

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

ENGINE OIL TURNS MILKY WHITE

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BULLETIN NOTES**APPLICABLE MODEL(S)/VINS**

2025-2026 CX-50 Hybrid

DESCRIPTION

On some vehicles, the engine oil appears to be milky white during engine oil inspection or replacement. This is caused by moisture in the blow-by gas mixing with the engine oil when driving repeatedly for short distances in extremely low temperatures.

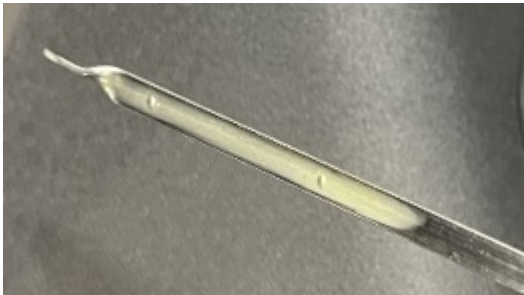
NOTE: Inform the customer that the vehicle engine needs to warm up to normal operating temperature in extremely cold temperatures to remove the moisture in the engine. Oil change will be covered one time only under Warranty. Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

1. Verify the customer concern.
2. Check the appearance of the engine oil on the dip stick.

Does the engine oil have a milky/discolored appearance as shown?

- **YES:** Continue to next step.
- **NO:** This TSB is not applicable to the vehicle. Continue diagnosis using the applicable information on MGSS.



3. Perform a cooling system pressure check to test for any internal coolant leaks. Refer to ENGINE COOLANT LEAKAGE INSPECTION on MGSS.

Did the cooling system maintain pressure?

- **YES:** Continue to next step.

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- **NO:** This service information is not applicable to the vehicle. Continue diagnosis using MGSS.

NOTE: If any internal coolant system leaks are present, coolant can mix with oil and create a similar milky/discolored appearance. Be sure to address any cooling system leaks BEFORE proceeding.

4. Replace the engine oil and oil filter. Refer to ENGINE OIL REPLACEMENT and OIL FILTER REPLACEMENT on MGSS.
5. Remove and inspect the oil filler cap. Check for any milky/discolored residue on the underside of the filler cap and wipe it off with a clean shop rag.
6. Reinstall the oil filler cap.
7. Verify the engine oil on the dip stick no longer has a milky/discolored appearance.

PARTS INFORMATION

Parts Number	Description	Qty.
CWA1-10-307	Gasket	1
CWA1-14-302	Cartridge, Oil Filter	1

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 Powertrain Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	98
Damage Code	93
Part Number Main Cause	7777-SP-Z24
Quantity	0
Operation Number / Labor Hours:	XXX3PXCX / 0.9 Hrs.

NOTE: Only at PDI or first customer complaint, claim the engine oil (Max. 4.5 US qt (4.3 L, 3.8 Imp qt)), oil filter and gasket as related parts.

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