

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922

**Subject:**

**INSTRUMENT CLUSTER LENS SCRATCHED**

**Service Alert No.: SA-039/22**

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## BULLETIN NOTES

### APPLICABLE MODEL(S)/VINS

2013-2022 CX-5	2016-2021 CX-3	2020-2022 CX-30
2014-2022- Mazda3	2016-2022 CX-9	2022 MX-30
2014-2021 Mazda6	2016-2022 MX-5	2023 CX-50

**NOTE:** Advise dealer detail shop to use the cleaning procedure below to prevent lens damage during new vehicle delivery.

## DESCRIPTION

Some customers may complain about scratches on the instrument cluster lens.



## REPAIR PROCEDURE

1. Verify the customer concern.
2. Replace the instrument cluster lens.
3. Verify the repair.

**NOTE:** Advise the customer to use the cleaning procedure below to prevent future damage to the lens.

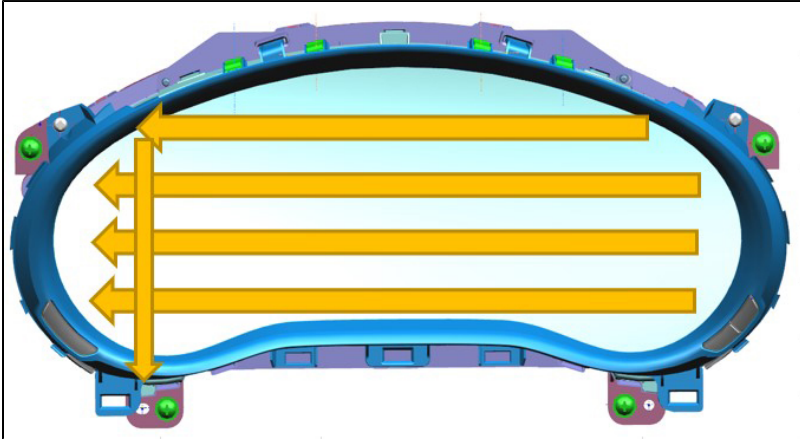
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**Instrument Cluster Lens Cleaning Procedure**

1. Blow off surface dust from the lens surface using compressed air (shop air or compressed air duster can).
2. Wet with water only and wring out a soft microfiber cloth (for eyeglasses).
3. Use the microfiber cloth and wipe the lens softly in one direction as shown below.

**CAUTION:** A hard or rough cloth and detergent should never be used for cleaning the lens; otherwise, it may scratch it. Also, never wipe with hard pressure.

**NOTE:**

- If the lens is scratched, it cannot be repaired. The lens will need to be replaced.
- Advise dealer detail shop to use this cleaning procedure to prevent lens damage during new vehicle delivery.

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