

<b>Subject:</b> <b>MAZDA PAINT PROGRAM (MPP02) - PAINT OVERSPRAY ON EXTERIOR SURFACES</b>	<b>Bulletin No:</b> 09-017/06
	<b>Last Issued:</b> 04/28/2006

## APPLICABLE MODEL(S)/VINS

2006 MX-5  
2006 Mazda3  
2006 Mazda5  
2006 RX-8  
2006 MPV  
2006 Mazdaspeed6

## DESCRIPTION

Some vehicles may have been exposed to exterior overspray while in storage at Port Jersey. The paint overspray was caused by a local commercial painting project.

**Most of the subject vehicles were/will be delivered to dealers in the Northeast Region.**

### NOTE:

- UNDER THE MAZDA PAINT PROGRAM (MPP02), ALL CURRENT DEALER INVENTORY AND RETAILED VEHICLES MUST BE INSPECTED AND REPAIRED ACCORDING TO THE INSTRUCTIONS CONTAINED IN THIS SERVICE BULLETIN.
- BEFORE PERFORMING ANY REPAIR, VALIDATE THAT THE VEHICLE IS APPLICABLE TO THIS PROGRAM BY PERFORMING AN "eMDCS WARRANTY VEHICLE INQUIRY" AND VERIFYING THE VEHICLE DISPLAYS CAMPAIGN "MPP02" AND ITS CAMPAIGN STATUS DISPLAYS "OPEN". SEE "VEHICLE INSPECTION PROCEDURE" BELOW.

### DEALER INVENTORY:

Inspect and repair if necessary, all applicable vehicles currently in dealer inventory according to the procedures contained in this service bulletin.

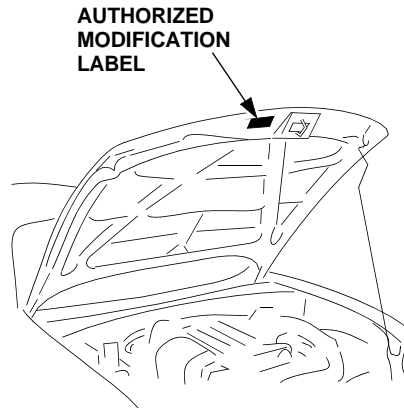
### RETAIL VEHICLES:

When an applicable retail vehicle is brought into the dealer for any type of repair or scheduled maintenance, perform an eMDCS Warranty Vehicle Inspection and check the status of MPP02. If status of MPP02 is "OPEN" inspect and repair if necessary, the vehicle according to the procedures contained in this service bulletin.

## VEHICLE INSPECTION PROCEDURE

1. Verify the vehicle is one of the applicable models listed below:
  - 2006 MX-5
  - 2006 Mazda3
  - 2006 Mazda5
  - 2006 RX-8
  - 2006 MPV
  - 2006 Mazdaspeed6
    - If the vehicle is one of the above listed models, proceed to Step 2.
    - If the vehicle is not one of the above listed models, return the vehicle to the customer or inventory.
2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect the vehicle for a Campaign Label **MPP02**, attached to the vehicle's hood. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

**NOTE:** Verify the campaign number as the vehicle may have multiple labels.



### eMDCS System - Warranty Vehicle Inquiry Results

If eMDCS displays:	Campaign Label is:	Action Required:
"Campaign: MPP02 Open"	Present	Contact the Mazda Corporate Dealer Assistance Group at (877) 727-6626 to update vehicle history
	Not present	Proceed to "INSPECTION PROCEDURE"
"Campaign: MPP02 Closed"	Present	Return vehicle to inventory or customer
	Not present	Complete a label and apply it to vehicle's hood
"Campaign: MPP02 Open" or "Closed" is not displayed	Does not apply	Campaign does not apply to this vehicle. Return the vehicle to inventory or customer

## INSPECTION PROCEDURE

This overspray condition has unique characteristics and should not be incorrectly identified as rail dust or acid-rain. It is imperative that the correct type of paint contamination first be identified before attempting this repair-procedure.

1. Place the vehicle in your detail / car wash area. This area must be well-lit away from direct sunlight.
2. Rinse the exterior of the vehicle with water until all of the "loose" debris has been removed.
3. Wash and dry the vehicle.
4. Visually inspect the exterior of the vehicle (mainly the horizontal surfaces).

