

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: WHITE STAINS FROM UNDER OUTER MIRROR BASE	Bulletin No.: 09-014/23
	Last Issued : 07/13/2023

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09-014/23	02/23/23
09-001/22	01/11/22 and 11/09/22 and 12/01/22
09-026/21	09/10/21

APPLICABLE MODEL(S)/VINS

2019-2021 Mazda3 (Japan built) with VINS lower than JM1BP*****404512 (produced before October 22, 2021)

2019-2022 Mazda3 (Mexico built) with VINS lower than 3MZBP*****303722 (produced before Mar., 2022)

2020-2022 CX-30 (Mexico built) with VINS lower than 3MVDM*****421831 (produced before Mar., 2022)

DESCRIPTION

Some vehicles may experience white-streak stains appearing on the front door that look like they seeped out from under the outer mirror base. This is caused by water intruding from gaps of the outer mirror body and/or the hinge of the outer mirror, and corrosion occurring on the aluminum die-cast inner base in the outer mirror. Water, including white-salty corrosion, may drip out from gaps under the outer mirror base resulting in white stains on the front door. To eliminate this concern, the front outer mirror inner base has been modified.

Customers having this concern should have their vehicle repaired using the following repair procedure.

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REPAIR PROCEDURE

1. Verify customer concern by visually inspecting the front doors under the outer mirrors for white stains. If stains seeped out under the outer mirror are found, remove the stain(s).

2. Replace the outer-mirror inner base as follows.

NOTE: Images in this procedure show a right-side mirror

a. Remove the outer mirror according to the instructions on MGSS.

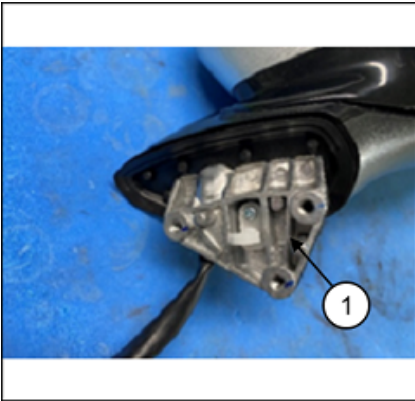
- Mazda3 (POWER OUTER MIRROR REMOVAL/INSTALLATION)
- CX-30 (POWER OUTER MIRROR REMOVAL/INSTALLATION)

NOTE: Unfold the outer mirrors before the removal.

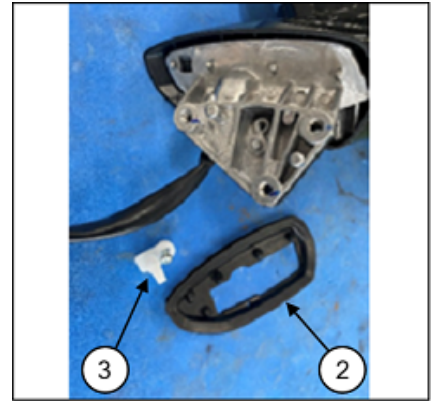
b. Remove the seal rubber (2) and a clip (3) from the outer mirror base (1).

NOTE:

- Do not throw away the seal rubber (2), the clip (3), and the screws fastening the seal rubber, since they should be reused.
- If there are powder and/or rust on the reused parts, wipe them off before assembling.



