

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

REAR BUMPER DISTORTED

Service Alert No.: SA-041/25

Last Issued : 09/10/2025

BULLETIN NOTES

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

Previous SA:	Date(s) Issued:
SA-035/22	05/20/22

APPLICABLE MODEL(S)

2023-~~2025~~ CX-50

DESCRIPTION

During PDI, an indentation in the rear bumper may be noticed, or in some cases, the customer may return after delivery to report the indentation. Follow the steps below to repair the concern.

REPAIR PROCEDURE

1. Check the rear bumper for an indentation. **Is the indentation in the same location (red dot) on the bumper as in the examples shown below?**



YES - Continue to the next step.

NO - This Service Alert does not apply, please contact the Mazda Technical Hotline for assistance.

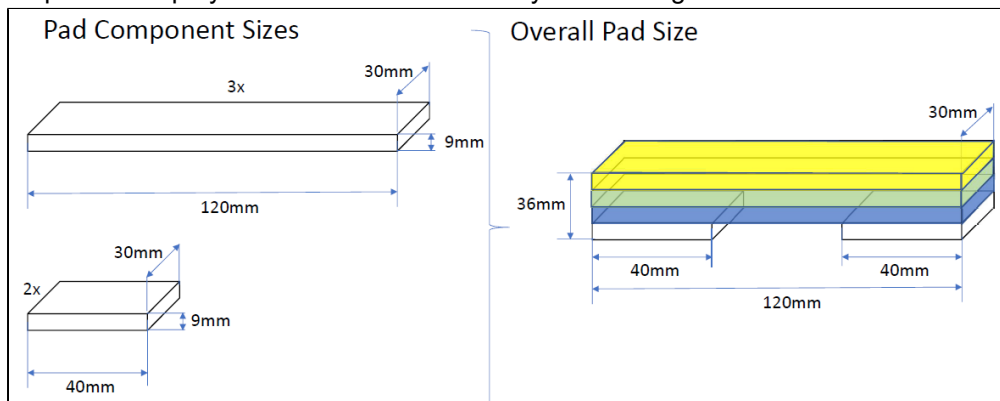
Page 1 of 4

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.

2. Contact the Mazda Technical Hotline to order the parts needed to repair the vehicle.
3. Locally source isopropyl (rubbing) alcohol.



4. Prepare the tape you received from Mazda by assembling it into a block as shown below.



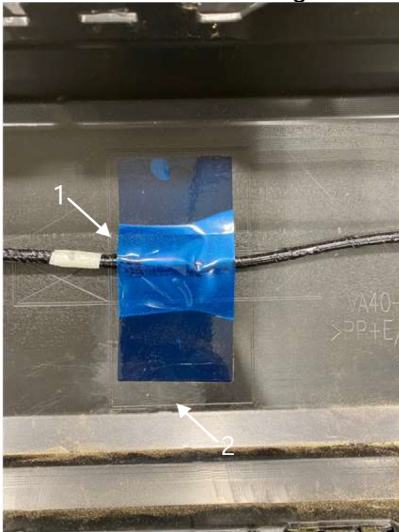
(click the image to increase the size)

5. Remove the rear bumper according to the instructions on MGSS (REAR BUMPER REMOVAL/INSTALLATION).
6. Place the bumper face down on a clean soft surface (such as a fender cover).



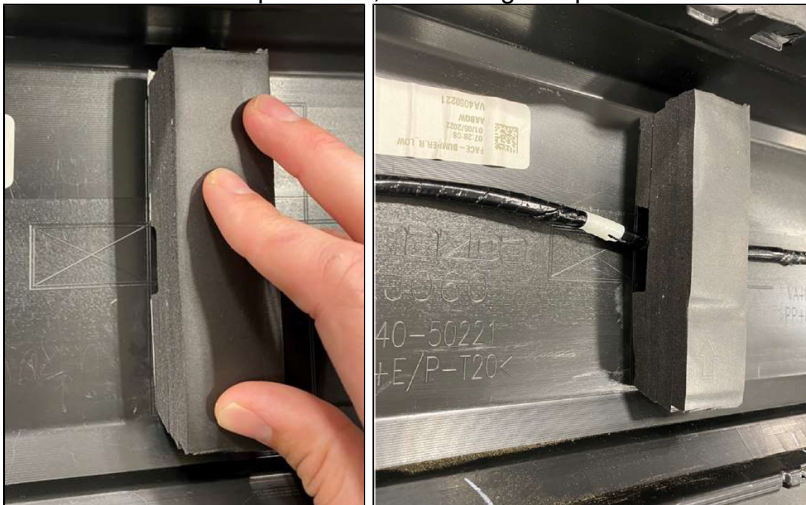
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7. Locate this raised rectangle at the center of the back of the bumper.



8. If it has backup sensors, remove the tape in this location holding the harness to the bumper.
9. Clean the surface within the rectangle using isopropyl alcohol.
10. With the bumper in the orientation shown in step 6, remove the tape backing from the foam block created, align it to the left (1) and bottom (2) edges of the raised rectangular area on the inner side of the bumper and press the block firmly into place.

NOTE: If it has backup sensors, do not forget to put the harness into the gap built into the block you created.



11. Reinstall the rear bumper according to the instructions on MGSS (REAR BUMPER REMOVAL/INSTALLATION).

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PARTS INFORMATION

Parts Number	Description	Qty.	Notes
VA40-50-221A	Bumper, Rear	1	without backup sensors
VA43-50-221A	Bumper, Rear	1	with backup sensors

WARRANTY INFORMATION

Warranty Type	A
Symptom Code	87
Damage Code	9B
Part Number Main Cause	VA40-50-221A
Quantity	0
Operation Number / Labor Hours:	S0206XRT / 2.2 hrs (with backup sensors) S0206XRT / 2.1 hrs (without backup sensors)

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