

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: DRIVER'S SIDE OUTER MIRROR GLASS VIBRATES WHEN DRIVING AT HIGH SPEED ON BUMPY ROAD	Bulletin No.: 09-046/23
	Last Issued : 12/19/2023

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2024 CX-90 (produced before Septemeber 6, 2023)

DESCRIPTION

Some customers may complain that the driver's side outer mirror glass vibrates when driving at high speeds at approximately 60 mph (100 km/hour) or more on bumpy roads such as road joints, coarse-grained paved roads or rough roads. This is caused by insufficient hardness of the adhesive tape between the outer mirror glass holder and the mirror glass. To eliminate this concern, the material of the adhesive tape between the outer mirror glass holder and the mirror glass has been improved and the tape location 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 driver's side outer mirror glass with a modified one according to the instructions in MGSS (OUTER MIRROR GLASS REMOVAL/INSTALLATION).

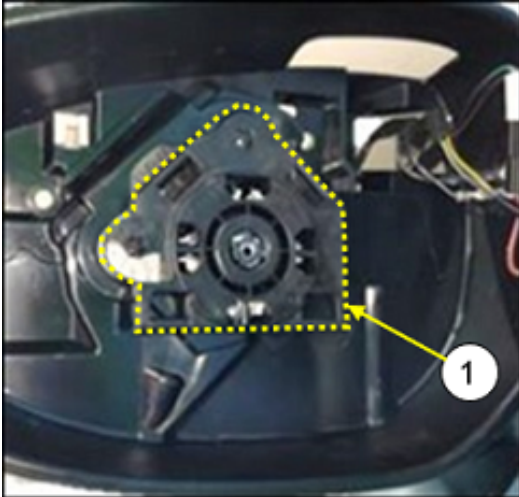
NOTE for INSTALLATION:

- Refer to the procedure below and perform the installation in the correct order when installing the outer mirror glass.
- Images in the instructions show left side (same as right side).

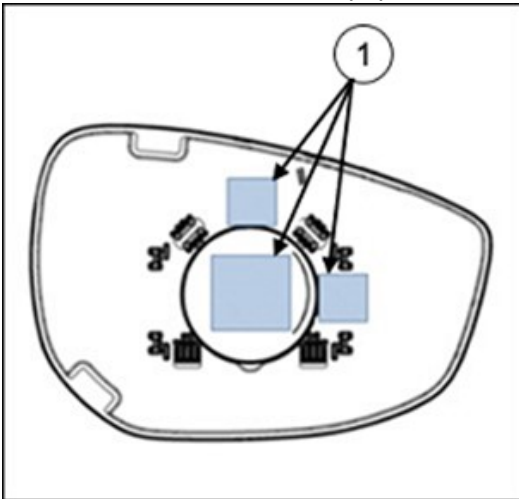
ATTENTION: DO NOT press the mirror glass too hard during installation to avoid damaging the auto-dimming liquid crystal inside the glass.

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- a. Install the new pivot plate (1) to the outer mirror base.

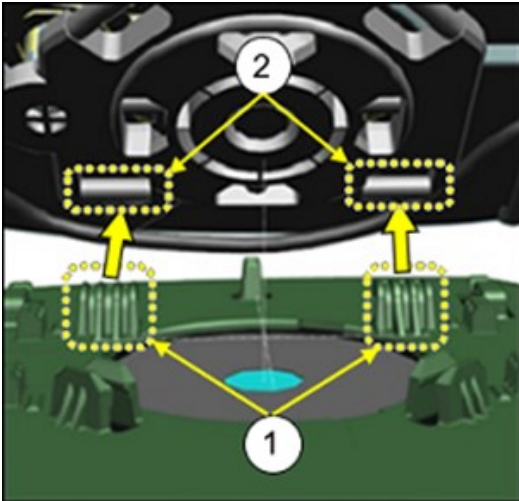


- b. Peel off the release papers on the new mirror glass holder.

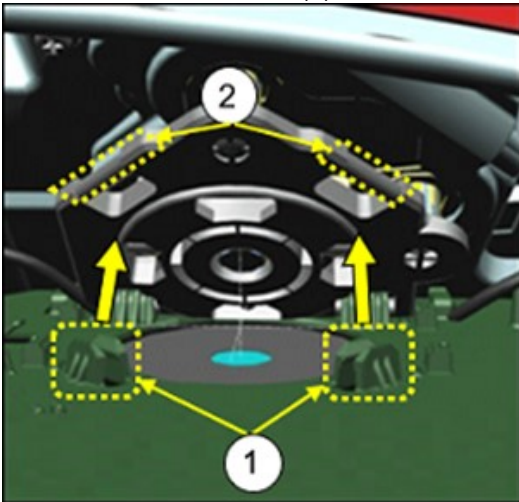


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c. Hook the tabs (1) of the outer mirror holder to the pivot plate (2) shown in the following image.



d. Hook the claws (1) of the the outer mirror holder to the pivot plate (2) shown in the following image.



3. Verify the repair.

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PARTS INFORMATION

Part Number	Description	Q'ty	Notes
KEY0-69-1GY	Glass & Holder (L), Mirror	1	with heater and BSM

NOTE: Use VIN to check the old part number in EPC.

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	83
Damage Code	97
Part Number Main Cause	****-69-1G7 or ****-69-1GY
Quantity	1
Operation Number / Labor Hours:	XXWJ6ARX / 0.2 Hrs (PHEV) XXWJ6DRX / 0.3 Hrs (MHEV H3T)

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