Service Bulletin

Mazda North American Operations Irvine, CA 92618-2922



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Subject:

RATTLE NOISE FROM PASSENGER SIDE DASHBOARD

Bulletin No: 09-008/13

Last Issued: 03/21/2013

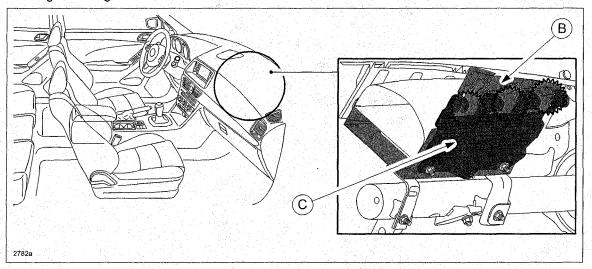
APPLICABLE MODEL(S)/VINS

2014 Mazda6 vehicles with VINs lower than JM1 GJ ****** 109218 (produced before February 4, 2013)

DESCRIPTION

Some vehicles may exhibit a rattle type noise from the passenger side dashboard when driving on a rough road.

This noise may be caused by the passenger-side air bag module bracket (C) contacting the bracket holder (B) when driving on a rough road.



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

REPAIR PROCEDURE

Add non-woven fabric between the passenger-side air bag module bracket and the bracket holder.

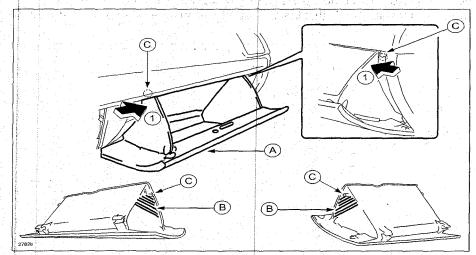
1. Verify customer concern by lightly tapping on the passenger side of the dashboard. If the noise occurs, proceed to step 2.

Page 1 of 6

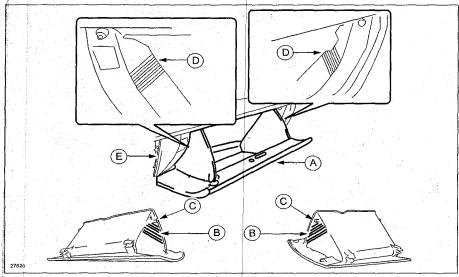
CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers 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 after 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.

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- 2. Remove the glove compartment (A)
- the entries of advice the entries of a. Push the glove compartment end (B) in the direction of the arrow (1) and remove hooks (C).



CAUTION: When disengaging hooks (C), the hooks could interfere with the lower panel (E) and cause scratches or damage at location (D). When removing hooks (C), press in the ends of the glove compartment (B) to a location which does not interfere with the lower panel (E).

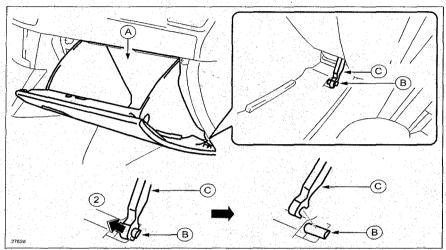


 Bulletin No: 09-008/13
 Last Issued: 03/21/2013

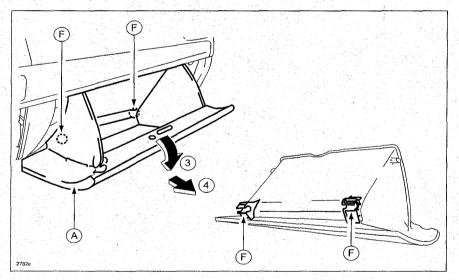
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b. Detach the stay damper (C) from hook (B) in the direction of the arrow (2) shown below.

CAUTION: If the glove compartment (A) is closed without attaching the stay damper (C), the stay damper may be damaged. Verify that the stay damper is attached to hook (B) before closing the glove compartment.



