

**Tony Lawrence**

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**From:** Christopher Ciz  
**Sent:** Thursday, May 29, 2014 1:28 PM  
**To:** All Dirs All Rgns - PT; All Dirs All Rgns - SR  
**Subject:** MAZDA DEALER NOTICE - SERVICE BULLETIN RELEASE

**SERVICE BULLETIN RELEASE - 05/29/2014**

2014 INDEX: [http://www.mstore2000.com/PDF\\_Files/index05-29-14.pdf](http://www.mstore2000.com/PDF_Files/index05-29-14.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:

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**NEW BULLETIN**

09-025/14 – 2010-2012 MAZDA3 - CRACKING NOISE FROM WINDSHIELD (SD AND HB) AND/OR REAR WINDOW (SD ONLY)

[http://www.mstore2000.com/PDF\\_Files/09-025-14-2925.pdf](http://www.mstore2000.com/PDF_Files/09-025-14-2925.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.

# Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



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**Subject:**

**CRACKING NOISE FROM WINDSHIELD (SD AND HB) AND/OR REAR WINDOW  
(SD ONLY)**

**Bulletin No:** 09-025/14

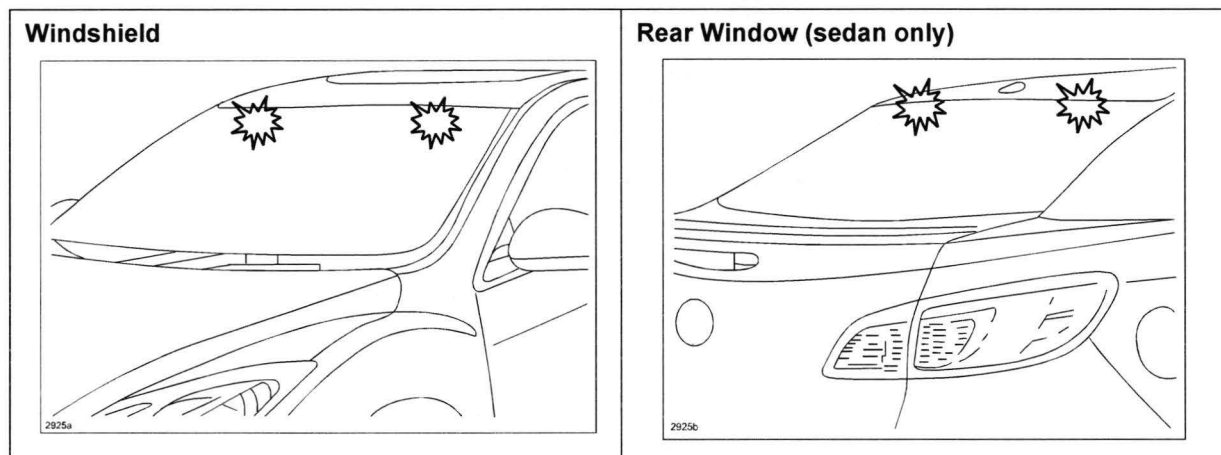
**Last issued:** 05/29/2014

## APPLICABLE MODEL(S)/VINS

2010-2012 Mazda3 (including Mazdaspeed3)

## DESCRIPTION

Some vehicles may exhibit a cracking noise originated at the positioning pins near the top corners of the windshield and/or rear window when driving on uneven road surface. This happens when the ambient temperature is approximately 14 °F (-10 °C) or lower and the vehicle cabin has not yet warmed up. The noise is caused by the windshield and/or rear window locating stopper contacting the panel.



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

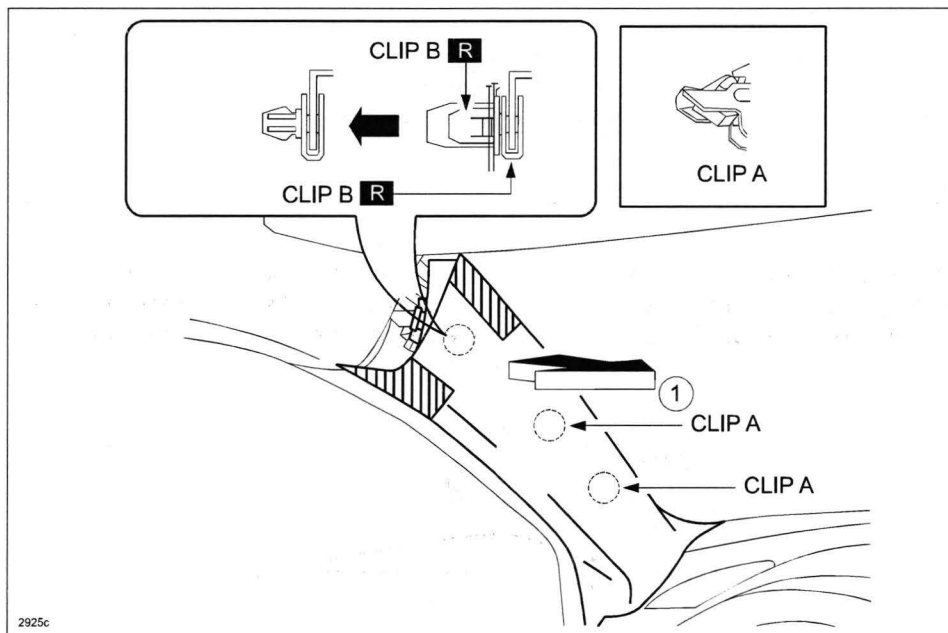
**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers."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

