

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: MELTED OR WARPED MIRROR COVER OR OUTSIDE TRIM	Service Alert No.: SA-039/23
	Last Issued : 07/06/2023

BULLETIN NOTES

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

Previous Service Alert(s):	Date(s) Issued:
SA-008/22	10/17/2022, 2/10/2022
SA-040/21	06/07/2021

APPLICABLE MODEL(S)/VINS:

2003-2021 Mazda6	2006-2015 Mazda5	2013-2023 CX-5	2023 CX-50
2004-2024 Mazda3	2007-2012 CX-7	2016-2021 CX-3	2024 CX-90
2004-2011 RX-8	2007-2023 CX-9	2020-2023 CX-30	
2006-2022 MX-5	2011-2023 Mazda2	2022 MX-30	

DESCRIPTION

Some vehicles may experience exterior trim heat damage when parked near a glass building or Low-E windows. This may be caused by the sun's reflection.



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.

If a structure's windows create enough of a curve, the concave glass can focus the sun's rays onto a small area and acting like magnifying glass direct the sunbeams into a hot pinpoint of light. This magnification of the sun's rays can cause damage to vehicle trim (see examples). Additional information and exemplar images regarding this phenomenon can be found by performing a google search.

Examples of heat damaged trim:



REPAIR PROCEDURE

Repair or replace the affected part(s) as needed.

If the customer regularly parks the vehicle where there is exposure to such conditions as described in the description above, explain to the customer that parking location may need to be reconsidered.

WARRANTY INFORMATION

This is not a warrantable repair.

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.