Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

Subject:	**Bulletin No:** 05-004/12
SHIFT SHOCK	**Last Issued:** 11/01/2012

BULLETIN NOTE

- This bulletin supersedes the previous bulletin 05-004/12 issued on 08/08/12. The APPLICABLE MODEL(S)/ VINS have been revised.
- Changes are noted below in Red beside the change bar.

APPLICABLE MODEL(S)/VINS

2012-2013 Mazda3 (SKYACTIV-G and A/T) with VINs lower than JM1BL******702072 (produced before July 25, 2012)

2013 CX-5 (A/T) with VINs lower than JM3KE******139311 (produced before July 25, 2012)

DESCRIPTION

Some vehicles may experience an excessive shift shock at one or more of the following conditions:

- When shifting from P to R position or N to R position.
- When the transmission shifts immediately after starting to move (in D position).
- When the transmission shifts at cruising speed (in D position).

The initial learning may not have been completed at the time of vehicle production. To correct the problem, one or more learning procedures may need to be performed.

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

REPAIR PROCEDURE

1. Verify customer concern.
2. Follow the Diagnosis Flowchart on the following page and perform the N-R and/or Slip Learning Procedure.
3. Verify repair.

N-R Learning Procedure

1. Verify the ATF temperature reached 60°C (140°F) or over.
2. Shift the selector lever from N to R position and wait for 5 seconds
3. Shift the selector lever from R to N position and wait for 5 seconds
4. Repeat steps 2 to 3 ten times.

Slip Learning Procedure

1. Verify the ATF temperature reached 20°C (68°F) or over (*1).
2. Drive the vehicle until upshifting from 1st to 2nd gear occurs at each of the following accelerator pedal position (APP) percentages: 20%, 40%, 60%. Monitor the APP PID using M-MDS and come to a complete stop before moving to the next one.

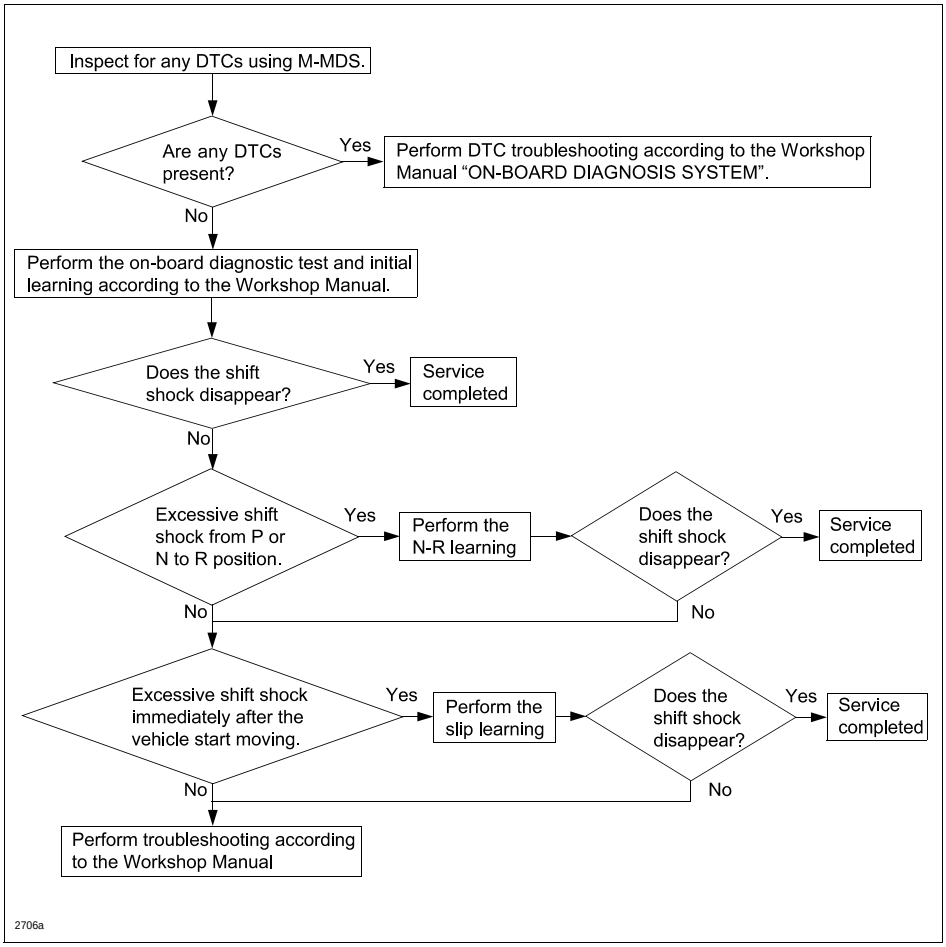
   NOTE: It does not matter if the vehicle shifts from 2nd to 3rd, just as long as the shift from 1st to 2nd occurs.

3. Repeat step 2 three times, then do one more at 20%.

(*1) For the following vehicles, perform Slip Learning after the ATF temperature reaches 80°C (176°F) or over.

From		To	
VIN	Date	VIN	Date
JM1BL**7***500001	July 25, 2011	JM1BL**7***616911	February 21, 2012
JM1BL**8***500001		JM1BL**8***616911	

Diagnosis Flowchart



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 Powertrain Limited Warranty
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A	
Symptom Code	26	
Damage Code	9H	
Part Number Main Cause	FZ21-21-100E	
Quantity	0	
Operation Number / Labor Hours:	XXH6AXAX / 0.3 Hrs.	Perform the on-board test and initial learning.
	XXH6BXAX / 0.4 Hrs.	Perform the on-board test, initial learning, and N-R learning or slip learning.
	XXH6CXAX / 0.5 Hrs.	Perform the on-board test, initial learning, and N-R learning and slip learning.