# Service Bulletin Mazda North American Operations

Irvine, CA 92618-2922



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Sub

| bject: | VIBRATION DURING ACCELERATION | Bulletin No: | 03-001/13  |
|--------|-------------------------------|--------------|------------|
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#### **BULLETIN NOTE**

- This bulletin supersedes the previous bulletin 03-002/12, issued on 04/03/12. The WARRANTY INFORMA-TION has been revised.
- Changes are noted below in Red beside the change bar.

## APPLICABLE MODEL(S)/VINS

2007-2012 CX-7 4WD vehicles with VINs lower than JM3ER\*\*\*\*\*422257 (produced before Dec. 22, 2011)

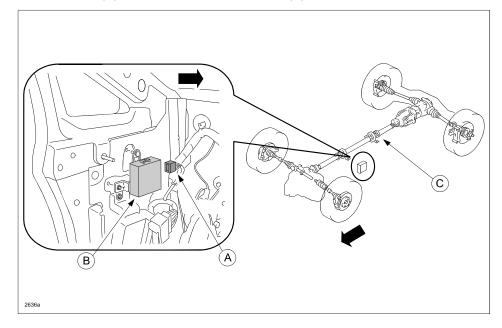
### DESCRIPTION

Some customers may notice a vibration from the floor and/or steering wheel during acceleration at approx. 50 mph. To eliminate this concern, the amount of velocity joint grease was increased during mass-production.

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

#### REPAIR PROCEDURE

- 1. Before test driving the vehicle, remove the drivers side front scuff plate (inner) and front side trim to gain access to the 4WD control module.
- 2. Drive the vehicle to confirm the vibration occurs in 4WD.
- 3. Disconnect the connector (A) for the 4WD control module (B).



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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.

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- 4. Test drive the vehicle again.
  - If the vibration is gone, replace the propeller shaft with a new one according to the online instructions on MS3 or the Workshop Manual (section 03-15 PROPELLER SHAFT REMOVAL/INSTALLATION).
  - If the vibration remains, continue troubleshooting according to the online instructions on MS3 or the Workshop Manual.
- 5. Reconnect the 4WD control module connector and install the other parts in the reverse order of removal.
- 6. Connect the M-MDS and clear the DTCs (U0114.8 and/or U0114.20) that were stored when the 4WD control module connector was disconnected in Step 3.
- 7. Verify repair.

### **PART(S) INFORMATION**

| Part Number  | Description     | Qty. | Notes |
|--------------|-----------------|------|-------|
| PH01-25-100C | Propeller Shaft | 1    |       |

#### 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 term.
- Additional diagnostic time cannot be claimed for this repair.

| Warranty Type                   | A                   |
|---------------------------------|---------------------|
| Symptom Code                    | 83                  |
| Damage Code                     | 9C                  |
| Part Number Main Cause          | PH01-25-100C        |
| Quantity                        | 1                   |
| Operation Number / Labor Hours: | XXG79XRX / 1.1 Hrs. |