

**Tony Lawrence**

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**From:** Christopher Ciz  
**Sent:** Friday, August 01, 2014 1:38 PM  
**To:** All Dirs All Rgns - PT; All Dirs All Rgns - SR  
**Subject:** MAZDA DEALER NOTICE - SERVICE BULLETIN RELEASE

**SERVICE BULLETIN RELEASE - 08/01/2014**

2014 INDEX: [http://www.mstore2000.com/PDF\\_Files/index08-01-14.pdf](http://www.mstore2000.com/PDF_Files/index08-01-14.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.

**UPDATED BULLETIN**

09-001/14 – 2014 MAZDA3 - RATTLE, SNAP, POP OR CRACK NOISE FROM BOTTOM OF A-PILLAR

[http://www.mstore2000.com/PDF\\_Files/09-001-14-2872b.pdf](http://www.mstore2000.com/PDF_Files/09-001-14-2872b.pdf)

- Please distribute this information to all parts and service personnel.
- If you no longer wish to receive Mazda bulletins, please contact the IT Administrator at your dealership and ask them to remove your email address from under the EMDCS application.

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<b>Subject:</b> RATTLE, SNAP, POP OR CRACK NOISE FROM BOTTOM OF A-PILLAR	<b>Bulletin No:</b> 09-001/14
	<b>Last Issued:</b> 08/01/2014

## BULLETIN NOTE

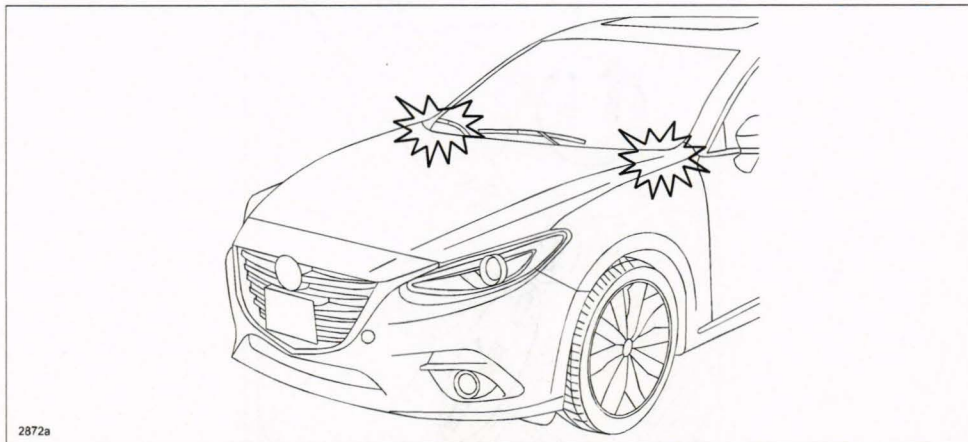
- This bulletin supersedes the previous bulletin 09-001/14, issued on 01/08/14 and 03/28/14. The APPLICABLE MODEL(S)/VINS, REPAIR PROCEDURE, and WARRANTY INFORMATION have been revised.
- Changes are noted below in Red beside the change bar.

## APPLICABLE MODEL(S)/VINS

2014 Mazda3

## DESCRIPTION

Some vehicles may exhibit a noise from the bottom of the A-pillar when driving on rough roads or over bumps. This is caused by the cowl upper plate and/or dash upper panel interfering with the wiper bracket. For the affected vehicles, a clearance needs to be created between the wiper bracket and cowl upper plate and between the wiper bracket and dash upper panel.



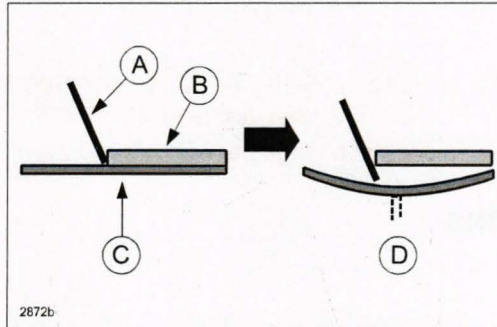
Customers having this concern should have their vehicle repaired using the following repair procedure.