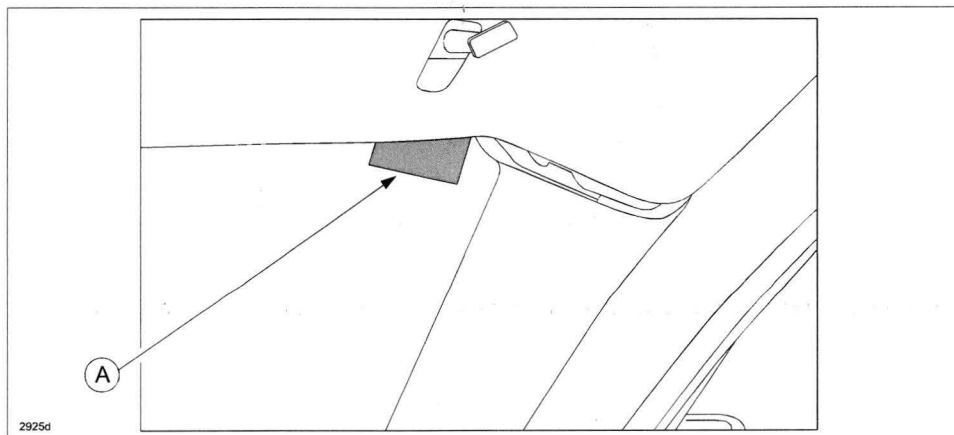
1. Verify customer concern.
2. Cut the end of the stopper and bend the panel at the affected windshield and/or rear window.

### Windshield:

- a. Remove the assist handle according to the instructions on MS3 online or the Workshop Manual (section 09-17 ASSIST HANDLE REMOVAL/INSTALLATION).
- b. Remove the sunvisor according to the instructions on MS3 online or the Workshop Manual (section 09-17 SUNVISOR REMOVAL/INSTALLATION).
- c. Partially peel back the seaming welt.
- d. Grasp the shaded areas shown in the figure, and pull the A-pillar trim in the direction of the arrow (1) while detaching the two clips A and clip B (replacement part).

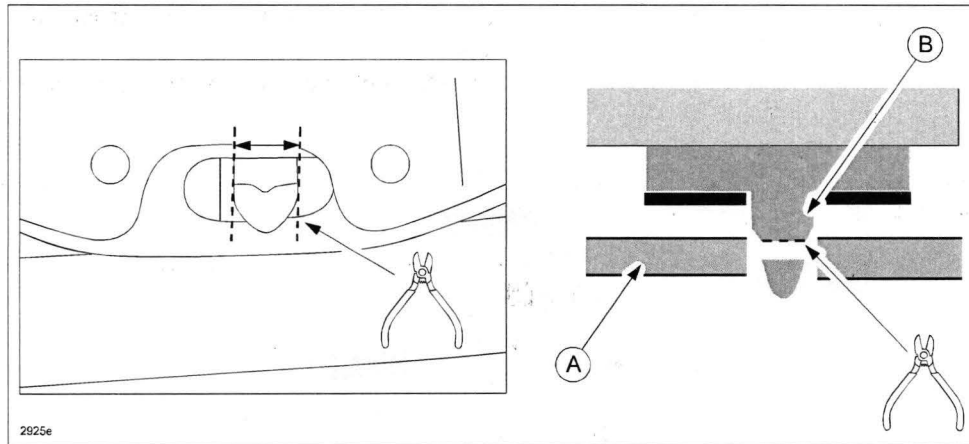


- e. Attach masking tape (A) to the black portion of the windshield around the area you are working in to prevent scratches.

