



© 2012 Mazda Motor of America, Inc.

Subject: STEERING SHIMMY OR SHAKE AT 50 - 80 MPH	Bulletin No: 02-006/12
	Last Issued: 10/24/2012

APPLICABLE MODEL(S)/VINS

2013 CX-5

DESCRIPTION

Some vehicles may experience steering shimmy/shake and/or floor vibration while driving between 50-80 mph. This concern may be caused by unbalanced wheels/tires.

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

REPAIR PROCEDURE

1. Verify the customer concern.
2. Balance all four (4) wheels/tires according to the instructions on MS3 online or the Workshop Manual (section 02-12 WHEEL BALANCE ADJUSTMENT (ALUMINUM ALLOY WHEEL)).

NOTE: To achieve the best wheel balancing results, Mazda recommends using the Hunter Road Force® GSP9700 wheel balancer. To find the location of a GSP9700 near your dealer, visit Hunter's web site at www.gsp9700.com and click on "Locate a GSP9700".

3. Verify the repair.

NOTE: If balancing all four (4) wheel/tires does not resolve the concern, contact the Mazda Technical Assistance Hotline for further assistance.

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.

Bulletin No: 02-006/12
© 2012 Mazda Motor of America, Inc.

Last Issued: 10/24/2012

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 12/12 Adjustment Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

	Tire / Wheel Balancing and Test Drive
Warranty Type	A
Symptom Code	31
Damage Code	9H
Part Number Main Cause	KD31-32-11XA
Quantity	0
Operation Number / Labor Hours:	XXH7MXRX / 0.8 Hrs.

Tony Lawrence

From: Tony Lawrence
Sent: Wednesday, October 24, 2012 4:43 PM
Subject: MAZDA DEALER NOTICE - SERVICE BULLETIN RELEASE

SERVICE BULLETIN RELEASE - 10/24/2012

2012 INDEX: http://www.mstore2000.com/PDF_Files/index10-24-12.pdf

The following Service Bulletin has just been issued.

- For latest MS3 postings, click here: <https://portal.mazdausa.com/m173/service/esi/MazdaServiceShop>

- For printable PDF files from MStore, click on the link below each TSB title:

* If the links do not automatically take you directly to the document, cut and paste the link into your internet browser address window and press enter.

NEW BULLETIN

02-006/12 - 2013 CX-5 - STEERING SHIMMY OR SHAKE AT 50 - 80 MPH

http://www.mstore2000.com/PDF_Files/02-006-12-2721.pdf

Please distribute this information to all parts and service personnel.