

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: WINDSHIELD DISTORTION OR DOUBLE-IMAGE FROM ACTIVE DRIVING DISPLAY	Bulletin No.: 09-035/21
	Last Issued : 11/19/2021

APPLICABLE MODEL(S)/VINS

2020-2021 CX-30 vehicles (equipped with Active Driving Display) with VINs lower than 3MVDM*****306458 (produced before Aug. 26, 2021)

DESCRIPTION

Some vehicles may exhibit windshield glass distortion or a double-image from the active driving display. These may be due to a) distortion in the windshield glass not properly removed during the manufacturing process or b) glass with incorrect specifications used in the manufacturing process. To eliminate these concerns, the windshield glass manufacturing process has been modified.

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

REPAIR PROCEDURE

1. Verify the customer concern.
2. Replace the windshield glass with a modified one according to MGSS online:
 - WINDSHIELD REMOVAL
 - WINDSHIELD INSTALLATION
3. Verify the repair.

PARTS INFORMATION

NOTE:

- Windshield part numbers have not been changed for the modification.
- Modified parts can be distinguished by the lot code at the lower left corner of the glass.
- If the lot code is June, 2021 or later, it is a modified part (see table below).

The number in the lot code is the last digit of the year. The combination of number and location of dots ("-" is used in the table) represents the month.



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.



	Lot code of modified parts	
	Lot code	Month and Year
	- 1	June, 2021
	1 - - - - -	July, 2021
	1 - - - -	August, 2021
	1 - - - -	September, 2021
	1 - - -	October, 2021
	1 - -	November, 2021
	1 -	December, 2021
	- - - - - 2	January, 2022
	- - - - - 2	February, 2022
	- - - - 2	March, 2022
	- - - 2	April, 2022
	- - 2	May, 2022
	- 2	June, 2022

The sample image above shows "0 -" which means December, 2020.

Refer to the GEPC using the subject vehicle VIN for applicable parts.

Parts Number	Description	Qty.	Notes
DGH9-63-900	GLASS, WINDSHIELD	1	---
DGJ1-63-900	GLASS, WINDSHIELD	1	With ADD
DGJ2-63-900	GLASS, WINDSHIELD	1	With FSC
DGJ3-63-900	GLASS, WINDSHIELD	1	With ADD and FSC
DGJ6-63-900	GLASS, WINDSHIELD	1	With de-icer and ADD
DGJ7-63-900	GLASS, WINDSHIELD	1	With de-icer, ADD and FSC

- ADD is Active Driving Display
- FSC is Forward Sensing Camera

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.

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Warranty Type	A
Symptom Code	88
Damage Code	9B
Part Number Main Cause	****-63-900
Quantity	0 or 1
Operation Number / Labor Hours:	Windshield Glass, Replacement

NOTE:

- If repair (or windshield glass replacement only) is performed by an independent body shop, 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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