

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  16" AND 17" TIRE SIDEWALL DISTORTION	<b>Service Alert No.:</b> SA-014/24
	<b>Last Issued :</b> 02/16/2024

## BULLETIN NOTES

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

Previous SAs:	Date(s) Issued:
SA-031/22	05/06/22

## APPLICABLE MODEL(S)

2022-2024 Mazda3	2022-2023 CX-9	2022-2024 MX-5	2023-2024 CX-50
2022-2024 CX-30	2022-2024 CX-5	2022-2023 MX-30	

## DESCRIPTION

Some customers may complain that the tire sidewalls are distorted or "damaged".

## REPAIR PROCEDURE

### Sidewall Indentations / Undulations



Sidewall waviness/indentations/undulations are common on radial tires and are more noticeable on tires with taller sidewalls. The higher the tire pressure, the more noticeable the effect will be. Be sure to set the tire pressures at the recommended tire pressure on the vehicle tire label.

Sidewall indentations are a cosmetic condition that does not affect the performance of the tires.

**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.

Tires are reinforced by multiple fabric cords encased in a thin sheet of rubber. Radial ply tires feature one or more layers of these sheets running parallel to each other from bead to bead. The sheets overlap where they meet. When the tire is mounted and inflated to operating air pressures, it is free to expand. The overlapped splices may create slight indentations since they stretch slightly less than the rest of the sheet. In reality, the splices are the most reinforced area of the tire's sidewall.

Because radial tires feature steel cord reinforcing belts under the tread to keep them smooth, indentations only appear on the sidewalls.

#### Sidewall Protrusions



If protruding bulges or bubbles, rather than indentations appear on the sidewall of a recently installed tire, there may be a gap between some of the body ply cords inside the tire. The tire should be removed from service and replaced under the tire manufacturer's warranty. Contact the tire manufacturer as noted in the *Mazda Warranty Policy and Procedures Manual* and the *Mazda Quick Reference to Warranty* booklet. A copy of the latest version of both can be found on **OneMazda**.

If a protruding bulge appears after the tire has been on the road for more than a short distance, it is usually the result of a road hazard when several adjacent cords were injured as the tire struck something on or in the road. The tire manufacturer will want to confirm for outside influence before approving a tire replacement. Be prepared to provide photos and detailed information.

**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.