

<b>Subject:</b>  <b>DRIVER'S SIDE OUTER MIRROR GLASS VIBRATES AT HIGH SPEEDS</b>	<b>Bulletin No.: 09-031/21</b>
	<b>Last Issued : 10/27/2021</b>

## APPLICABLE MODEL(S)/VINS

- 2019-2021 Mazda3 (Japan built with auto-dimming outer mirror) with VINS lower than JM1BP\*\*\*\*\*302893 (produced before August 4, 2020)
- 2019-2021 Mazda3 (Mexico built with auto-dimming outer mirror) with VINS lower than 3MZBP\*\*\*\*\*208433 (produced before November 3, 2020)
- 2020-2021 CX-30 (with auto-dimming outer mirror) with VINS lower than 3MVDM\*\*\*\*\*228156 (produced before November 3, 2020)

## DESCRIPTION

Some customers may complain that the driver's side outer mirror glass vibrates. This is due to a structural gap between the outer glass mirror holder and the mirror glass causing the mirror to vibrate when the vehicle body vibrates at high speeds. To eliminate this concern, double sided tape has been applied between the outer glass mirror holder and the mirror glass.

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

## REPAIR PROCEDURE

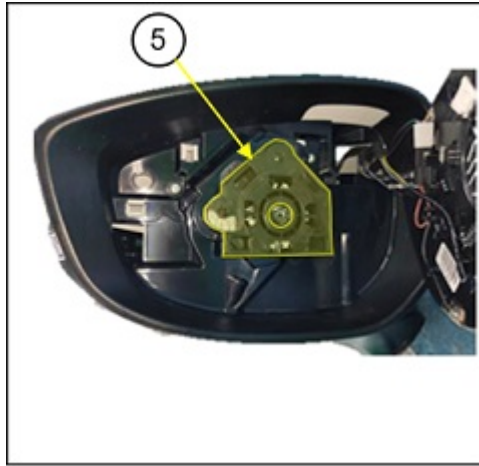
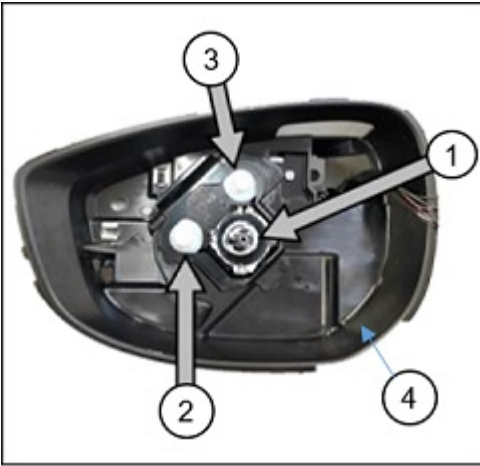
**NOTE:** Images shown are left side (RH side identical).

1. Verify customer concern.
2. Remove the outer mirror glass according to the instructions on MGSS.
  - Mazda3 (OUTER MIRROR GLASS REMOVAL)
  - CX-30 (OUTER MIRROR GLASS REMOVAL)
3. Using a modified outer mirror glass, connect the connectors in the same manner up to step 4 (w/o BSM) or step 5 (w/ BSM) using the instructions on MGSS .
  - Mazda3 (OUTER MIRROR GLASS INSTALLATION)
  - CX-30 (OUTER MIRROR GLASS INSTALLATION)

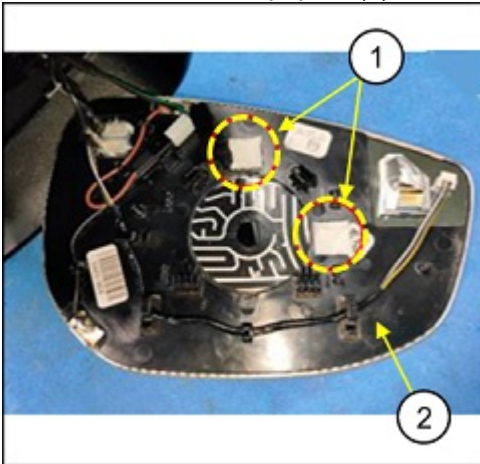
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4.. Install the pivot plate (5) by pressing the pivot plate to the PINs of the outer mirror (4) in the order of Center PIN (1), PIN A (2) and PIN B (3).

**NOTE:** Second image shows pivot plate after installation (5).



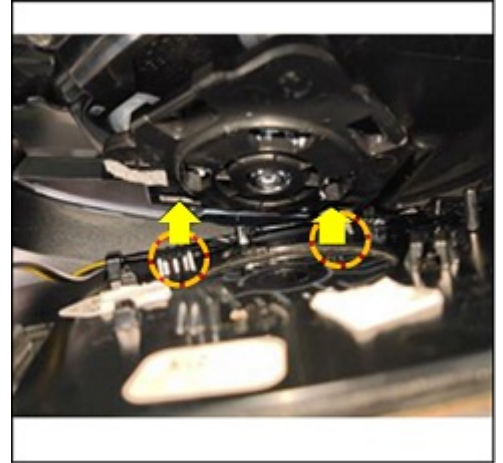
5. Peel off the release papers (1) on the mirror glass holder (2).



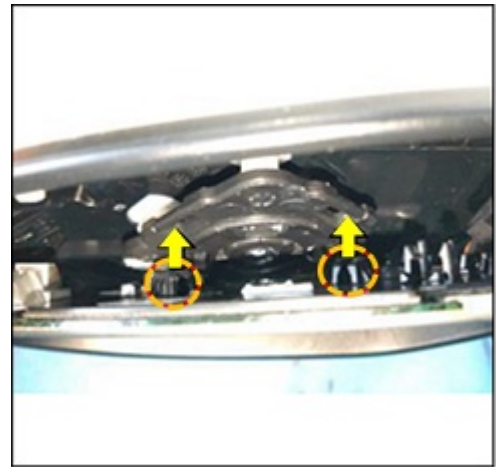
6. Install the mirror glass holder into the pivot plate as follows.

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a. Press the hooks (orange circles) on the lower side of the mirror holder into the holes (yellow arrows) of the pivot plate.



b. Press the hooks (orange circles) on the upper side of the mirror holder into the holes of the pivot plate.



7. Verify repair.

**PARTS INFORMATION**

Parts Number	Description	Qty.	Notes
BCKA-69-1GYB	Glass & Holder(L),Mirror	1	Mazda3 (Japan built) with heater and BSM
BDTS-69-1GYA			Mazda3 (Mexico built) with heater and BSM
BDTW-69-1GYA			Mazda3 (Mexico built) with BSM / without heater
BERF-69-1G7A			Mazda3 (Mexico built) without heater or BSM
DST8-69-1GYA			CX-30 with heater and BSM
DGK8-69-1GYA			CX-30 with BSM / without heater
DGK8-69-1G7A			CX-30 without heater or BSM

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**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.

Warranty Type	A
Symptom Code	83
Damage Code	97
Part Number Main Cause	****-69-1G7*/ ****-69-1GX*/ ****-69-1GY* (Select the part number used for the repair.)
Quantity	1
Operation Number / Labor Hours:	XXS83ARX / 0.2 Hrs.

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