

Technical Service
Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: REARVIEW MIRROR RATTLING / RATTLE NOISE	Bulletin No.: 09-024/25
	Last Issued : 05/22/2025

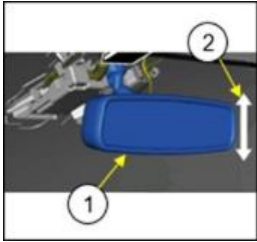
BULLETIN NOTES
APPLICABLE MODEL(S)/VINS

US Spec.:
2016-2021 CX-3 (Japan built)
2013-2025 CX-5
2007-2023 CX-9
2014-2018 Mazda3 (Japan & Mexico built)
2014-2021 Mazda6
2016-2023 MX-5

Mexico Spec.:
2023-2025 CX-3 (Mexico built)
2013-2020 CX-5
2016-2025 Mazda2
2017-2021 Mazda6

DESCRIPTION
Some vehicles may exhibit following symptoms:
1. The rearview mirror (1) rattles up and down (2) while adjusting the mirror.
2. The rearview mirror (1) makes a rattle noise depending on the road surface conditions while driving.

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This concern is caused during rearview mirror installation. The adhesive is squeezed out between the windshield and the mirror base. The rearview mirror is assembled on top of the overextended adhesive. The adhesive is softened by heat, and loosening screws, results in a rattling concern.

Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

1. Verify the customer concern.
2. Remove the rearview mirror according to the instructions on MGSS:
 - CX-3: AUTO-DIMMING REARVIEW MIRROR REMOVAL/INSTALLATION
 - CX-5: AUTO-DIMMING REARVIEW MIRROR REMOVAL/INSTALLATION
 - CX-9: AUTO-DIMMING REARVIEW MIRROR REMOVAL/INSTALLATION
 - Mazda6: AUTO-DIMMING REARVIEW MIRROR REMOVAL/INSTALLATION
 - MX-5: AUTO-DIMMING REARVIEW MIRROR REMOVAL/INSTALLATION
 - Mazda2: REARVIEW MIRROR REMOVAL/INSTALLATION
 - Mazda3: AUTO-DIMMING MIRROR REMOVAL/INSTALLATION

CAUTION: Be very careful not to scratch the ceramic coating on the windshield. If the scratch is too deep it will be visible from the outside and windshield replacement will not be covered under warranty.

3. Remove the extra adhesive extending from the mirror base (1) with a utility knife.

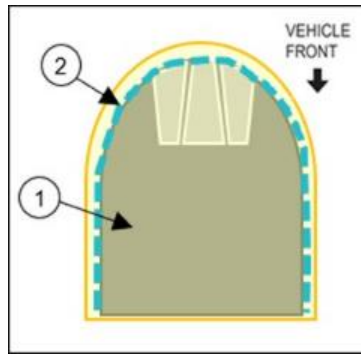
WARNING:

- Wear protective glasses and gloves before proceeding with the repair.
- **DO NOT** place your non-dominant hand in line with the movement of the utility knife blade.

Procedure Tip:

- a) The adhesive removal area is the blue line (2) in the figure.

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Before Adhesive Removal

b) Trim off the adhesive while making several notches to avoid scratching the ceramic part of the windshield.



After Adhesive Removal

4. Reinstall the rearview mirror according to the instructions on MGSS:

- CX-3: AUTO-DIMMING REARVIEW MIRROR REMOVAL/INSTALLATION
- CX-5: AUTO-DIMMING REARVIEW MIRROR REMOVAL/INSTALLATION
- CX-9: AUTO-DIMMING REARVIEW MIRROR REMOVAL/INSTALLATION
- Mazda6: AUTO-DIMMING REARVIEW MIRROR REMOVAL/INSTALLATION
- MX-5: AUTO-DIMMING REARVIEW MIRROR REMOVAL/INSTALLATION
- Mazda2: REARVIEW MIRROR REMOVAL/INSTALLATION
- Mazda3: AUTO-DIMMING MIRROR REMOVAL/INSTALLATION

Tightening Torque for Screw: 1.2 - 2.0 N·m {13 - 20 kgf·cm, 11 - 17 in·lbf}

5. Verify the repair by ensuring the rearview mirror is not rattling or making a rattle noise.

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.

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Warranty Type	A		
Symptom Code	91		
Damage Code	9G		
Causal Part No.	7777-SP-W14		
Quantity	0		
Operation No. and Labor Hours	without auto-dimming	without i-stop	XXW3YBRX / 0.6 Hrs.
		with i-stop (2025 CX-5)	
	with auto-dimming	without i-stop	XXW3YARX / 0.6 Hrs.
		with i-stop (2025 CX-5)	XXW3YCRX / 0.7 Hrs.

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