

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  <b>WATER LEAK FROM ROOF CAUSING ELECTRICAL AND MECHANICAL CONCERNS</b>	<b>Service Alert No.: SA-074/23</b>
	<b>Last Issued : 10/31/2023</b>

## 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-035/21	05/19/21

## APPLICABLE MODEL(S)/VINS

2020-2024 CX-30

## DESCRIPTION

A customers may experience a roof water leak. The symptoms may include:

- Water in the spare tire well
- Water in the rear differential
- Electrical malfunctions
  - Infotainment system no audio sound from radio or other audio sources due to Remote Tuner water intrusion

The source of the leak may be pinhole anywhere along the roof seams under the 2 trim strips (where the roof rails attach). Depending on the location of the leak, the headliner may or may not be visibly affected.

## Decription from the TI

A customer may report a water leak, electrical problems, or warning lights. If water is found, follow the repair instructions.

Possible complaints\*:

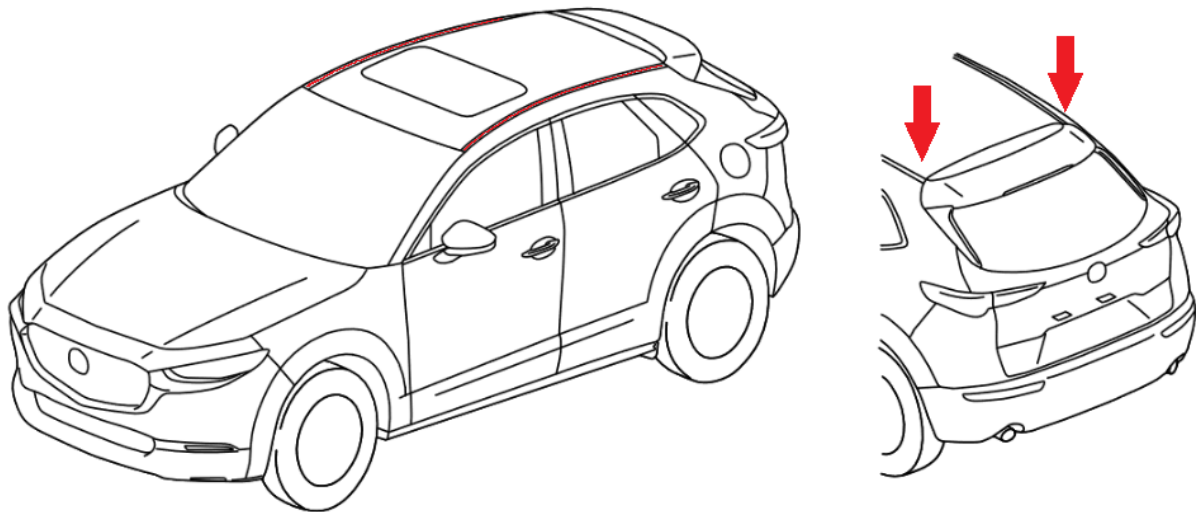
**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers."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

- Warning lights on/flashing
- Doors and/or liftgate do not work correctly
- Audio system problems of any kind
- Vehicle lighting concerns
- Water in the rear
- Smell from the rear
- Sloshing noise when driving

\* This list is not all-inclusive, there may be other symptoms found in the future.

## REPAIR PROCEDURE

1. Document the following information on the RO:
  - Document all concerns caused by the leak (e.g. radio not working because Remote Tuner got wet).
  - Check for and document any stored DTCs.
  - Take photos of the area where the leak was found. These will be needed for the warranty claim or pre-authorization (if needed).
2. Check these locations on both sides of the vehicle for a small hole. If a leak is found at this location, sublet to a body shop for repairs.



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3. If no leak source was found in step 2, check the rest of the panel seams under the roof trim. If leaks are found there, sublet to a body shop for repairs.
4. If no leaks are found in steps 2 & 3, check the sunroof drains. If the hoses are detached, attach them to the correct locations. If they are damaged or kinked, replace them.
5. If no leaks were found in steps 4, 5, & 6, check for leaks from doors or glass. Recheck for leaks with the headliner lowered or removed. Repair as needed.
6. Repair or replace components that were damaged by the water leak. Take photos for warranty documentation.

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**INFORMATION FROM TI TO MERGE AS SECOND LOCATION**

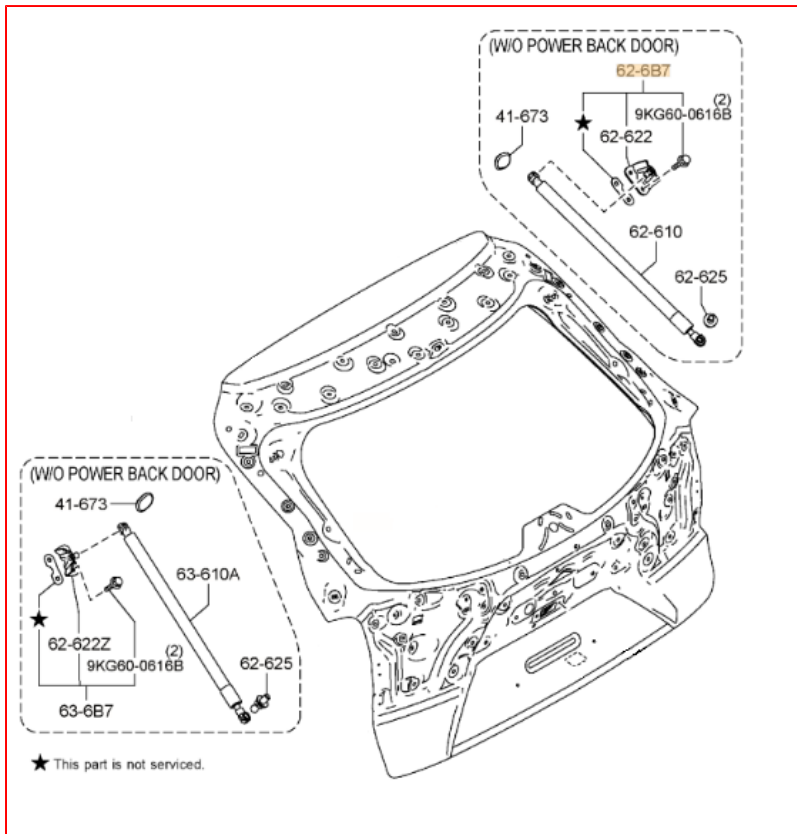
1. Remove the bracket using the **STAY DAMPER REMOVAL/INSTALLATION** procedure and remove the gasket. Do the liftgate strut bracket gaskets look the images below?



**YES** - Go to the next step.  
**NO** - Reassemble the struts.

2. Replace the gaskets and retest the vehicle for water leaks.

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3. Check all harnesses and modules located at the rear of the vehicle for water intrusion. Modules with water inside should be replaced, harnesses should be dried and carefully inspected for terminal corrosion. If any corrosion is found, replace the harness.
4. If the vehicle is AWD, drain the gear oil and check for any water in the rear differential.
  - If water is found, document that and test drive the vehicle to confirm there isn't any internal damage.
  - If no water is found, document that there was no water found.

### THE THIRD POSSIBLE SOURCE OF A LEAK

Check the liftgate grommets, if they are leaking, refer to steps 7 and 8 of the LIFTGATE REMOVAL/INSTALLATION for items that must be replaced when removing the grommet from the body.

**NOTE:** If you remove the grommets, you must replace the items marked with an **[R]** in the LIFTGATE REMOVAL/INSTALLATION.

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**WARRANTY INFORMATION**

Please follow existing warranty processes.

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