

Subject: INTERIOR REAR VIEW MIRROR FALLS OFF	Service Alert No.: SA-052/22
	Last Issued : 08/01/2022

BULLETIN NOTES

APPLICABLE MODEL(S)

2020-2022 CX-30 (produced before September 6, 2021)

2019-2022 Mazda3 (Japan built - produced before July 5, 2021)

2019-2022 Mazda3 (Mexico built- produced before September 6, 2021)

DESCRIPTION

Some customers may complain that their interior rear view mirror fell off and/or will not stay in place after it is reinstalled. This is due to some mirrors having lower tension on the retaining clips. To eliminate this concern, there was a change in production.

- If the vehicle was made before the date, follow the repair procedure below.

REPAIR PROCEDURE

1. If you do not have the parts in stock, place the customer into a loaner vehicle until the vehicle is repaired.
2. Replace the windshield.

NOTE: The windshield design has not changed, however the button on the glass may have been worn from the mirror with the lower retaining clip tension.

3. Replace the rear view mirror.
4. Once the sealant has set, verify the replacement mirror stays onto the windshield correctly.
5. Release the vehicle back to the customer.

PARTS INFORMATION

Use the VIN in GEPC (Global Electronic Parts Catalog) to look up the correct windshield and mirror.

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