**NOTE:** The overspray are specks that appear in a continuous pattern and are approximately 1 mm in diameter.

- If the contamination is identified as overspray, proceed to "REPAIR PROCEDURE".

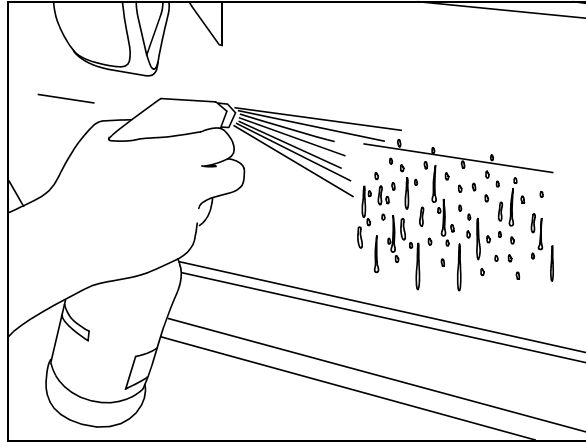
**NOTE:** Rail dust appears as an orange speck, uneven in shape. Additionally, if you gently rub the affected surface with your hand, it will feel very rough.

- If the contamination is other than overspray, (i.e. iron particles, industrial fall-out, or acid rain), repair as necessary using current policy and procedures. Proceed to "IRON PARTICLES / INDUSTRIAL FALL-OUT / ACID RAIN DAMAGE".

## REPAIR PROCEDURE

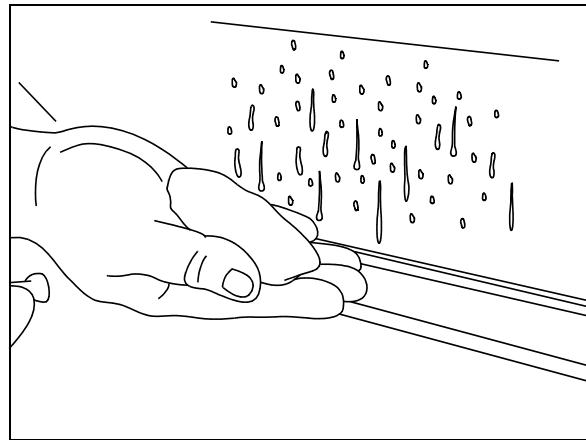
**NOTE:** Prior to starting the repair, the outside temperature should be at least 65 degrees F or warmer.

1. Prepare a lubricant by filling a detail spray bottle with one (1) oz. of car wash soap per one (1) quart of water.
2. Spray lubricant on the area to be repaired.



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3. Place the clay bar in the palm of your hand.

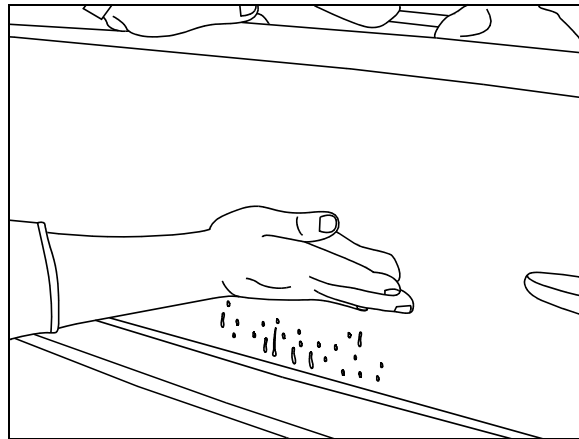


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4. Wipe the affected area in a side to side and up and down motion. Continue until the paint overspray is removed and the area is smooth to the touch.

**NOTE:**

- Always keep the area well lubricated
- Use minimal pressure
- If the clay contacts the ground, make sure to fully wash and remove any debris that may be stuck to it.



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5. Repeat Steps 2 - 4 on all remaining affected areas (including the glass if necessary).
6. Fill out a blue "Campaign Label" (9999-95-065A-05) with the Campaign No: "MPP02", your dealer code, today's date, and affix it to the vehicle's hood.

