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From: Christopher Ciz
Sent: Thursday, June 05, 2014 9:53 AM
To: All Dirs All Rgns - PT; All Dirs All Rgns - SR
Subject: MAZDA DEALER NOTICE - SERVICE BULLETIN RELEASE

SERVICE BULLETIN RELEASE - 06/05/2014

2014 INDEX: http://www.mstore2000.com/PDF_Files/index06-05-14.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

01-013/14 – MAZDA SERVICE PROGRAM (MSP43) - NOISE FROM NO.3 ENGINE MOUNT

http://www.mstore2000.com/PDF_Files/01-013-14-2927.pdf

UPDATED BULLETIN

09-006/14 – 2014 MAZDA3 - MAZDA CONNECT FUNCTIONALITY CONCERNS AFTER MSP41

http://www.mstore2000.com/PDF_Files/09-006-14-2882e.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



MAZDA

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Subject: MAZDA SERVICE PROGRAM (MSP43) - NOISE FROM NO.3 ENGINE MOUNT	Bulletin No: 01-013/14
	Last Issued: 06/05/2014

APPLICABLE MODEL(S)/VINS

2014 Mazda3 vehicles produced between May 9, 2014 and May 15, 2014

- VIN Range: 3MZBM**7*EM 114611 - 117119

DESCRIPTION

Some 2014 Mazda3 vehicles may exhibit a tapping noise from the No. 3 engine mount when driving on rough roads. A new and improved engine mount must be installed to eliminate the noise.

NOTE:

- UNDER THE MAZDA SERVICE PROGRAM (MSP43), ALL CURRENT DEALER INVENTORY AND RETAILED VEHICLES FOUND TO BE WITHIN THE ABOVE VIN AND PRODUCTION DATES RANGES MUST BE REPAIRED ACCORDING TO THE INSTRUCTIONS CONTAINED IN THIS SERVICE BULLETIN.
- BEFORE PERFORMING ANY REPAIR, VALIDATE THAT THE VEHICLE IS APPLICABLE TO THIS PROGRAM BY PERFORMING AN "eMDCS WARRANTY VEHICLE INQUIRY" AND VERIFYING THE VEHICLE DISPLAYS CAMPAIGN "MSP43" AND ITS CAMPAIGN STATUS DISPLAYS "OPEN". SEE "VEHICLE INSPECTION PROCEDURE" BELOW.

DEALER INVENTORY

Repair all applicable vehicles currently in dealer inventory according to the procedures contained in this service bulletin.

RETAILED VEHICLES:

When an applicable retailed vehicle is brought into the dealer for any type of repair or scheduled maintenance, perform an eMDCS Warranty Vehicle Inspection and check the status of MSP43. If status of MSP43 is "OPEN" repair the vehicle according to the procedures contained in this service bulletin.

VEHICLE INSPECTION PROCEDURE

1. Verify the vehicle is within the following production date ranges:

2014 Mazda3 vehicles produced between May 9, 2014 and May 15, 2014

- VIN Range: 3MZBM**7*EM 114611 - 117119
- If the vehicle is within the above VIN and production date ranges, proceed to Step 2.
- If the vehicle is not within the above VIN and production date ranges, return the vehicle to the customer or inventory.

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.

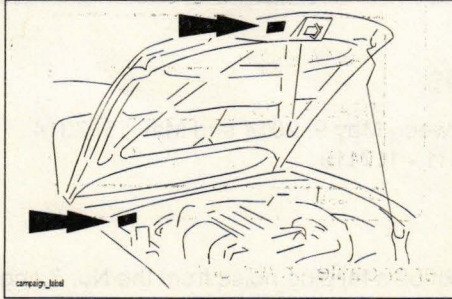
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2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect the vehicle for a Campaign Label **MSP43** attached either to the vehicle's bulkhead or to the vehicle's hood. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

NOTE: Verify the campaign number as the vehicle may have multiple labels.



eMDCS System - Warranty Vehicle Inquiry Results

If eMDCS displays:	Campaign Label is:	Action Required:
"Campaign: MSP43 Open"	Present	Contact the Warranty Hotline at (877) 727-6626, option 3 to update vehicle history
	Not present	Proceed to "INSPECTION PROCEDURE"
"Campaign: MSP43 Closed"	Present	Return vehicle to inventory or customer
	Not present	Complete a label and apply it to vehicle's bulkhead or hood
"Campaign: MSP43 Open" or "Closed" is not displayed	Does not apply	Campaign does not apply to this vehicle. Return the vehicle to inventory or customer

REPAIR PROCEDURE

1. Remove the No.3 Engine Mount from the vehicle according to the instructions on MS3 online or the Workshop Manual (section 01-10 ENGINE MOUNT DISASSEMBLY/ASSEMBLY [SKYACTIV-G 2.0, SKYACTIV-G 2.5]).

CAUTION: Slots have been adopted for the No.3 engine mount installation holes. If the No.3 engine mount is deviated from the original position when installing the No.3 engine mount, engine noise or vibration could increase. Before removing the No.3 engine mount, place alignment marks on the No.3 engine mount and body so that they can be assembled to the same positions as before removal.

2. Replace the engine mount with a new one listed in the Parts Information.

CAMPAIGN LABEL:

1. Fill out a blue "Campaign Label" (9999-95-065A-06) with the Campaign No: "MSP43", your dealer code, today's date, and affix it to the vehicle's bulkhead or hood.

CAMPAIGN LABEL	
CAMPAIGN NO:	_____
DEALER CODE:	_____
DATE:	/ /
P/N 9999-95-065A-06	

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2. Return the vehicle to the customer or dealer inventory.

PART(S) INFORMATION

Part Number	Description	Qty.	Notes
GHS4-39-060	Engine Mount, No.3	1	A/T
GHR9-39-060	Engine Mount, No.3	1	M/T

WARRANTY INFORMATION

NOTE:

- DSM authorization is required if the vehicle is outside the Mazda Powertrain Warranty term.
 - Warranty claims for vehicles retailed in the United States will be accepted during the Mazda's Powertrain Limited Warranty Term of 60 months or 60,000 miles.
 - Warranty claims for vehicles retailed in Mexico will be accepted during Mazda's New Vehicle Limited Warranty Term of 36 months / 60,000 kilometers.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type Code	A
Symptom Code	99
Damage Code	99
Process Number	AE010A
Part Number Main Cause	GHS4-39-060 (for Mazda3 A/T) GHR9-39-060 (for Mazda3 M/T)
Quantity	1
Operation Number / Labor Hours:	XXK7KXRX / 0.6 Hrs.