

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: CRACK IN LOWER CENTER AREA OF WINDSHIELD	Bulletin No.: 09-014/21
	Last Issued : 10/25/2021

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09-014/21	05/24/2021

APPLICABLE MODEL(S)/VINS

2016-2021 CX-3

DESCRIPTION

Some vehicles may exhibit a crack in the lower center area of the windshield. This may be caused by fixtures located at the center of the cowl grille, which result in higher pressures applied to the windshield. When small pebbles/rocks are caught between the cowl grille and the windshield, deep scratches can lead to a crack in the windshield.

To prevent this concern in the future, the cowl grille will be modified to reduce the pressure to the windshield.

Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

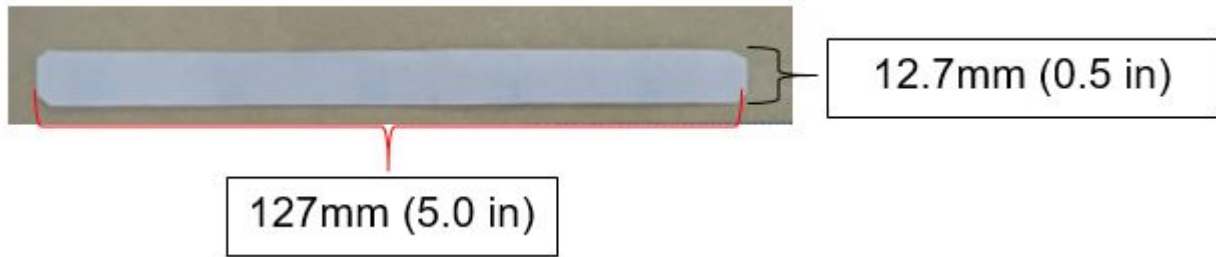
1. Verify the customer's concern.

NOTE:

- If the crack has occurred from the area behind the cowl grille (at the lower center area of the windshield), replace the windshield with a new one and attach the protection film to prevent the windshield from being scratched.
- If the crack has occurred in another area, this Service Information is not applicable. Do not replace the cowl grille.

2. Remove the cowl grille according to MGSS online (COWL GRILLE REMOVAL/INSTALLATION).
3. Cut out a strip (Size: 127 mm x 12.7 mm (5.0 inch x 0.5 inch)) from the protector tape.

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4. Set the protection film on the windshield. Note the marking (3) at the center of the windshield.

NOTE: The tape seen in the photo is for reference in the instructions, that is the location of the upper edge of the grille.



5. Align the middle of the protection film to the marking on the windshield and place it within 2 mm of the bottom of the windshield.

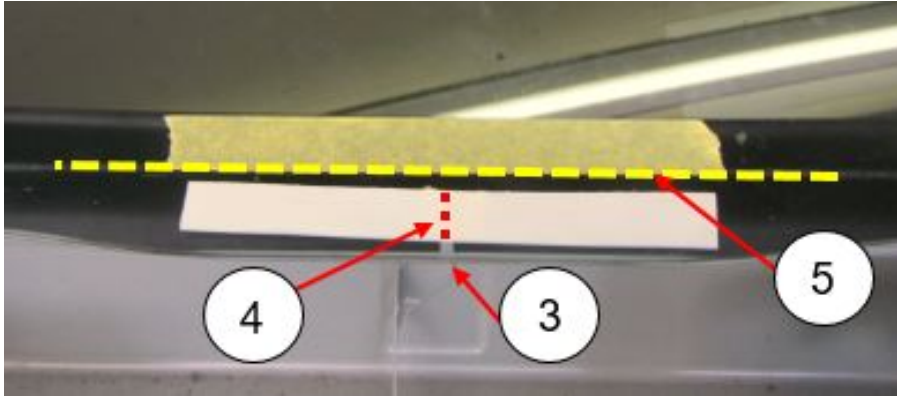
NOTE: Do not go higher than 2 mm from the bottom or it will extend above the grille when you reinstall it.



6. Align the mark (3) and middle of protection film (4) on the dotted red line.

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NOTE: Make sure to keep the tape within 2 mm of the bottom of the windshield to not go over the dotted yellow line (5) which represents the top edge of the grille.



7. Clean the windshield where the protection film will be attached.



8. Attach the protection film.



9. Re-install the cowl grille according to MGSS online (COWL GRILLE REMOVAL/INSTALLATION).

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NOTE: Be sure there is no protection film visible after the cowl grille is installed.

10. Verify the repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
BAYE-51-W22	Film, Protection	1	1 sheet repairs 10 vehicles
****-63-900*	Glass, Windshield	1	Refer to the GEPC for correct part number

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.

SUBLET REPAIR:

Warranty Type	A
Symptom Code	87
Damage Code	99
Part Number Main Cause	****-63-900*
Quantity	0 or 1
Operation Number / Labor Hours:	Cowl grille removal and protection film attached XXT3JARX/ 0.4 Hrs.
Sublet Code:	<p style="text-align: center;">US and Mexico</p> <p>D1: Windshield glass R&R (Glass not included) D2: Windshield glass (Glass only) D3: Windshield glass R&R (Glass included)</p> <p style="text-align: center;">Canada</p> <p>D1: Windshield glass R&R (Glass not included) D2: Windshield glass (Glass only)</p>

NOTE:

- Enter protection film as related part.
- Claim repair cost for windshield glass replacement as a sublet. A copy of the sublet vender invoice must be attached to the warranty claim.

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