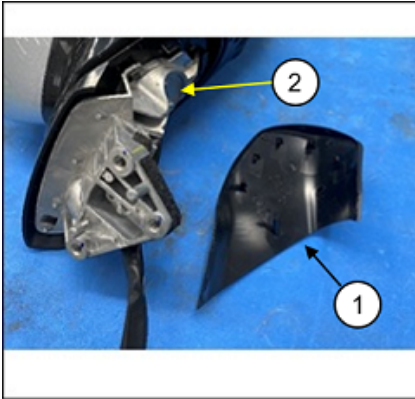
(1) Outer mirror base



(2) Seal rubber (3) Clip

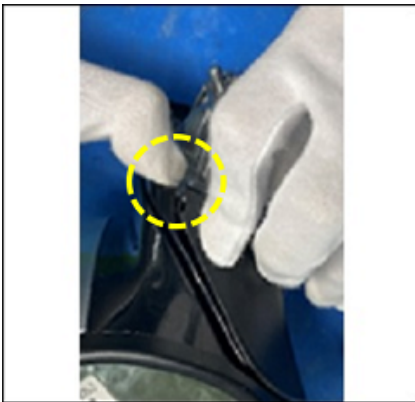
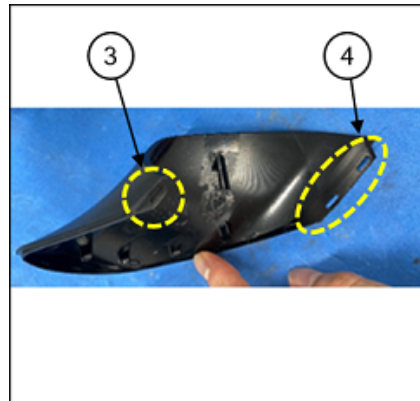
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c. Remove the base cover (lower) (1) from under the hinge of the outer mirror base.
NOTE: Replace the lower base cover with a new one when assembling.



(1) Base cover (lower)
(2) Hinge

Detail of the removal of the base cover (lower)



Removal of (3)

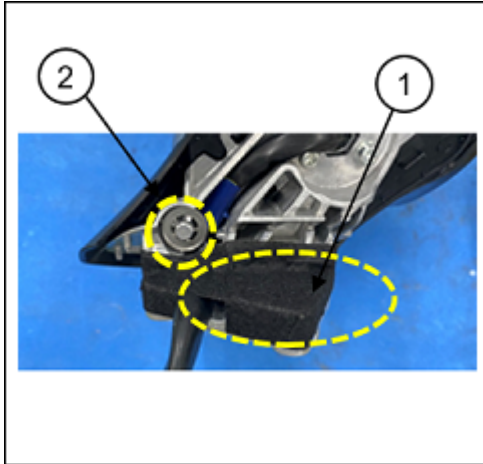


Removal of (4)

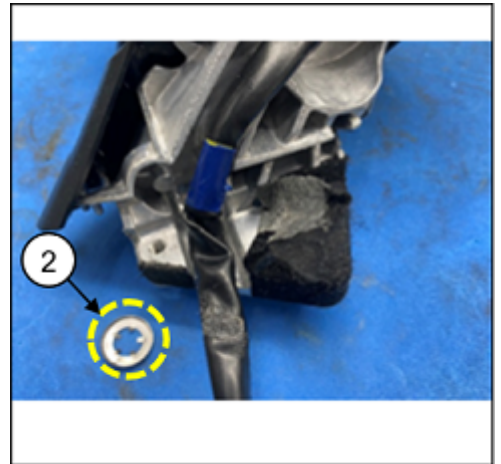
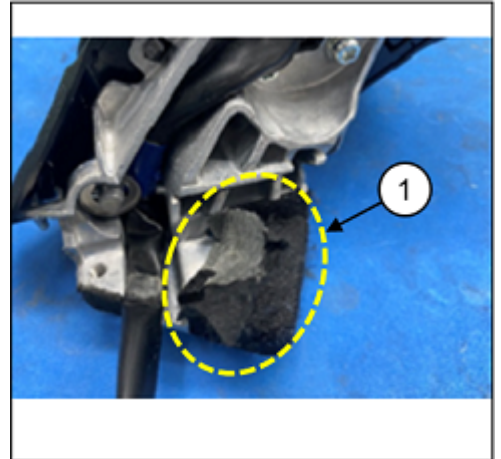
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d. Remove the felt tape (1) and the push-nut (2).

NOTE: When assembling the inner base, replace the felt tape (1) and the push-nut (2) with new ones.



