

Tony Lawrence

From: Tony Lawrence
Sent: Monday, August 18, 2014 5:19 PM
To: All Dirs All Rgns - PT; All Dirs All Rgns - SR
Subject: MAZDA DEALER NOTICE - SERVICE BULLETIN RELEASE

SERVICE BULLETIN RELEASE - 08/18/2014

2014 INDEX: http://www.mstore2000.com/PDF_Files/index08-18-14.pdf

The following Service Bulletin has just been issued.

- For latest MS3 postings, click here: <https://portal.mazdausa.com/m173/service/esi/MazdaServiceShop>
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UPDATED BULLETINS

09-017/14 - 2013-2014 CX-5 - RATTLE NOISE FROM FRONT DOOR GLASS

http://www.mstore2000.com/PDF_Files/09-017-14-2955.pdf

09-033/14 - 2013-2015 CX-5 - SEAT WARMER MALFUNCTION

http://www.mstore2000.com/PDF_Files/09-033-14-2944a.pdf

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

Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



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Subject:

RATTLE NOISE FROM FRONT DOOR GLASS

Bulletin No: 09-017/14**Last Issued:** 08/18/2014**BULLETIN NOTE**

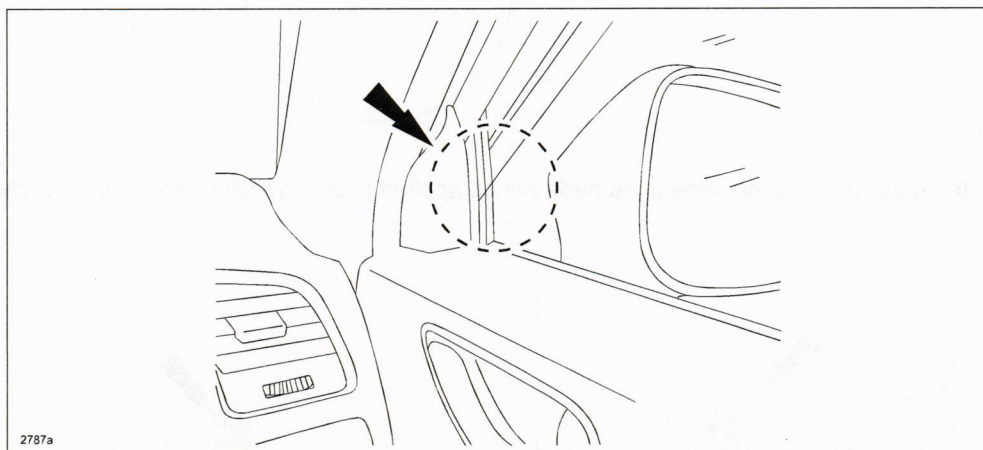
- This bulletin supersedes the previous bulletin 09-017/14, issued on 03/05/14 and 09-011/13, issued on 04/17/13. The WARRANTY INFORMATION have been revised.
- Changes are noted below in Red beside the change bar.

APPLICABLE MODEL(S)/VINS

2013-2014 CX-5 vehicles with VINs lower than JM3KE*****300112 (produced before November 28, 2012)

DESCRIPTION

Some vehicles may experience a rattle noise from the front door glass when driving with the window open approx. 1/2 to 4 inches (1 - 10cm).



The rattle noise may be caused by insufficient glass run channel holding force. To eliminate this concern, the shape of glass run channel has been changed in order to increase the holding force.

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

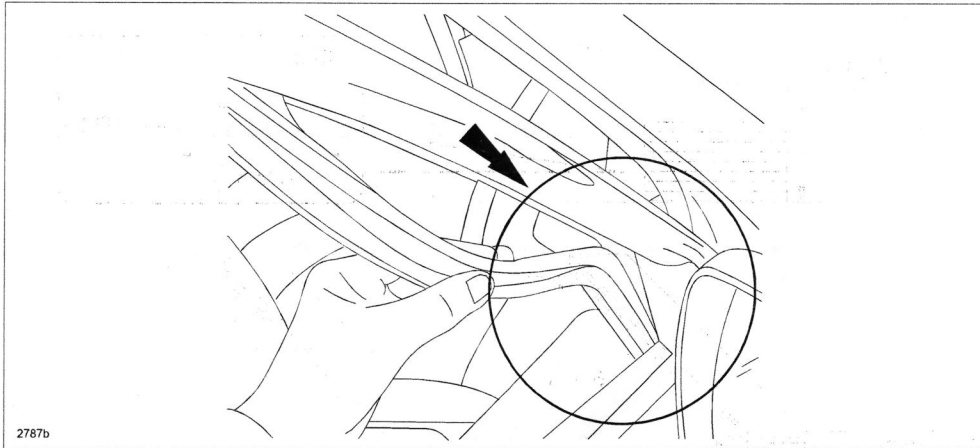
CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers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

