

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: ACCESSORY ROOF CROSS BAR WIND NOISE, SUNROOF WILL NOT OPEN AND MISSING CUSTOMER INSTRUCTIONS	Service Alert No.: SA-029/22
	Last Issued : 06/29/2022

BULLETIN NOTES

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

Previous SAs:	Date(s) Issued:
SA-029/22	05/03/22

APPLICABLE MODEL(S)/VINS

2023 CX-50

DESCRIPTION

Customers may report excess wind noise from the vehicle and that noise may be coming from the crossbars **or that the sunroof will not open because it contacts a crossbar or the load on the cross bars**. As noted in the crossbar instructions, the crossbars should be removed when not in use to reduce fuel consumption from the increased drag and to reduce wind noise. **The instructions also note where the front crossbar should not be placed if the sunroof is to be opened and that the sunroof should not be used when there is cargo on the roof**. Let the customer know that the instructions show how to install, remove, and adjust the crossbars.

If the customer does not have the instructions or they are missing, print a copy for the customer.

Download a copy of the instructions from the Accessories E-catalog (Installation Instructions).

A link to the Ecatalog has been added to MGSS under the "MyMazda" tab.

Always click the link for latest instructions. If the instructions are not available online, use the PDF at the bottom.

NOTE: The instructions in the PDF might not be the latest version.

REPAIR PROCEDURE

No repair is required, but adjust the crossbars for the customer if they are making contact with the sunroof and there is no load on the roof.

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.

PARTS INFORMATION

BACKGROUND

The CX-50 features utility-style crossbars which allow for higher capacity, improved security via an included locking mechanism, and a flat load design. These crossbars also allow for full functionality of the panoramic moonroof while also being easy to remove and re-install as needed. While these are a new design for Mazda, this style of crossbar is common amongst European competitors. These intentionally differ in design and purpose vs our low-profile style of crossbar featured on CX-5 and CX-9, which offer a lower profile and quieter ride, but don't offer as much utility and aren't easily removed. See below for the functional benefits, intended use cases, and target customer, which are aligned with the unique positioning of the vehicle itself vs our other products.



1 / BASICS - STYLES OF CROSSBARS		
	<u>CX-5 / CX-9 STYLE</u> Low profile, bolt down aero bars	<u>CX-50 STYLE</u> High standoff, clamp down T-channel bars
SHAPE	Thin aero cross-section, curved to match roof profile, sits close to roof surface	Thicker cross-section with channel on top, straight bars, sits high (to clear panorama roof)
ATTACHMENT	Bolts to side rails	Clamps to side rails
FUNCTIONAL BENEFITS	<ul style="list-style-type: none"> Looks cleaner (fits closer to roof) Quiet 	<ul style="list-style-type: none"> Easy to remove and install Flat load surface Compatible with T-bolt attachments Higher static load capacity
INTENDED USE	<ul style="list-style-type: none"> Set and forget Best for occasional use 	<ul style="list-style-type: none"> Install when in use, remove when not Carrying large, heavy items (rooftop tent, etc.) Attachments requiring secure fixation Using with platforms
TARGET CUSTOMER	Casual user; infrequently uses the crossbars to carry things	Active enthusiast; regularly loads outdoor gear on the roof for adventures

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