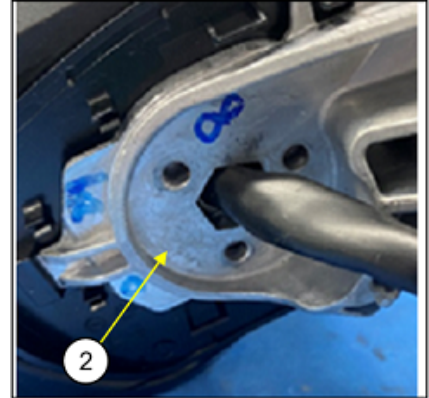
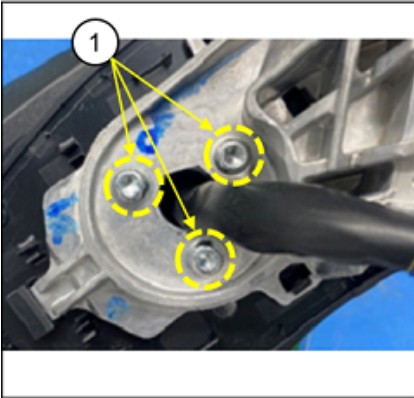
(1) Felt tape
(2) Push-nut



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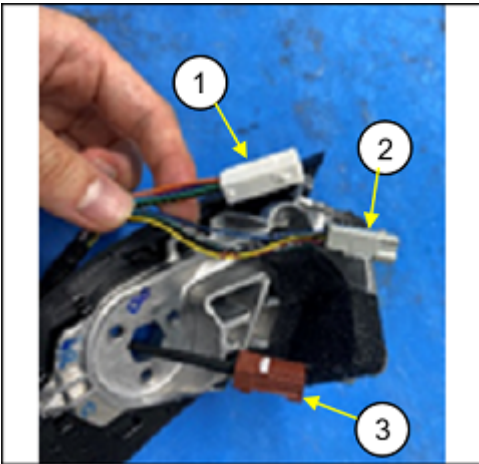
e. Remove the screws (1), then remove the inner base (2) from the outer mirror base.

NOTE: Replace the inner base with a new one when assembling.



f. Remove the harnesses (1), (2), and (3) from the inner base.

NOTE: Removal order - 1st: White (1), 2nd: Gray (2), 3rd: Brown (3)

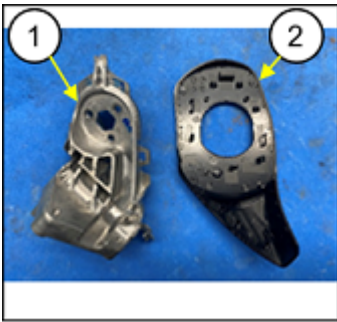


- (1) Connector: White
- (2) Connector: Gray
- (3) Connector: Brown

Finished to pull out

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g. Attach a new base cover (upper) (2) to a new inner base (1).



(1) Inner base
(2) Base cover (upper)



h. Pass the harnesses through the inner base with the base cover (upper).

NOTE: Pass the harnesses through the inner base in the reverse order of pulling them out.

i. Screw the inner base to the outer mirror base.

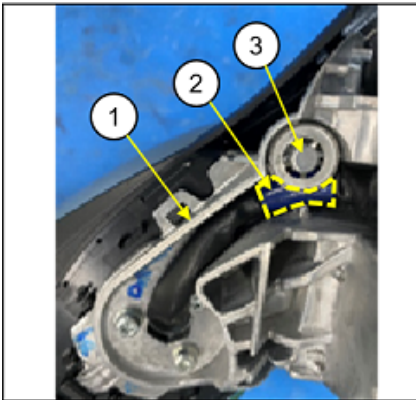
Specified tightening torque: 4.4±0.7 ft-lb (6.0±1.0 Nm)



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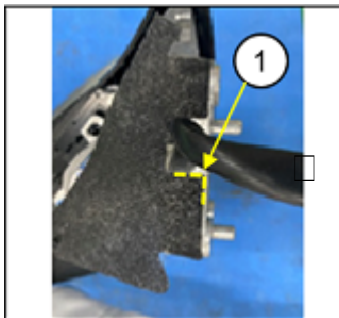
j. Route the harnesses in the correct position (1), then install a push-nut.

NOTE: When installing the push-nut, align the center of the colored tape (2) on the harness and the center of the shaft (3).

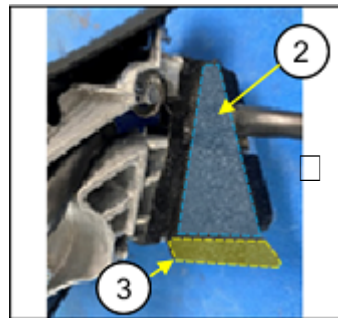


k. Stick a felt tape to the inner base.

