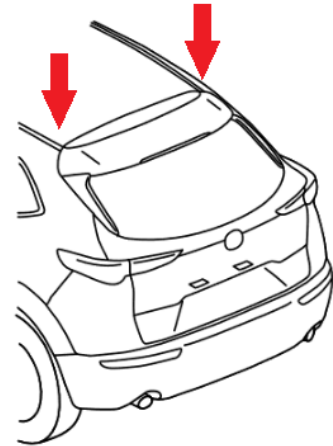
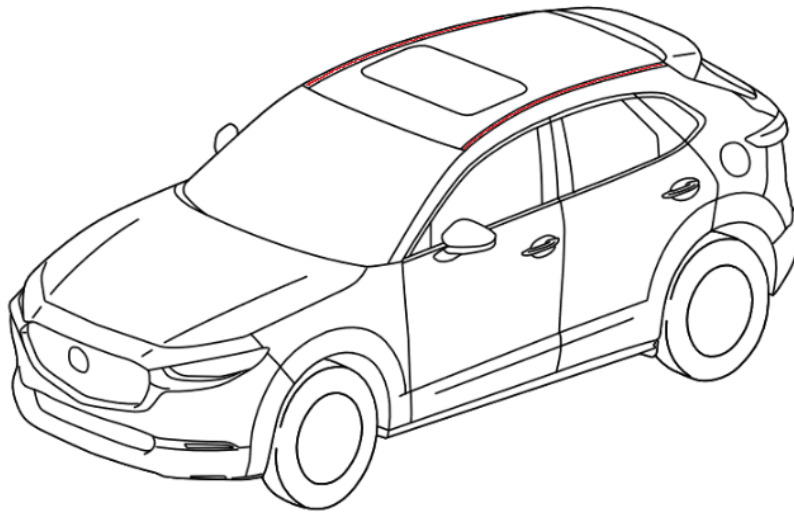
- Water in the spare tire well
- Water in the rear differential
- Electrical malfunctions
 - Infotainment system no audio sound from radio or other audio sources due to Remote Tuner water intrusion

The source of the leak may be pinhole anywhere along the roof seams under the 2 trim strips (where the roof rails attach). Depending on the location of the leak, the headliner may or may not be visibly affected.

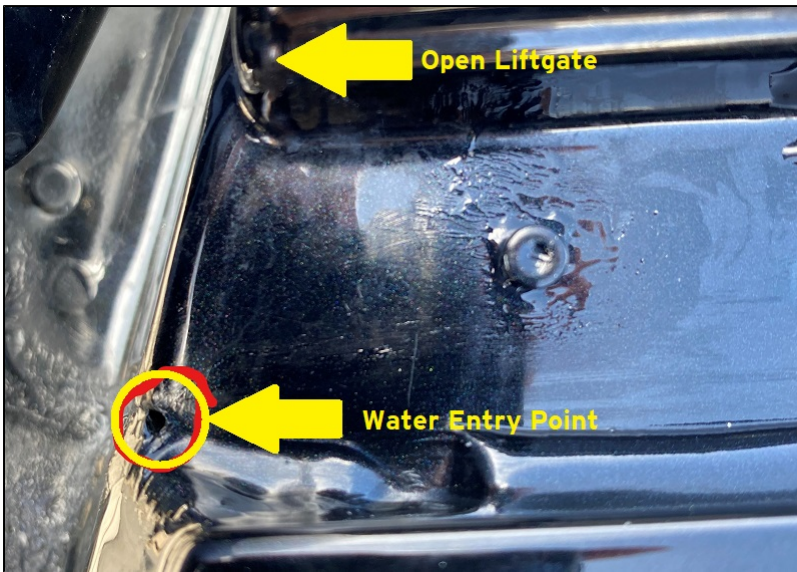
REPAIR PROCEDURE

1. Document the following information on the RO:
 - Document all concerns caused by the leak (e.g. radio not working because Remote Tuner got wet).
 - Check for and document any stored DTCs.
 - Take photos of the area where the leak was found. These will be needed for the warranty claim or pre-authorization (if needed).
2. Check these locations on both sides of the vehicle for a small hole. If a leak is found at this location, sublet to a body shop for repairs.

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3. If no leak source was found in step 2, check the rest of the panel seams under the roof trim. If leaks are found there, sublet to a body shop for repairs.
4. If no leaks are found in steps 2 & 3, check the sunroof drains. If the hoses are detached, attach them to the correct locations. If they are damaged or kinked, replace them.
5. If no leaks were found in steps 4, 5, & 6, check for leaks from doors or glass. Recheck for leaks with the headliner lowered or removed. Repair as needed.
6. Repair or replace components that were damaged by the water leak. Take photos for warranty documentation.

WARRANTY INFORMATION

Please follow existing warranty processes.

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