## REPAIR PROCEDURE

1. Verify customer concern.
2. Remove the hood from the vehicle according to the instructions on MS3 online or the Workshop Manual (section 09-10 HOOD REMOVAL/INSTALLATION).
3. Remove the cowl grille from the vehicle according to the instructions on MS3 online or the Workshop Manual (section 09-16 COWL GRILLE REMOVAL/INSTALLATION).

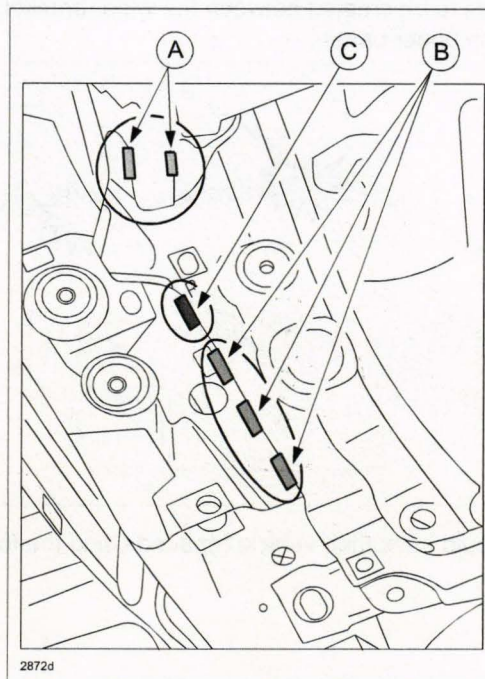
- Place the tip of a covered\* flat-blade screwdriver (A) between the wiper bracket (B) and the dash upper panel/cowl upper plate (C) and hit the head of the screwdriver with a hammer to create a clearance of approximately 0.5 mm (D) between the two.

**\*NOTE:** To avoid damage to the paint, wrap protective tape around the tip of the screwdriver. If the panels are scratched, apply appropriate corrosion protection primer.

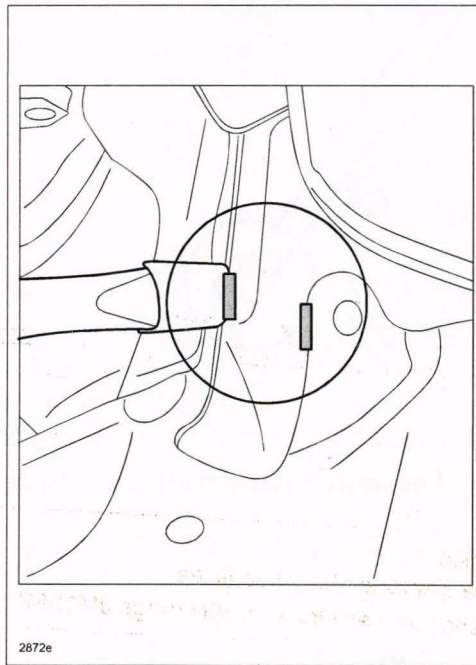


Locations to create clearance

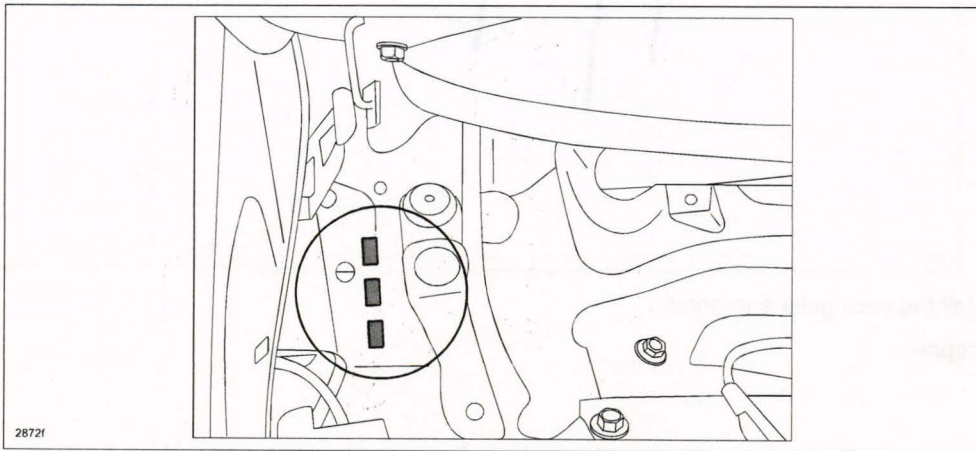
- Areas A and B: Create a clearance for all vehicles
- Area C: Create a clearance for vehicles with VIN range JM1BM\*\*\*\*\*100001 - 189735



