

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



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| Subject: WINDSHIELD DISTORTION OR DOUBLE-IMAGE FROM ACTIVE DRIVING DISPLAY | Bulletin No.: 09-042/22 |
| | Last Issued : 10/28/2022 |

BULLETIN NOTES

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

| Previous TSBs: | Date(s) Issued: |
|----------------|-----------------|
| 09-035/21 | 11/19/21 |

APPLICABLE MODEL(S)/VINS

2020-2022 CX-30 vehicles (equipped with Active Driving Display) with VINs lower than 3MVDM*****445885 (produced before Aug. 13, 2022)

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.

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- If the lot code is June, 2022 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.

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

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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.

| | |
|---------------------------------|-------------------------------|
| 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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