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Subject: MULTI-MODEL - WIPER RUBBER INSERT REPLACEMENT	Bulletin No: 09-009/10
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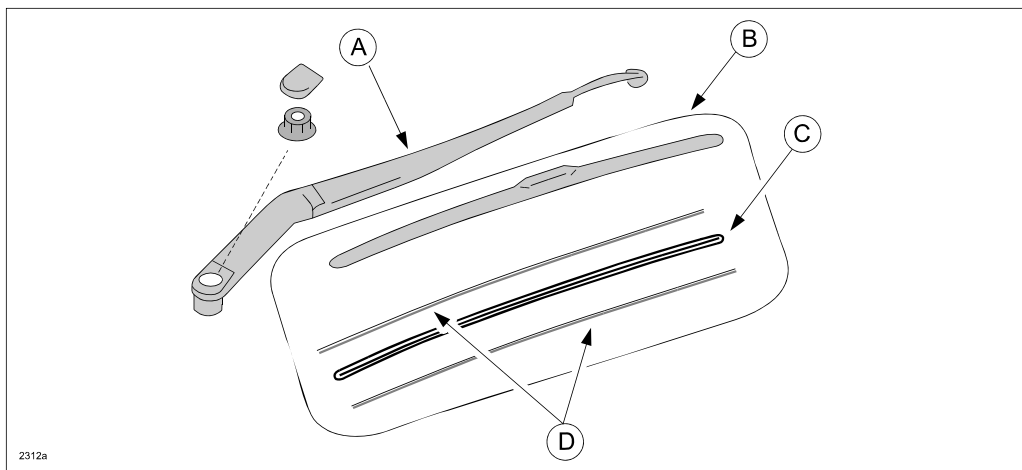
APPLICABLE MODEL(S) / VINS

- 2006-2010 MX-5
- 2004-2010 RX-8
- 2004-2010 MAZDA3
- 2006-2010 MAZDA5
- 2003-2010 MAZDA6
- 2007-2010 CX-7
- 2007-2010 CX-9

DESCRIPTION

Poor window wiping issues (streaky surface, buzzing noise, etc.) usually occur due to contamination, damage or wear of the wiper rubber (C) and condition of glass surface coating. In these cases there is normally no problem with the wiper blades (B), wiper arms (A) or backing rubber (D).

For dealer information, please be informed of confirmation points and repair methods in terms of poor window wiping issues. If part replacement is required, replace only the wiper rubber (C) and avoid unnecessary wiper assembly replacement.



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POINTS OF CONFIRMATION AND REPAIR METHOD:

1. Confirm if the wiper blade assembly is a Mazda genuine part or an aftermarket part:
 - If an aftermarket product is installed, replace it with a Mazda genuine part as some aftermarket products have less durability.
2. Confirm duration of wiper blade rubber (called “rubber” throughout the rest of the TSB) use:
 - Replacement (by customer pay) is recommended every six (6) months.
3. Confirm the condition of the windshield surface:
 - It is difficult to see oil or silicon film (included in wax or body coating agent) visually, but it can be checked by the degree the windshield repels water.
If water becomes water drops (water does not spread) on the surface of the glass, oil or silicon film is present. Windshield cleaning is required.

NOTE: Windshield glass normally does not repel water.

4. Windshield cleaning:
 - Clean the windshield with glass cleaner until water clings to the surface. An oil remover using oxidized cerium is effective.

NOTE: Oxidized cerium is a strong abrasive used by glass manufacturing suppliers to remove stains. It cleans glass efficiently.

5. Rubber cleaning:
 - Since glass stains may also affect the rubber, cleaning the rubber is necessary.
 - a. Rubber without surface treatment:
Wipe off the stain on the rubber lip using a soft cloth soaked with alcohol.
 - b. Rubber with surface treatment (surface color of this rubber is gray):
Gently wipe off the stain on the rubber lip using a soft cloth soaked with alcohol. Do not rub too hard as it may damage the surface treatment.
6. Actions to take if the concern is not resolved after completing Steps 1 to 5:
 - a. Rubber replacement:
Possible causes are abnormal wear of the rubber, degradation of the rubber material and damage on the rubber lip. As these concerns cannot be repaired, replace the rubber with new one.
 - b. Need of blade assembly replacement:
Usually, replacement of blade assembly/wiper arm is not necessary. Replace them only if deformation of the blade assembly and/or wiper arm is found or if the concern cannot be solved by replacement of the rubber alone.

NOTE: When replacing the rubber, make sure of the direction of the backing plate. The shape of the backing plate is unique for the windshield shape of each model; reassemble it to the original condition.

POINTS TO ADVISE CUSTOMERS:

1. Windshield cleaning:
 - As wax/body coating attached to the roof may run down onto the glass and create a silicon film on the surface, frequent windshield cleaning is recommended (See Step 4 above).
2. Use of washer fluid:
 - a. Washer fluid ingredients:

To remove windshield stains, a washer fluid which contains “surface-active agent” or “alcohol” is recommended. Make sure to adjust the concentration properly according to the washer fluid instructions.
 - b. Prevention of rubber wear and damage:

If the wipers are operated in dry conditions, rubber wears and/or is damaged by dust. In order to prevent damage, the windshield washer must be always used when operating the wipers (refer to vehicle owner’s manual for proper wiper/washer operation).
3. Lifetime of rubber:
 - Rubber replacement is recommended every six (6) months:

Even if the wipers aren’t frequently used, the rubber deteriorates due to ozone, ultraviolet rays, temperature change, acid rain, etc.
4. Difference between blade vibration and buzzing:
 - Recently, wiper blades have been getting larger due to the size increase of windshield glass. Accordingly, the rear end of the blade may sometimes vibrate. However, poor window wiping does not occur due to this vibration and the vibration sound is relatively small:

If poor window wiping is not observed and no sound is heard in the cabin, it is not a quality concern and should be distinguished from the buzzing sound. Buzzing is a phenomenon where the entire blade vibrates and poor window wiping and noise are both present.