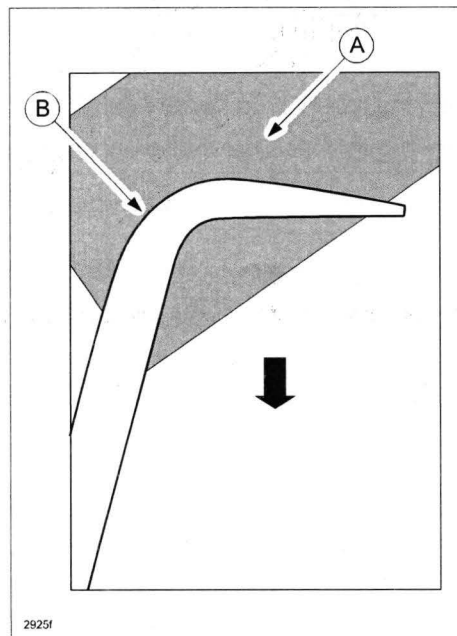


- f. Gently pull down on the headliner to provide enough space to insert the side cutters.
- g. Insert the side cutters between the headliner and the reinforcement panel (A), and cut the end of the pin (B).

**CAUTION:** DO NOT apply excessive force to the pin, or the windshield may crack.



- h. Pull down the reinforcement panel by the masking tape (A) using a suitable tool (B), such as a retaining clip remover, to provide clearance between the reinforcement panel and the remainder of the cut pin. Make sure there is no remaining contact between the pin and the reinforcement panel.

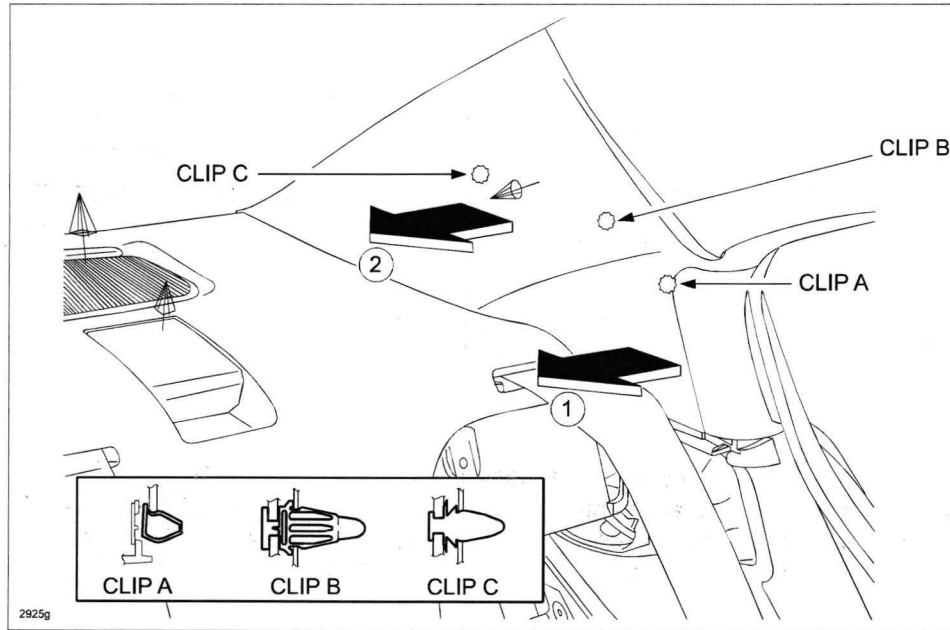


- i. Repeat on the other side and reassemble the removed components in the reverse order of removal.

**Rear Window (sedan only):**

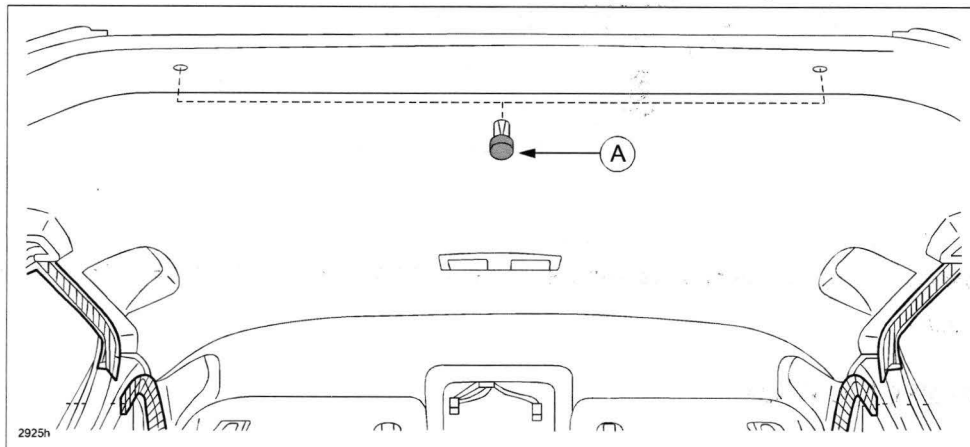
- a. Remove the C-pillar trim according to the instructions on MS3 online or the Workshop Manual (section 09-17 C-PILLAR TRIM REMOVAL/INSTALLATION).

