

Subject: INSTRUMENT CLUSTER LENS SCRATCHED	Service Alert No.: SA-068/24
	Last Issued : 09/11/2024

BULLETIN NOTES

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

Previous SAs:	Date(s) Issued:
SA-050/23	08/28/23
SA-039/22	06/10/22

APPLICABLE MODEL(S)/VINS

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

*If equipped with instrument cluster lens

NOTE: Advise dealer detail shop to use the cleaning procedure below to prevent lens damage during new vehicle delivery.

DESCRIPTION

Some customers may complain about scratches on the instrument cluster lens.



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.

REPAIR PROCEDURE

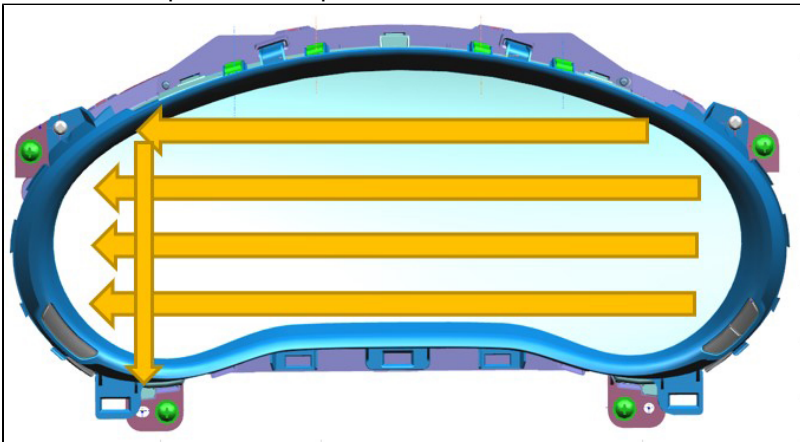
1. Verify the customer concern.
2. Replace the instrument cluster lens.
3. Verify the repair.

NOTE: Advise the customer to use the cleaning procedure below to prevent future damage to the lens.

Instrument Cluster Lens Cleaning Procedure

1. Blow off surface dust from the lens surface using compressed air (shop air or compressed air duster can).
2. Wet with water only and wring out a soft microfiber cloth (for eyeglasses).
3. Use the microfiber cloth and wipe the lens softly in one direction as shown below.

CAUTION: A hard or rough cloth and detergent should never be used for cleaning the lens; otherwise, it may scratch it. Also, never wipe with hard pressure.

**NOTE:**

- If the lens is scratched, it cannot be repaired. The lens will need to be replaced.
- Advise dealer detail shop to use this cleaning procedure to prevent lens damage during new vehicle delivery.

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