

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: DISTORTED WINDSHIELD	Bulletin No.: 09-041/25
	Last Issued : 11/19/2025

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2023-2025 CX-50 with VINS lower than 7MMVA*****302377 (produced before August 1, 2024)

DESCRIPTION

Some vehicles may exhibit a distortion in the front windshield causing a distorted view. This is caused by the distortion test process during manufacturing not being conducted correctly. To eliminate this concern, the distortion test process has been modified to perform it on all units during manufacturing.

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

REPAIR PROCEDURE

1. Verify the customer concern.
2. Replace the front windshield with a modified one according to the instructions in MGSS.
 - WINDSHIELD REMOVAL
 - WINDSHIELD INSTALLATION
3. Verify the repair.

PARTS INFORMATION

Parts Number	Description	Qty.
VA55-63-900B	Glass, Windshield	1
VA56-63-900B		
VA57-63-900B		
VA58-63-900B		

NOTE:

- Utilize GEPC by entering the VIN as the search key to identify the appropriate part number.
- The modified part number has NOT changed. However, all service parts in stock are the modified ones.

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.

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	88
Damage Code	9H
Part Number Main Cause	****-63-900*
Quantity	1
Operation Number / Labor Hours:	XXX4HBRX / 0.0 Hrs * MM030XRX / 0.3 Hrs (administrative fee)

NOTE:

- * When the "windshield replacement" is performed by an external glass installer, claim the actual invoice amount with the sublet code "D2". Dealer can charge 0.3 Hrs if glass installer did not aim forward sensing camera.
- Warranty policy requires a copy of all sublet invoices be attached to the submitted claim and a photo attachment of the glass defect with explanation since the defect is likely not visible in the photo.

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.