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| Subject: 16" AND 17" TIRE SIDEWALL DISTORTION | Service Alert No.: SA-031/22 |
| | Last Issued : 05/06/2022 |

BULLETIN NOTES

APPLICABLE MODEL(S)

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|------------------|----------------|-----------------|----------------|
| 2021-2022 Mazda3 | 2021 Mazda6 | 2021-2022 CX-30 | 2021-2022 CX-5 |
| 2021-2022 CX-9 | 2021-2022 MX-5 | 2022 MX-30 | 2023 CX-50 |

DESCRIPTION

Some customers may complain that the tire sidewalls are distorted or "damaged".

REPAIR PROCEDURE

Sidewall Indentations / Undulations



Sidewall waviness/indentations/undulations are common on radial tires and are more noticeable on tires with taller sidewalls. The higher the tire pressure, the more noticeable the effect will be. Be sure to set the tire pressures at the recommended tire pressure on the vehicle tire label.

Sidewall indentations are a cosmetic condition that does not affect the performance of the tires.

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Tires are reinforced by multiple fabric cords encased in a thin sheet of rubber. Radial ply tires feature one or more layers of these sheets running parallel to each other from bead to bead. The sheets overlap where they meet. When the tire is mounted and inflated to operating air pressures, it is free to expand. The overlapped splices may create slight indentations since they stretch slightly less than the rest of the sheet. In reality, the splices are the most reinforced area of the tire's sidewall.

Because radial tires feature steel cord reinforcing belts under the tread to keep them smooth, indentations only appear on the sidewalls.

Sidewall Protrusions



If protruding bulges or bubbles, rather than indentations appear on the sidewall of a recently installed tire, there may be a gap between some of the body ply cords inside the tire. The tire should be removed from service and replaced under the tire manufacturer's warranty. Contact the tire manufacturer as noted in the *Mazda Warranty Policy and Procedures Manual* and the *Mazda Quick Reference to Warranty* booklet. A copy of the latest version of both can be found on **OneMazda**.

If a protruding bulge appears after the tire has been on the road for more than a short distance, it is usually the result of a road hazard when several adjacent cords were injured as the tire struck something on or in the road. The tire manufacturer will want to confirm for outside influence before approving a tire replacement. Be prepared to provide photos and detailed information.

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