

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  SUNVISOR(S) DO NOT STAY IN FULLY RETRACTED POSITION	<b>Bulletin No.:</b> 09-012/25
	<b>Last Issued :</b> 08/01/2025

## BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09-012/25	03/10/25

## APPLICABLE MODEL(S)/VINS

- 2020-2025 CX-30 (Mexico built) vehicles with VINs lower than 3MV DM\*\*\*\* \*\* 796869 (Produced before Dec. 9, 2024)
- 2019-2025 Mazda3 (Japan built) vehicles with VINs lower than JM1 BP\*\*\*\* \*\* 773620 (Produced before Dec. 9, 2024)
- 2019-2025 Mazda3 (Mexico built) vehicles with VINs lower than 3MZ BP\*\*\*\* \*\* 462595 (Produced before Dec. 9, 2024)

## DESCRIPTION

Some vehicles may experience a sunvisor that does not stay in the fully retracted position (as shown below). The left and/or right side sunvisor may lower slightly due to its own weight. The part where the sunvisor connects is broken, so the spring cannot hold the sunvisor in the fully retracted position.



To eliminate this concern, the stay holder and spring holder have been reinforced.

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

**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 customer concern.
2. Replace the affected side sunvisor with the modified part according to the instructions on MGSS.
  - Mazda3: SUNVISOR REMOVAL/INSTALLATION
  - CX-30: SUNVISOR REMOVAL/INSTALLATION
3. Verify the repair.

**PARTS INFORMATION**

Parts Number	Description	Qty.	Notes
****-69-270*-**	Sunvisor	1	Right Side
****-69-320*-**	Sunvisor	1	Left Side

**NOTE:**

- Confirm the correct part number(s) in the GEPC using the subject vehicle VIN.
- Replace the affected side sunvisor (left and/or right).

**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	43
Damage Code	9A
Causal Part No.	****-69-270* or ****-69-320*
Quantity	1
Operation No. and Labor Hours	XXWZTBRX / 0.3 Hrs. (Both sides) XXWZTCRX / 0.2 Hrs. (One side)

**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.

**NOTE:** Claim the part on the other side as a related part.

**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.