**NOTE:** Follow the instructions and be careful not to damage the clips. Clip B is a replacement part.



- b. Remove the clips (A) securing the headliner to the roof panel.

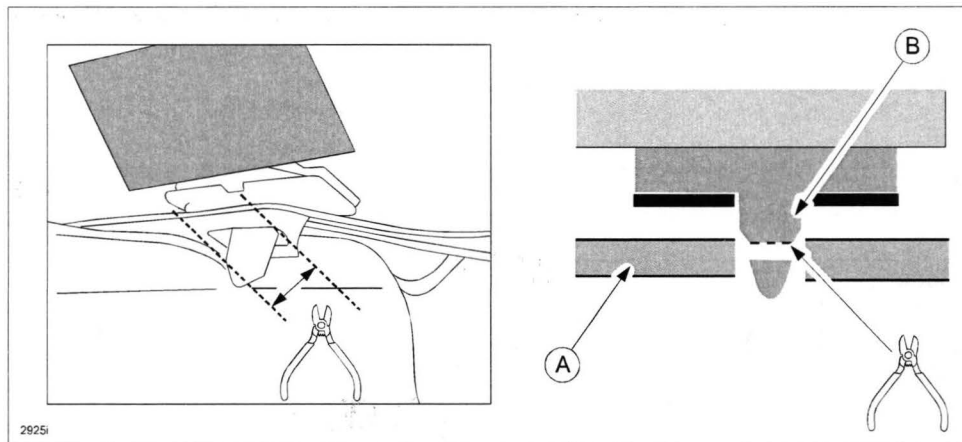
**NOTE:** Take care when handling the headliner to prevent getting dirt or grease on it.



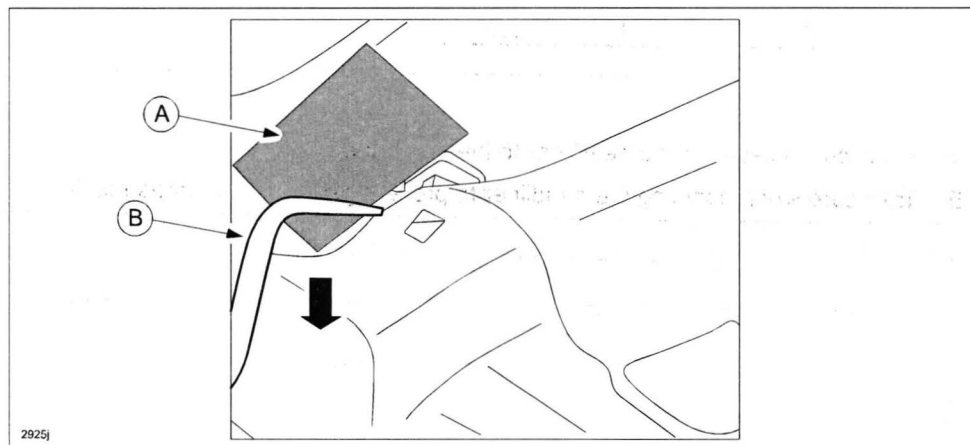
- c. Attach masking tape to the black portion of the rear window around the area you are working to prevent scratches.
- d. Gently pull down the headliner to provide enough space to insert side cutters.

- e. Insert the side cutters between the headliner and the reinforcement panel (A), and cut the end of the pin (B).

**CAUTION:** DO NOT apply excessive force to the pin, or the windshield may crack.



- f. Pull down the reinforcement panel by the masking tape (A) using a suitable tool (B), such as a retaining clip remover, to provide clearance between the reinforcement panel and the remainder of the cut pin. Make sure there is no remaining contact between the pin and the reinforcement panel.



- g. Repeat on the other side and reassemble the removed components in the reverse order of removal.
3. Verify repair.

### PART(S) INFORMATION

Part Number	Description	Qty.	Notes
D651-68-162A	Clip	4	2 for A-Pillar 2 for C-Pillar

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

<b>Windshield:</b>	
Warranty Type	A
Symptom Code	82
Damage Code	97
Part Number Main Cause	D651-68-162A
Quantity	2
Operation Number / Labor Hours:	XXK7DARX / 0.3 Hrs.

<b>Rear Window (sedan only):</b>	
Warranty Type	A
Symptom Code	82
Damage Code	97
Part Number Main Cause	D651-68-162A
Quantity	2
Operation Number / Labor Hours:	XXK7DBRX / 0.6 Hrs.

<b>Windshield and Rear Window (sedan only):</b>	
Warranty Type	A
Symptom Code	82
Damage Code	97
Part Number Main Cause	D651-68-162A
Quantity	4
Operation Number / Labor Hours:	XXK7DCRX / 0.8 Hrs.