REPAIR PROCEDURE

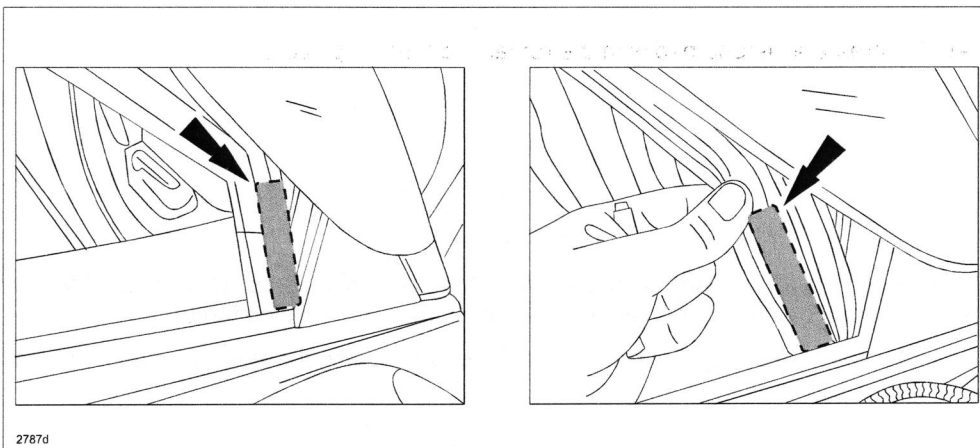
1. Verify the customer concern.

NOTE: The rattle noise should go away when holding the slightly opened window by hand or when the window is completely closed.

- If the noise goes away, proceed to the next step.
 - If the noise does not go away, this service bulletin does not apply.
2. Open the door glass fully (right side glass run channel shown below).
 3. Pull the glass run channel off of the door frame.



4. Degrease the glass run channel where the pads will be applied to the two (2) locations shown below.



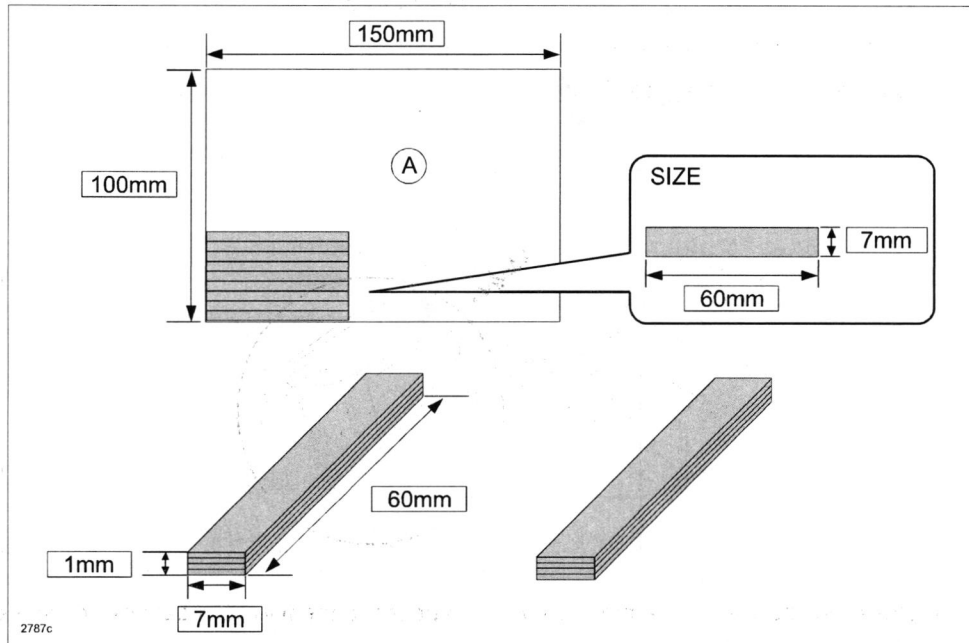
5. Apply an adhesion promoter (one that is suitable for use on plastic) to the two (2) locations where the pads will be attached.