CAMPAIGN LABEL	
CAMPAIGN NO:	_____
DEALER CODE:	_____
DATE:	/  /

P/N 9999-95-065A-05

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7. Return vehicle to customer or dealer inventory.

**PART(S) INFORMATION**

To order 3M product, call (877) 666-2277 or go to [www.3M.com/automotive](http://www.3M.com/automotive)

**NOTE: The part number listed below is not a Mazda part number. Part must be ordered from 3M.**

Part Number	Description	Qty.	Price	Notes
3M® - 38070	Perfect-It™ III Cleaner Clay	1 Clay Bar	\$34.99 (suggested)	1 Clay Bar will repair approx. 10 - 15 vehicles

**WARRANTY INFORMATION**

**NOTE:**

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair. Refer to the Warranty Wizard for warranty term information.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	99
Damage Code	99
Part Number Main Cause	5555-06-009A
Quantity	0
Operation Number	YY428XRX
Labor Hours	0.0 Hrs.
Sublet Sublet Invoice Number Sublet Type Code Sublet Amount	Same as Claim Number X \$125.00 Max. Limit Without DCSM Authorization

## IRON PARTICLES / INDUSTRIAL FALL-OUT / ACID RAIN DAMAGE

Paint may be damaged by hot iron particles (dust) that are generated by manufacturing facilities, rail shipment, etc. and mechanically bond to a vehicle's painted surfaces. These particles combined with moisture and temperature create an acid which causes the iron to corrode and damage (enter) the paint surface. Paint may also be damaged by industrial fallout and acid rain. These conditions generate corrosive compounds that fall on the vehicle's painted surfaces. When combined with moisture and temperature, chemical compounds are created that damage (etch) the paint surface. To remove these contaminants, a Decontamination Kit is available which will repair these concerns. This kit includes the following items which will repair up to ten (10) vehicles:

CONTENTS	QTY.
Product A - Acid Neutralizer (An alkaline based cleaner that neutralizes any acid deposits, strips wax, removes storage or lot staining)	1 Gal.
Product B - Alkaline Neutralizer (An acid based product that will remove alkaline deposits and dissolve ferrous metal fallout [rail dust])	1 Gal.
Product C - Detail Wash (A neutral P.H. shampoo that is safe for everyday use)	1 Gal.
Wash Mitts	2
12 oz. Marked Dispenser Bottles	2
Applicator Pads	4
Product Usage Wall Chart	1

### NOTE:

- This repair information supersedes the applicable information located in the PAINT DAMAGE REPAIR GUIDE (9999-95-044N-97).
  - No polishing, compounding, color sanding, or repainting should be done before this procedure is performed. This procedure uses products that are acidic, alkaline, and neutral and must be properly mixed and used in their specific order.
  - Any changes to this procedure will cause an incomplete or unsatisfactory repair. The use of other products or procedures may cause damage to aluminum or painted surfaces.
  - The products used to remove surface contamination from paint are designed for vehicles which have experienced exposure for less than 120 days. Vehicles that exceed 120 days of exposure may require the procedure be repeated to resolve the concern. Once the procedure is completed, it may be necessary to perform polishing or refinishing procedures after vehicle inspection.
1. Verify customer concern by using a 30X lighted magnifier and the following descriptions to identifying the type of paint contamination.

#### IRON PARTICLES:

- Light colored vehicles: Small orange stains the size of mechanical pencil lead. The surface is rough to the touch.
- Dark colored vehicles: Small white or silver appearing dots with a rainbow ring around the dot. The surface is rough to the touch.

#### INDUSTRIAL FALL-OUT:

- Water spots with ferrous metal are present and the surface is rough to the touch.

**ACID RAIN / ETCHING:**

- Surface will exhibit irregular discolored spotting.
- Dark colored vehicle may exhibit cloudy or graying spots where the acid has begun to etch the paint.
- Extreme cases of etching will be visible and may be felt.

2. Decontaminate and neutralize the paint surface by using the Decontamination Kit with the following steps.

**NOTE:** Perform the procedure only on vehicle when the paint surface temperature is cool. Follow the step-by-step procedure listed below, to perform this service operation.

