

Tony Lawrence

From: Tony Lawrence
Sent: Tuesday, April 15, 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 - 04/15/2014

2014 INDEX: http://www.mstore2000.com/PDF_Files/index04-15-14.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

01-011/14 – 2007-2012 CX-7 - CLUNKING NOISE FROM NO. 3 ENGINE MOUNT

http://www.mstore2000.com/PDF_Files/01-011-14-2907.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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Subject: CLUNKING NOISE FROM NO. 3 ENGINE MOUNT	Bulletin No: 01-011/14
	Last Issued: 04/15/2014

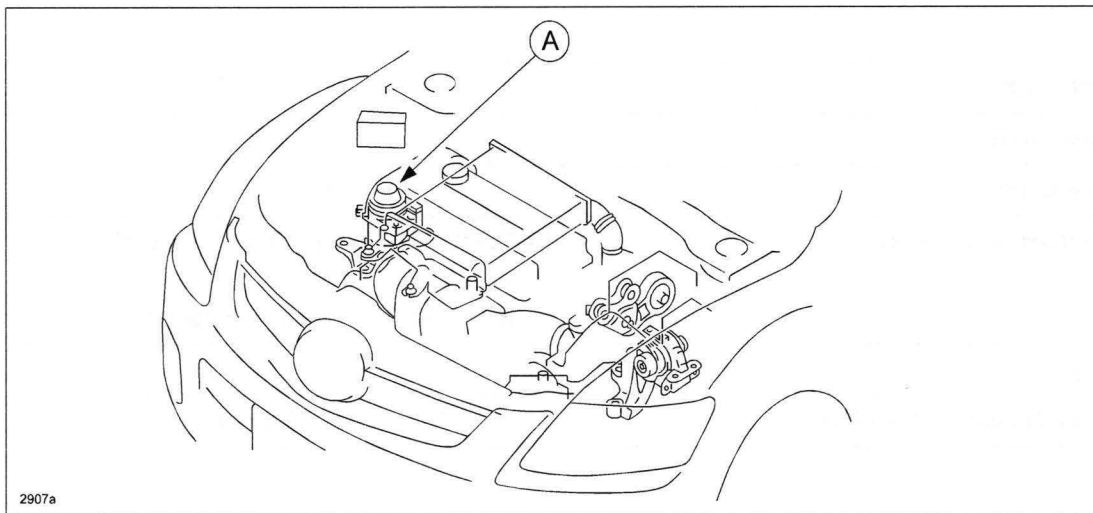
APPLICABLE MODEL(S)/VINS

2007-2012 CX-7

DESCRIPTION

Some vehicles may exhibit a clunk noise from the engine compartment when driving over rough roads or over a speed bump. The noise may occur in areas of high ambient temperatures.

Due to high heat, the lubricant inside the No. 3 engine mount rubber (A) may become ineffective, causing a stick-slip noise between the casing and the rubber, however, there is no seepage from the engine mount.



The engine mount rubber uses a new type of lubricant to eliminate this concern.

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

REPAIR PROCEDURE

1. Verify the customer concern.
2. Replace the No. 3 engine mount according to the instructions on MS3 online or the Workshop Manual: (CX-7 2.3L (L3 Turbo) Engine, section 01-10 NO. 3 ENGINE MOUNT DISASSEMBLY/ASSEMBLY) or (CX-7 2.5L (L5) Engine, section 01-10 NO. 3 ENGINE MOUNT DISASSEMBLY/ASSEMBLY).
3. Verify the repair.

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.

Bulletin No: 01-011/14
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Last Issued: 04/15/2014

PART(S) INFORMATION

Part Number	Description	Qty.	Notes
EGY0-39-06Y	No.3 Engine Mount Rubber	1	2.3L (L3 Turbo) Engine
EHY0-39-06Y	No.3 Engine Mount Rubber	1	2.5L (L5) Engine

WARRANTY INFORMATION

NOTE:

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under the Powertrain Limited Warranty term (5 years / 60,000 miles).
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	82
Damage Code	9E
Part Number Main Cause	EGY0-39-06Y [2.3L (L3 Turbo) Engine] OR EHY0-39-06Y [2.5L (L5) Engine]
Quantity	1
Operation Number / Labor Hours:	XXK5AXRX / 0.6 Hrs.