

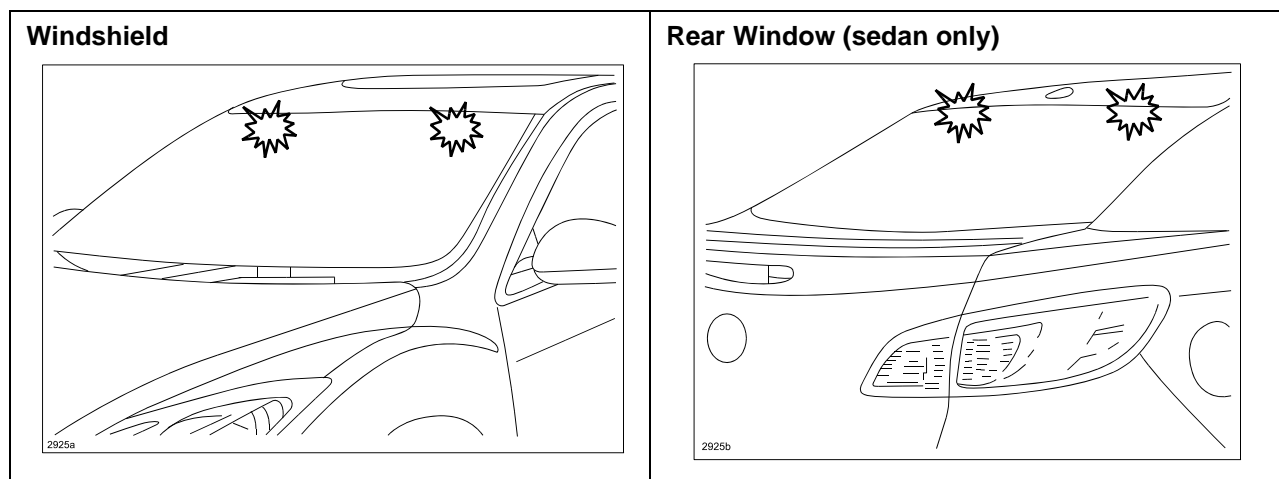
| | |
|---|---|
| Subject: CRACKING NOISE FROM WINDSHIELD (SD AND HB) AND/OR REAR WINDOW (SD ONLY) | Bulletin No: 09-025/14 Last Issued: 05/29/2014 |
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APPLICABLE MODEL(S)/VINS

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.



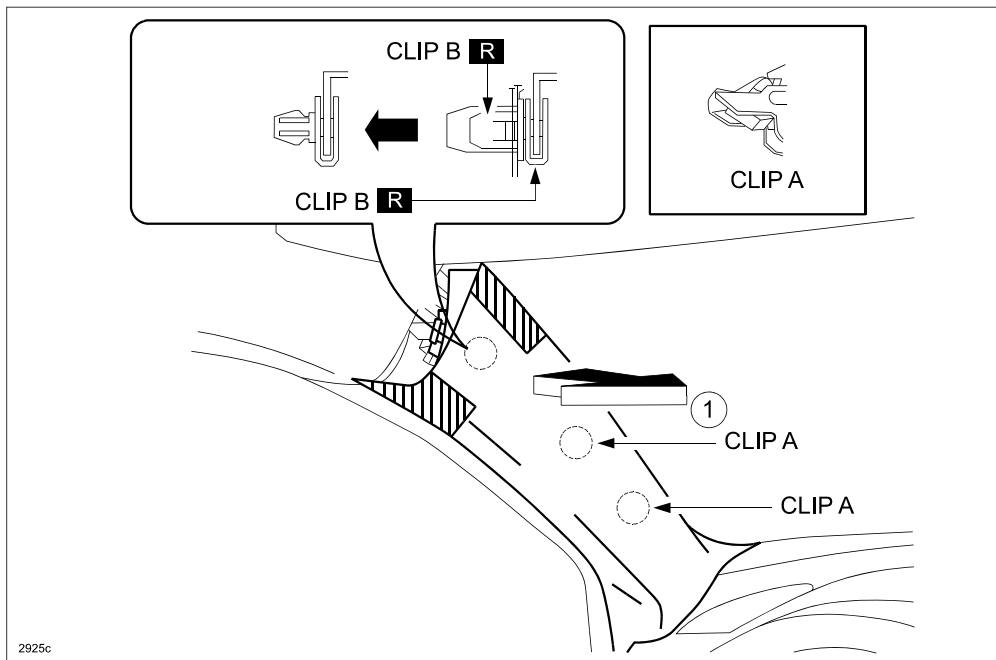
Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