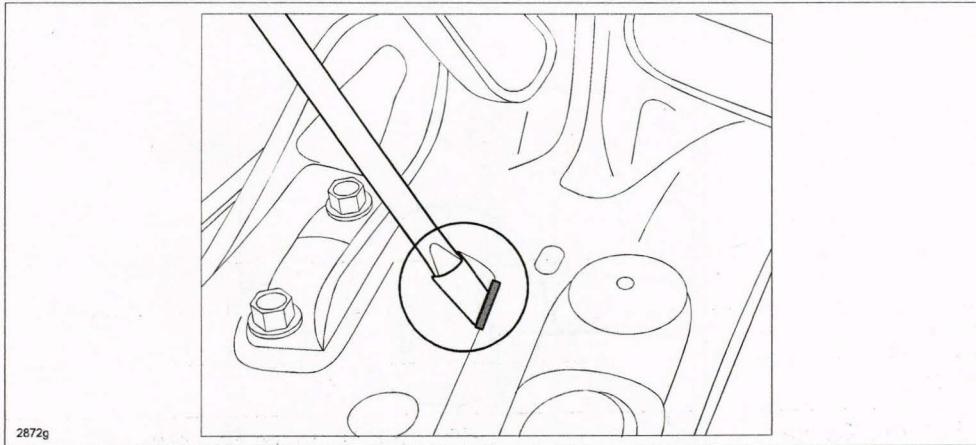
**Area A for all vehicles**



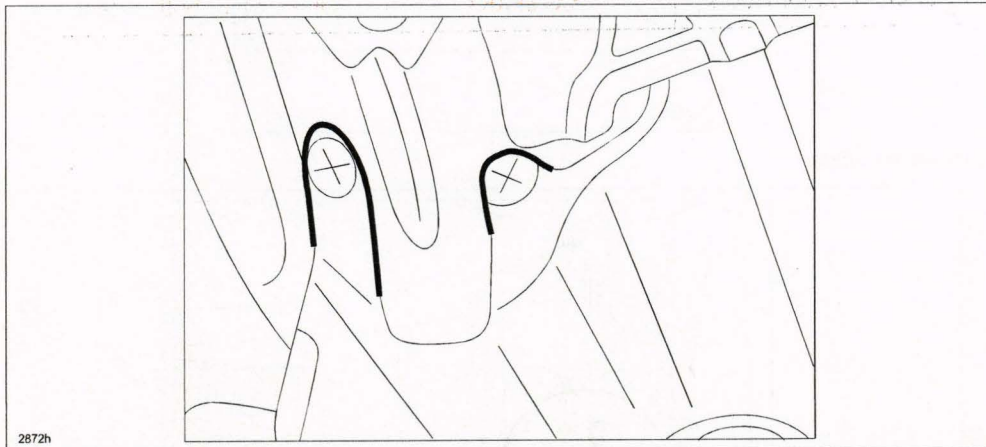
**Area B for all vehicles**



Area C for vehicles with VIN range JM1BM\*\*\*\*\*100001 - 189735



5. Apply a body adhesive to Area A between the wiper bracket and the dash upper panel (at the two locations shown).



6. Re-install the cowl grille and hood.
7. Verify repair.

## 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	A
Symptom Code	82
Damage Code	98
Part Number Main Cause	BHR1-53-5DX (Wiper Bracket)
Quantity	0
Operation Number / Labor Hours:	XXK8PXRX / 0.6 Hrs. (One side or both sides)