

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: DARK STAINS / DISCOLORATION APPEAR ON WHEELS AFTER CLEANING	Service Alert No.: SA-022/24
	Last Issued : 06/06/2024

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:	Previous TSBs:	Date(s) Issued:
SA-022/24	04/10/24	02-008/18	04/27/18
SA-031/23	05/17/23	02-002/16	01/08/16
02-002/21	07/19/21 and 01/21/21	02-009/13	11/11/13
02-004/20	02/26/20	02-006/08	9/3/08
02-002/19	01/10/19	02-006/07	09/27/07

APPLICABLE MODEL(S)/VINS

2013-2025 Mazda3	2016-2023 CX-3	2016-2023 Mazda2	2023-2025 CX-50
2013-2025 CX-5	2016-2023 CX-9	2020-2025 CX-30	2025 CX-70
2014-2021 Mazda6	2016-2025 MX-5	2022-2023 MX-30	2024-2025 CX-90

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.

DESCRIPTION

Some automotive cleaning products contain strong acid or alkali. When these types of cleaners are used to clean the wheels on Mazda vehicles, the chemicals contents penetrate the clear coating of the wheel surface and damage the paint under the clear coating. The damaged area has the appearance of dark stains or discoloration.

Examples:

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.

Use extra care when cleaning wheels. The following are guidelines to follow when cleaning the wheels.

- Mazda recommends using a mild soap or neutral detergent as stated in the owner's manual under Appearance Care in the Maintenance and Care section.
- **DO NOT** use a cleaning products containing strong acid or alkali contents to clean the wheels.
- **DO NOT** apply any type of specialized wheel cleaner to the wheels when they are hot (such as after driving the vehicle or if the vehicle has sat in the sun). Ensure wheel temperatures are the same as ambient temperature before cleaning.
- Within 15 minutes after any cleaner is applied, rinse the wheel thoroughly to completely remove cleaner.
- Stains and/or discoloration on Mazda Wheels caused by improper cleaning are not covered under the Mazda Vehicle Warranty.

NOTE: Customer concerns of wheel clear coat peeling or flaking do not apply to this bulletin.

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.