

**Subject:**

**A-PILLAR TRIM HIDDEN FELT PAD IS VISIBLE**

**Service Alert No.: SA-070/23**

**Last Issued : 10/24/2023**

## BULLETIN NOTES

### APPLICABLE MODEL(S)/VINS

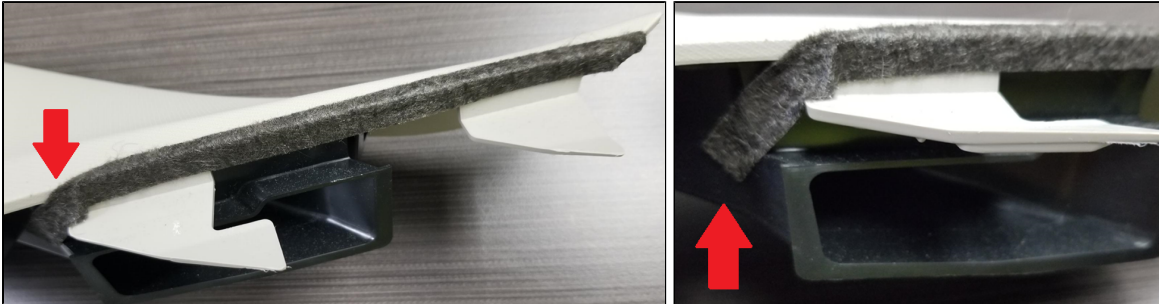
2023 CX-50 (US/Canada spec vehicles with VINS lower than 7MMVA\*\*\*\*\*107823 (produced before June 14, 2022)

## DESCRIPTION

Some customers may complain that the black felt padding on the A-pillar trim is visible.

## REPAIR PROCEDURE

1. Verify the customer concern.
2. Remove the A-pillar trim **on both sides** of the vehicle using the removal procedure in MGSS (**A-PILLAR TRIM REMOVAL/INSTALLATION**).
3. Remove the old felt tape from **both** A-pillar trim pieces. The front is wrapped and locked in place, and if any of it breaks off, remove it completely.



4. Clean the circled area with rubbing alcohol.

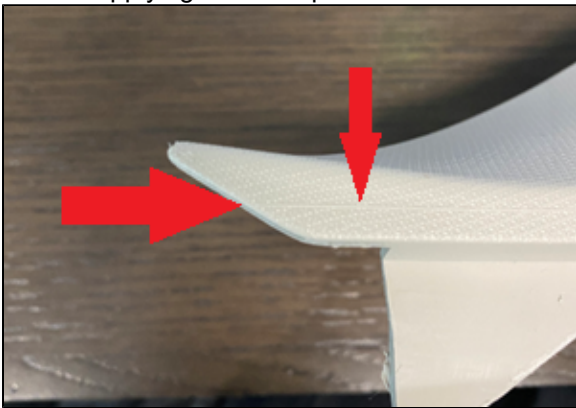


**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." 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.



5. Remove 2 felt strips from the felt sheet.

6. Start applying the felt tape at the arrow and follow the faint mold line to the end. DO NOT CUT THE TAPE.



7. Wrap the felt tape around the bottom edge as shown, and continue to the back of the colored portion of the trim. DO NOT CUT THE TAPE.

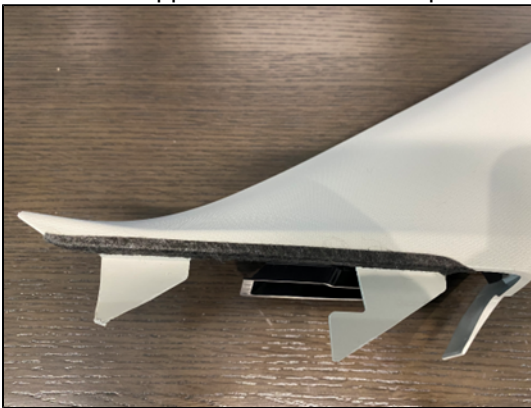


**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." 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.

8. Take the unattached felt tape end, twist it slightly, and press it down onto the black tube attached to the A-pillar trim.



9. The final appearance of the felt tape should look like this:



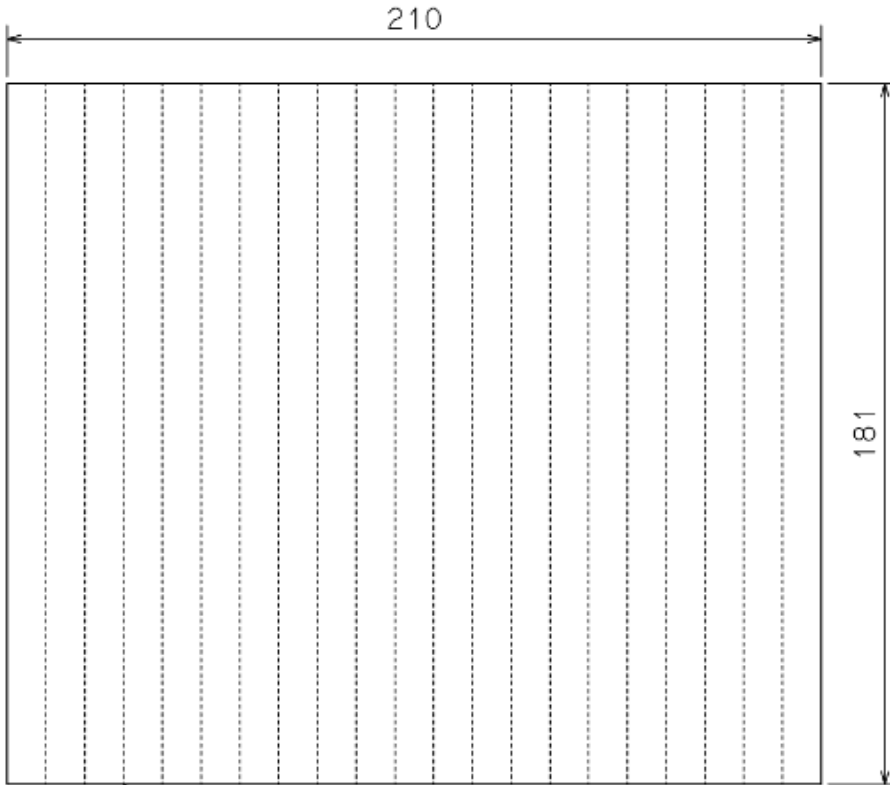
10. Replace the A-pillar trim pieces using the installation procedure in MGSS (**A-PILLAR TRIM REMOVAL/INSTALLATION**).

11. Confirm the felt is not visible.

#### PARTS INFORMATION

Part Number	Description	Qty.	Notes
VAY1-68-2A3	A-PILLAR FELT	1	This is a sheet that repairs 10 vehicles.

**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.



FELT SHEET  
SIZE : 210 x 181 x t0.5  
QTY : 1

**WARRANTY INFORMATION**

Warranty Type	A
Symptom Code	89
Damage Code	9B
Part Number Main Cause	VA40-68-170 75
Quantity	0
Operation Number / Labor Hours:	Trim R&R: S1702BRX / 0.2
	Install Tape: S1702XRT / 0.2

**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.