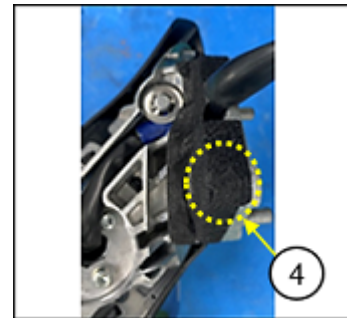
NOTE: When sticking the felt tape, the aluminum base should not be visible from the overlapping part (4) of the felt tape.



(1) Start sticking here.



Stick area (2).
Stick area (3).



Stick the rest of the area.
a.

l. Align the outer edges of the base cover (upper) and the base cover (lower) and assemble them so that there are no gaps.



m. Assemble the seal rubber and the clip to the outer mirror base so that the seal rubber fits properly.

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Specified tightening torque of the seal-rubber fastening screws: 11 ± 1.7 in-lb (1.25 ± 0.2 Nm)

NOTE:

- Reuse the seal rubber, the clip, and the screws fastening the seal rubber, which are removed at step 2.
- The seal rubber should not be curled and/or deformed.



n. Install the outer mirror according to the instructions on MGSS.

- Mazda3 (POWER OUTER MIRROR REMOVAL/INSTALLATION)
- CX-30 (POWER OUTER MIRROR REMOVAL/INSTALLATION)

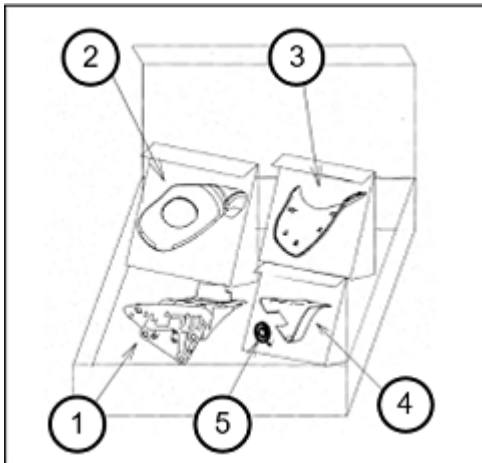
NOTE: Unfold the outer mirrors before the removal.

3. Verify repair.

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PARTS INFORMATION

Parts Number	Description	Qty.	Notes
BCY0-69-1AX	Base-Inner Kit (RH)	1	Mazda3 (Japan built JM1) 4-door SD
BCY0-69-1AY	Base-Inner Kit (LH)	1	
BCY1-69-1AX	Base-Inner Kit (RH)	1	Mazda3 (Japan built JM1) 5-door HB
BCY1-69-1AY	Base-Inner Kit (LH)	1	
BCY2-69-1AX	Base-Inner Kit (RH)	1	Mazda3 (Mexico built 3MZ) 4-door SD
BCY2-69-1AY	Base-Inner Kit (LH)	1	
DFY0-69-1AX	Base-Inner Kit (RH)	1	CX-30 (Mexico built 3MV)
DFY0-69-1AY	Base-Inner Kit (LH)	1	



Each kit includes following parts:

- (1) Inner base (with electrodeposition coating)
- (2) Base cover (Upper)
- (3) Base cover (Lower)
- (4) Felt tape
- (5) Push-nut

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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	53				
Damage Code	9Y				
Part Number Main Cause	****-69-1AX or ****-69-1AY				
Quantity	1				
Operation Number / Labor Hours: (Includes: Door trim assembly, R&R)	Side(s)	360° view monitor system	360° view monitor system screen display verification	360° view monitor system aiming	Operation No. / Labor Hours
	Both	X	X	X	XXT4YARX / 2.0 Hrs.
	One	X	X	X	XXT4YBRX / 1.1 Hrs.
	Both	X	X		XXT4YCRX / 1.7 Hrs.
	One	X	X		XXT4YDRX / 0.9 Hrs.
	Both				XXT4YERX / 1.5 Hrs.
	One				XXT4YFRX / 0.8 Hrs.

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