- A. Rinse off dust, dirt, and debris with cold water. Flush liberally.
- B. Prepare Acid Neutralizer by mixing 8 parts of water to 1 part Acid Neutralizer (Product A) in a bucket.
- C. Use a clean wash mitt and apply mixture of Acid Neutralizer (Product A) to the entire vehicle starting at the top of the vehicle working toward the side. Keep the vehicle wet with solution, lightly agitating for 5 to 7 minutes. For vehicle with severe conditions, work the product for up to 8 minutes. Do not allow product to dry on vehicle.

**NOTE:** Use a separate mitt for each product. Do not intermix mitts.

- D. Rinse the vehicle thoroughly with cold water to remove Acid Neutralizer (Product A)
- E. Dry only the horizontal surfaces of the vehicle at this time. Do not dry glass.
- F. Apply alkaline Neutralizer (Product B). Do not mix with water. Pour the contents into a dispenser squirt bottle. Squirt Alkaline Neutralizer (Product B) directly onto a clean wash applicator or clean sponge. Do not spray Alkaline Neutralizer (Product B) on the painted surface. Using the applicator or sponge, apply the product to the vehicle, keeping the areas wet and lightly agitated for 5 to 7 minutes. For vehicle with severe conditions, work the product for up to 8 minutes. Do not allow product to dry on vehicle.
- G. Rinse the vehicle thoroughly with cold water to remove alkaline neutralizer (Product B).
- H. Prepare Detail Wash (Product C) by mixing 29.5 mL (1 ounce) of Detail Wash to 3.7 L (1 gallon) of water.
- I. Shampoo the vehicle with Detail Wash (Product C) using a clean wash mitt. Rinse the vehicle with cold water and dry the vehicle completely.

**NOTE:** Detail Wash (Product C) is a heavy duty neutral shampoo concentrate (pH 7) and may be used for hand car washing or in automatic car wash systems.

3. Visually inspect paint surface for evidence of removal of iron particles and water spots.
  - If iron particles and water spots are still evident, go back to STEP 2-B and repeat the procedure.
  - If iron particles and water spots are not evident, proceed to STEP 4.

4. Polish the paint surface if necessary.

**CAUTION:** When attempting to affect a repair by buffing, polishing, or color sanding, do not remove an excess of 0.3 mil of paint film or refinishing will be required. Use of an electronic mil gauge is highly recommended to insure control of paint film removal.

**NOTE:**

- Do not intermix buffing products. Use only one (1) manufacturer's products.
- Always follow the manufacturer's product usage sequence. Use the appropriate recommended pad at recommended buffing speeds as specified by the product manufacturer.
- Use a dual action sander with a Velcro backing plate and a foam pad to fine polish. Remove any swirls created by a rotary buffer or pad.

5. Use an alcohol and water mixture (1 to 1 ratio) to clean the buffed areas and to verify removal of scratches



and swirls before application of final polish.

6. Verify repair.

## PART(S) INFORMATION

To order Decontamination Kit and replacement materials as listed below, call Automotive International (800) 543-7156 8:30 AM – 5:00 PM (EST).

### NOTE:

- **Dealer should initially order the Decontamination Kit. After using the Decontamination Kit, additional materials may be ordered.**
- **The part numbers listed below are not Mazda part numbers. Parts must be ordered from Automotive International.**

PART NUMBER	DESCRIPTION	QUANTITY	NOTES
M-32	Decontamination Kit (Complete Kit)	1	Will repair up to ten (10) vehicles.
VGA100-G	Acid Neutralizer (Product A)	1	Will repair up to ten (10) vehicles.
VGB102-G	Alkaline Neutralizer (Product B)	1	Will repair up to ten (10) vehicles.
VGC104-GS	Detail Wash (Product C)	1	Will repair up to ten (10) vehicles. Can also be used for car wash.
VGWM	Wash Mitts	1	---
VG16-B	Marked Dispenser Bottle	1	---
VG35W	Applicator Pads	1	---
VGM-WL	Product Usage Wall Chart	1	---

## WARRANTY INFORMATION

Any paint damage caused by iron particles, industrial fallout, or acid rain may not covered by warranty. If you have questions, contact your DCSM.