

Tony Lawrence

From: Tony Lawrence
Sent: Friday, July 11, 2014 2:46 PM
To: All Dirs All Rgns - PT; All Dirs All Rgns - SR
Subject: MAZDA DEALER NOTICE - SERVICE BULLETIN RELEASE

SERVICE BULLETIN RELEASE - 07/11/2014

2014 INDEX: http://www.mstore2000.com/PDF_Files/index07-11-14.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.

NEW BULLETIN

09-031/14 - 2013 CX-5 - RUBBER PROTECTOR PARTIALLY COMES OFF SIDE STEP MOLDING CAUSING A POOR APPEARANCE CONCERN

http://www.mstore2000.com/PDF_Files/09-031-14-2947.pdf

UPDATED BULLETINS

02-002/14 - 2011-2014 MAZDA2 - CREAK / SQUEAK NOISE FROM REAR WHEN DRIVING OVER BUMPS

http://www.mstore2000.com/PDF_Files/02-002-14-2949.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.

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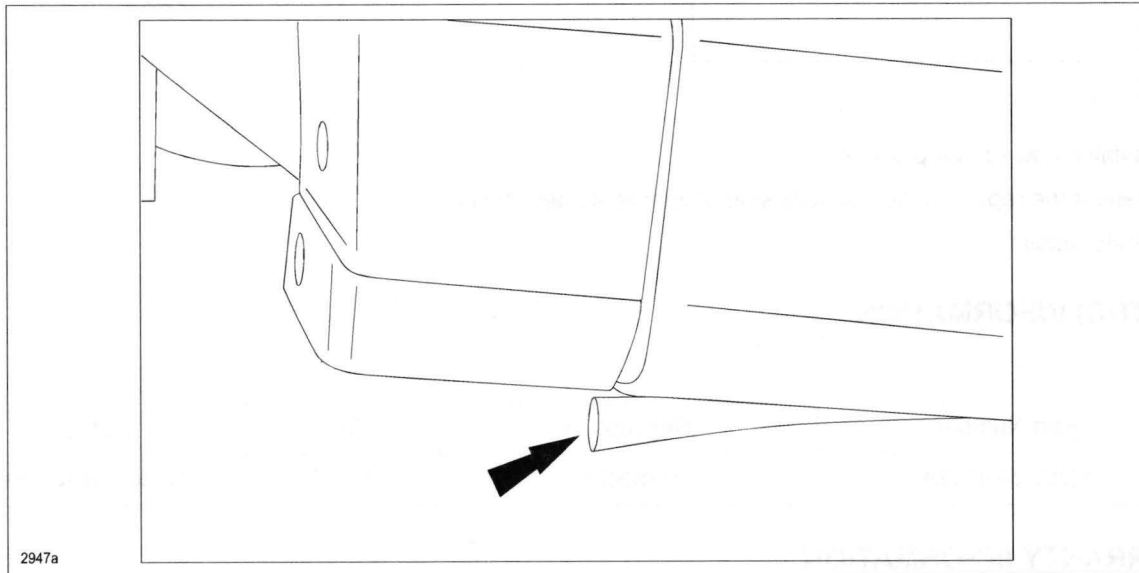
Subject: RUBBER PROTECTOR PARTIALLY COMES OFF SIDE STEP MOLDING CAUSING A POOR APPEARANCE CONCERN	Bulletin No: 09-031/14
	Last Issued: 07/11/2014

APPLICABLE MODEL(S)/VINS

2013 CX-5 vehicles with VINs lower than JM3KE*****162631 (produced before November 1, 2012)

DESCRIPTION

Some customers may complain that the rubber protector comes off the side step molding. The protector hangs down causing a poor appearance concern.



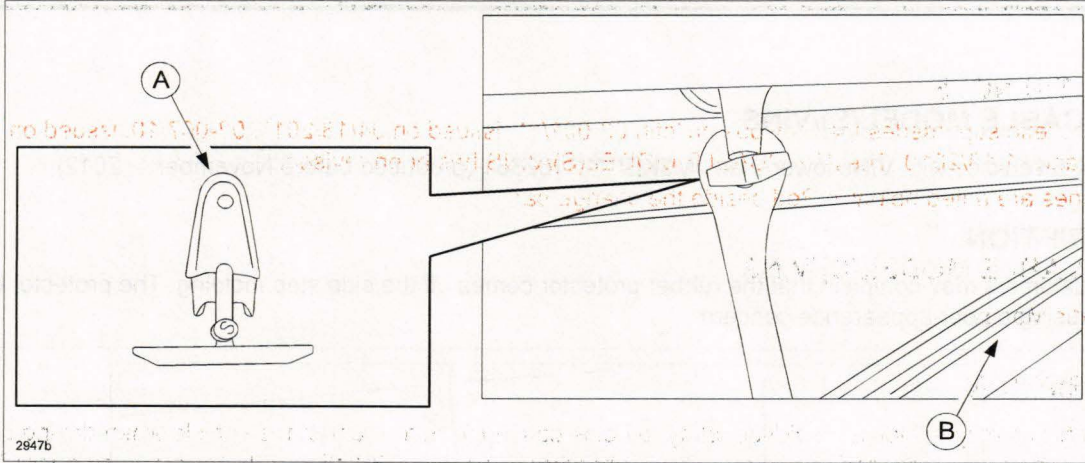
This concern may occur when the vehicle is driven in freezing temperatures. Snow and moisture adhere and freeze onto the rubber protector and when the door is opened, the rubber protector can tear or stretch, coming off the fasteners.

The material of the rubber protector around the fasteners has been changed to increase the holding force to the fasteners.

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

REPAIR PROCEDURE

1. Verify customer concern.
2. Remove the twelve (12) fasteners (A) and rubber protector (B) using a fastener remover.



3. Install a new rubber protector.
4. Repeat the repair on the opposite side of vehicle as necessary.
5. Verify repair.

PART(S) INFORMATION

Part Number	Description	Qty.	Note
KD53-51-PK2A	Protector	1 or 2	Includes fasteners

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	91
Damage Code	9E
Part Number Main Cause	KD53-51-PK2A
Quantity	1 or 2
Operation Number / Labor Hours:	XXK7XXRX / 0.2 Hrs. (One side) XXK7YXRX / 0.2 Hrs. (Both sides)