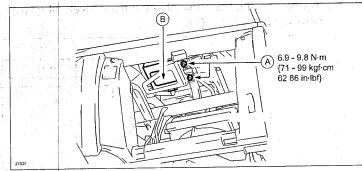
c. Pull down the glove compartment (A) in the direction of the arrow (3).



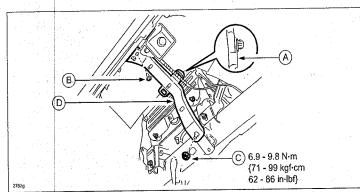
d. Pull the glove compartment (A) in the direction of the arrow (4) and remove it while detaching hooks (F).

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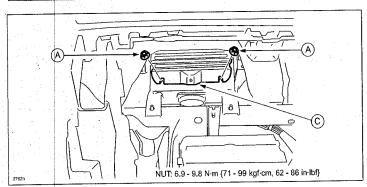
- 3. Remove the Bluetooth unit nuts (A).
- 4. Remove the Bluetooth unit (B).



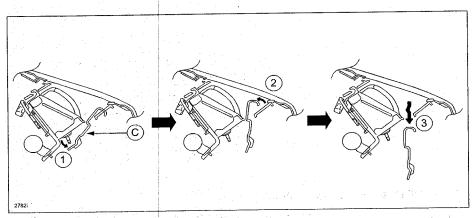
- 5. Remove the glove box light harness fastener (A)
- 6. Remove bracket screw (B) and nut (C).
- 7. Remove bracket (D).



8. Remove bracket nuts (A).



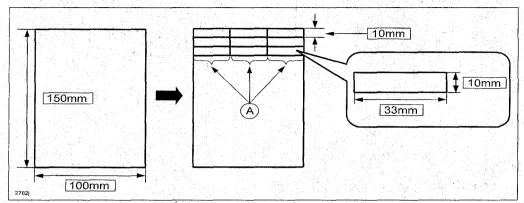
9. Remove bracket (C).



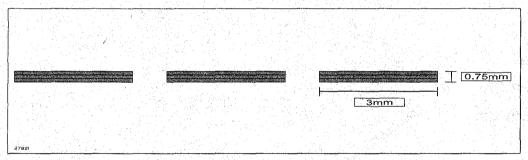
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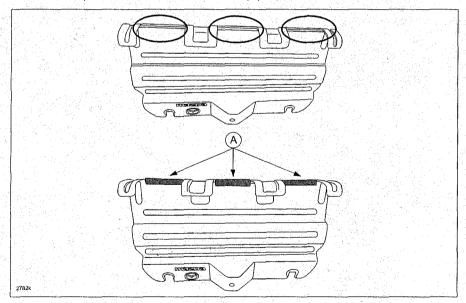
10. Select a 0.25mm thickness sheet of non-woven fabric from the "Noise Parts Set" (P/N TA0-76-100). Cut 9 pieces of 10 X 33 mm (A).



11. Stack three of the 10 X 33 mm non-woven fabric pieces together (total of 0.75mm thickness).



12. Attach the three stacked pieces to the three locations (A) of the bracket as shown below.



- 13. Install in reverse order of removal.
- 14. Verify repair by lightly tapping on the passenger side of dashboard to confirm the noise is no longer present.

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 09-008/13
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 03/21/2013

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 03/21/2013

PART(S) INFORMATION

Part Number	Description	Qty.	Notes - 1 Notes
TA01-76-100	Noise Parts Set	1	Use 0.25mm thickness non-woven fabric (One sheet can be used for 5 vehicles)

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 New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type		Α	
Symptom Code		82	
Damage Code		97	
Part Number Main Cause		GHP9-57-X11	
Quantity		0	§4
Operation Number / Labor Hours:	XXJ	3WXRX / 0.3 Hrs.	

NOTE: Do not claim the noise parts set (P/N TA01-76-100) as a related part. The amount of fabric used for this repair is included in the labor allowance.