NOTE:

- Obtain adhesion promoter locally.
- Recommended adhesion promoter: 3M K-540NT, K500 or 4298UV. If these products cannot be obtained, any adhesion promoter suitable for plastic can be used.

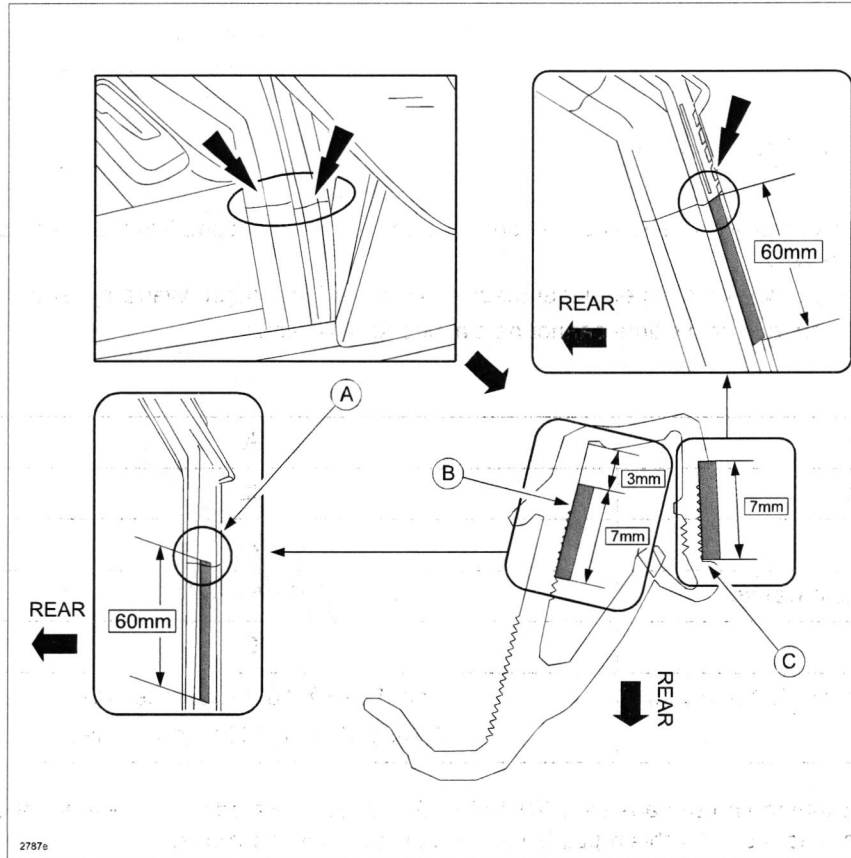
6. Obtain the 0.25mm thick pad (A) from the Noise Parts Set.
7. Using a straight-edge and sharp knife, cut the pad into eight (8) equal pieces:
Pad size: 0.25mm x 7mm x 60mm
8. Stack four (4) pads on top of one another to create a 1mm thick pad.

NOTE: Final pad dimensions: 1mm thick x 7mm wide x 60mm long.



9. Repeat Step 8 to create a second pad with the remaining four (4) pieces.

10. Following steps a-c, attach both pads onto the glass run channel positioned below the molded joint line.
- Align the upper edge of the first pad with the molded joint line (A).
 - Position the first pad 3mm away from the back of the glass run channel (B).
 - Attach the second pad by aligning it with the bottom of the outer line (C).



11. Reinstall the glass run channel back to the original position.
12. Operate the door glass up and down to verify proper operation.
13. Repeat the repair on the opposite side glass run channel as necessary.
14. Verify repair.

PART(S) INFORMATION

Part Number	Description	Qty.	Notes
TA01-76-100	Noise Parts Set	1	Use 0.25mm thick non-woven fabric One sheet can make four (4) repairs

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	97
Part Number Main Cause	KD53-59-605E
Quantity	0
Operation Number / Labor Hours	XXJ5CXRX / 0.3 Hrs. (one side) XXJ5DXRX / 0.4 Hrs. (both sides)

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