

Tony Lawrence

From: Tony Lawrence
Sent: Wednesday, January 08, 2014 3:24 PM
To: All Dirs All Rgns - PT; All Dirs All Rgns - SR
Subject: MAZDA DEALER NOTICE - SERVICE BULLETIN RELEASE

SERVICE BULLETIN RELEASE - 01/08/2014

2014 INDEX: http://www.mstore2000.com/PDF_Files/index01-08-14.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 BULLETINS

04-001/14 - 2014 MAZDA6 - RATTLE NOISE FROM REAR BRAKE CALIPER

http://www.mstore2000.com/PDF_Files/04-001-14-2862.pdf

09-001/14 - 2014 MAZDA3 - RATTLE NOISE FROM BOTTOM OF A-PILLAR

http://www.mstore2000.com/PDF_Files/09-001-14-2872.pdf

UPDATED BULLETIN

09-002/14 - 2013-2014 CX-5 - RATTLE NOISE FROM INSTRUMENT PANEL AND/OR CREAK NOISE FROM A-PILLAR OVER ROUGH / BUMPY ROADS

http://www.mstore2000.com/PDF_Files/09-002-14-2864.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: RATTLE NOISE FROM REAR BRAKE CALIPER	Bulletin No: 04-001/14
	Last Issued: 1/8/2014

APPLICABLE MODEL(S)/VINS

2014 Mazda6 vehicles with VINs lower than JM1 GJ ***** 149693 (produced before October 03, 2013)

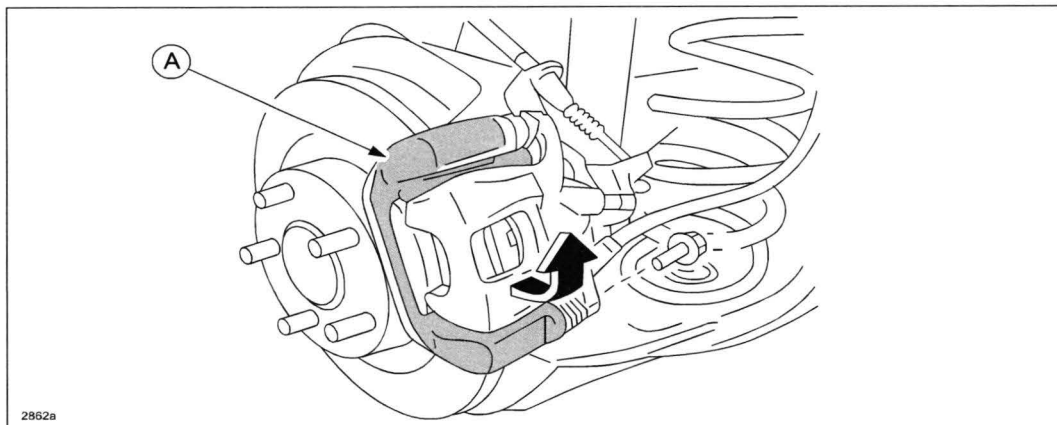
DESCRIPTION

A rattle noise may be heard from the rear part of the vehicle when driving on rough roads. If the driver puts his/her foot on the brake pedal, the noise disappears. The rear brake pad(s) may be moving inside the caliper(s), causing a rattling noise.

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

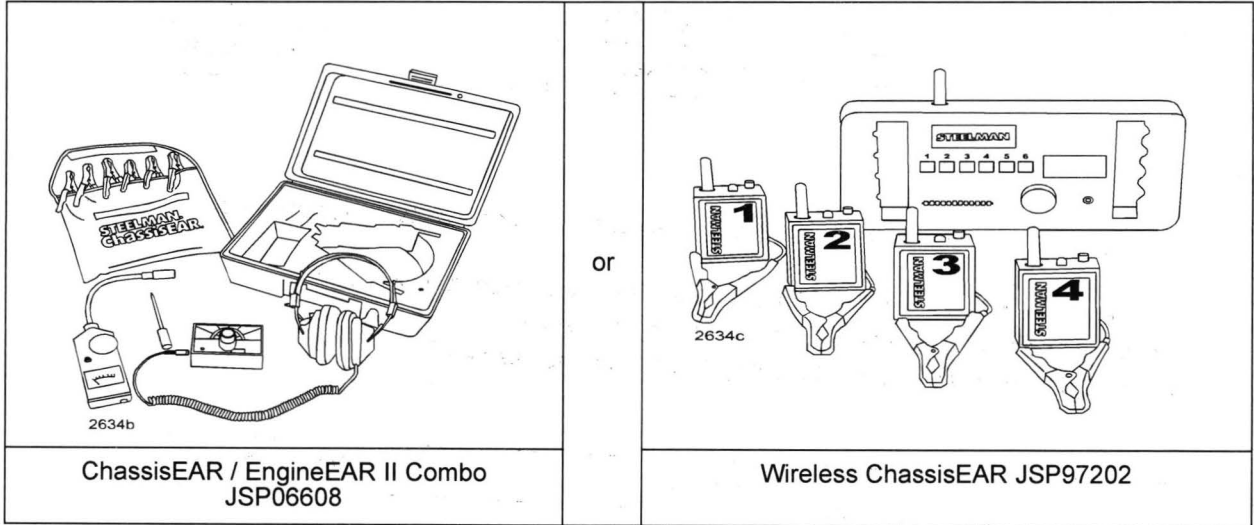
REPAIR PROCEDURE

1. Verify customer concern.
2. When noise is present, lightly depress the brake pedal. Does the noise disappear?
 - a. Yes - Proceed to Step 3.
 - b. No - This bulletin does not apply. Proceed to step 4.
3. Replace the rear brake caliper mounting support (A) and brake pad shim and retainer at the affected side. Refer to MS3 online or Workshop Manual (section 04-11 REAR BRAKE (DISC) REMOVAL/INSTALLATION). Then proceed to step 5.



4. Use Special Service Tool (SST) ChassisEAR / EngineEAR II Combo JSP06608 or Wireless ChassisEAR JSP97202 to troubleshoot noise:

NOTE: SST JSP06608 and JSP97202 are available for purchase on M-Store.



WARRANTY COMPLIANCE NOTE: Any warrantable repair performed as a result of step 4 diagnostic process must be submitted as a separate claim problem and supported by separate time stamps on the repair order.

5. Verify repair.

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PART(S) INFORMATION

Part Number	Description	Qty.	Notes
GHT2-26-281A	Brake Caliper Mounting Support	1	One side
GHY9-26-49ZB	Brake Attachment Kit (Rear)	1	Both sides

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.
- Only replace the Brake Caliper Mounting Support on the affected side.

	One Side	Both Sides
Warranty Type	A	A
Symptom Code	82	82
Damage Code	9J	9J
Part Number Main Cause	GHY9-26-49ZB	GHY9-26-49ZB
Quantity	1	1
Operation Number / Labor Hours:	XXK1UARX / 0.4 Hrs.	XXK1UBRX / 0.6 Hrs.