

Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



mazda

© 2014 Mazda Motor of America, Inc.

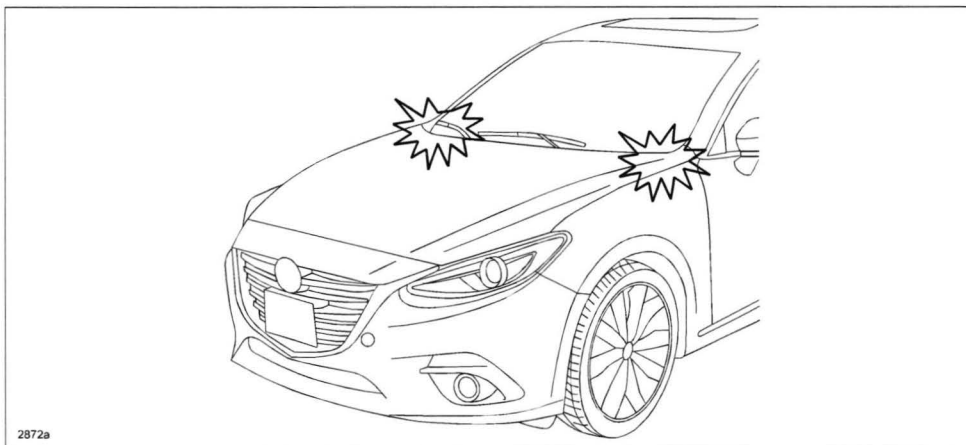
Subject: RATTLE NOISE FROM BOTTOM OF A-PILLAR	Bulletin No: 09-001/14
	Last Issued: 01/08/2014

APPLICABLE MODEL(S)/VINS

2014 Mazda3 with VINS lower than JM1BM*****154277 (produced before December 1, 2013)

DESCRIPTION

Some vehicles may exhibit a rattle 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. To correct the problem, the shape of the wiper bracket has been changed. 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.

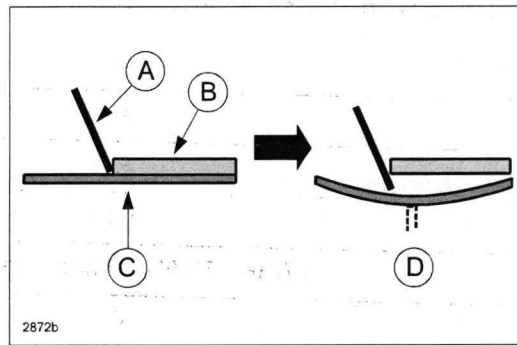
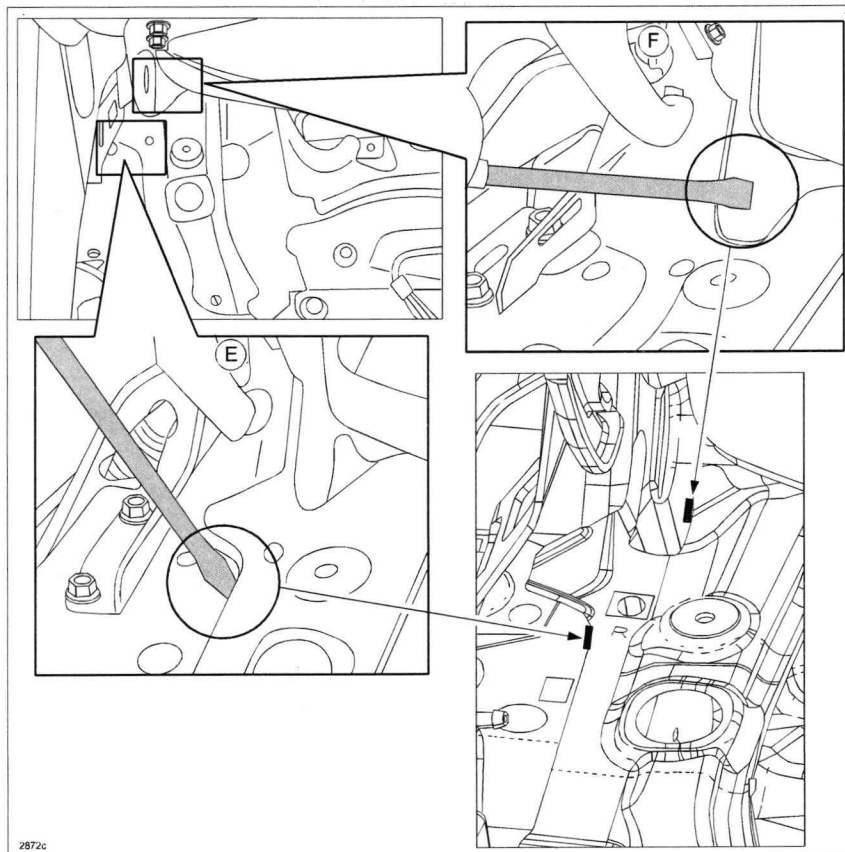
REPAIR PROCEDURE

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

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.

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

***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.



4. Re-install the cowl grille.
5. 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:	XXK2WXRX / 0.3 Hrs.