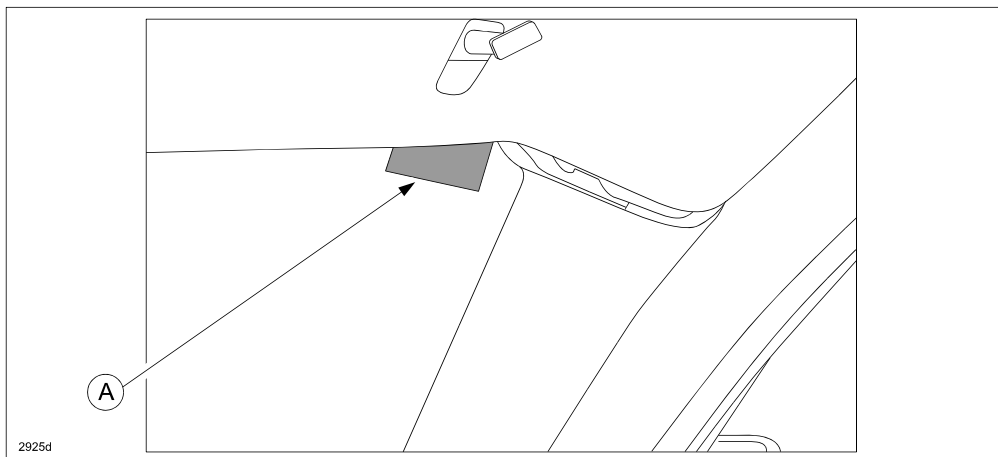
1. Verify customer concern.
2. Cut the end of the stopper and bend the panel at the affected windshield and/or rear window.

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).

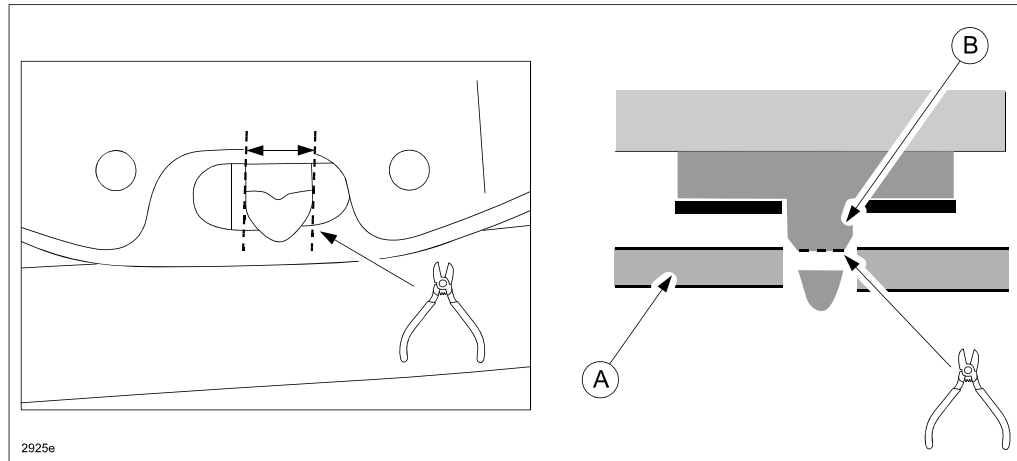


- e. Attach masking tape (A) to the black portion of the windshield around the area you are working in to prevent scratches.

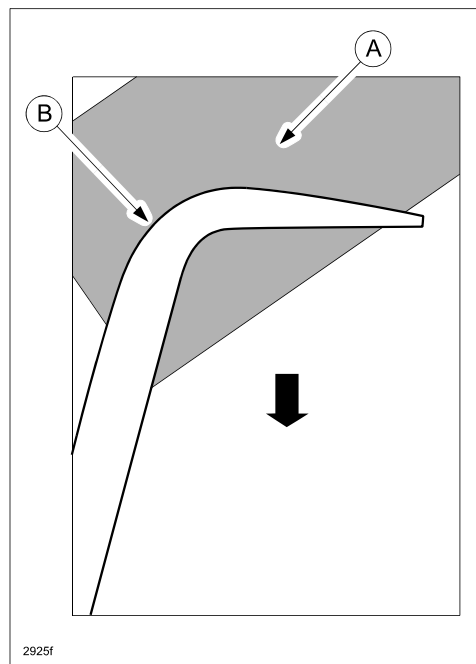


- f. Gently pull down on the headliner to provide enough space to insert the side cutters.
- g. Insert the side cutters between the headliner and the reinforcement panel (A), and cut the end of the pin (B).

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.

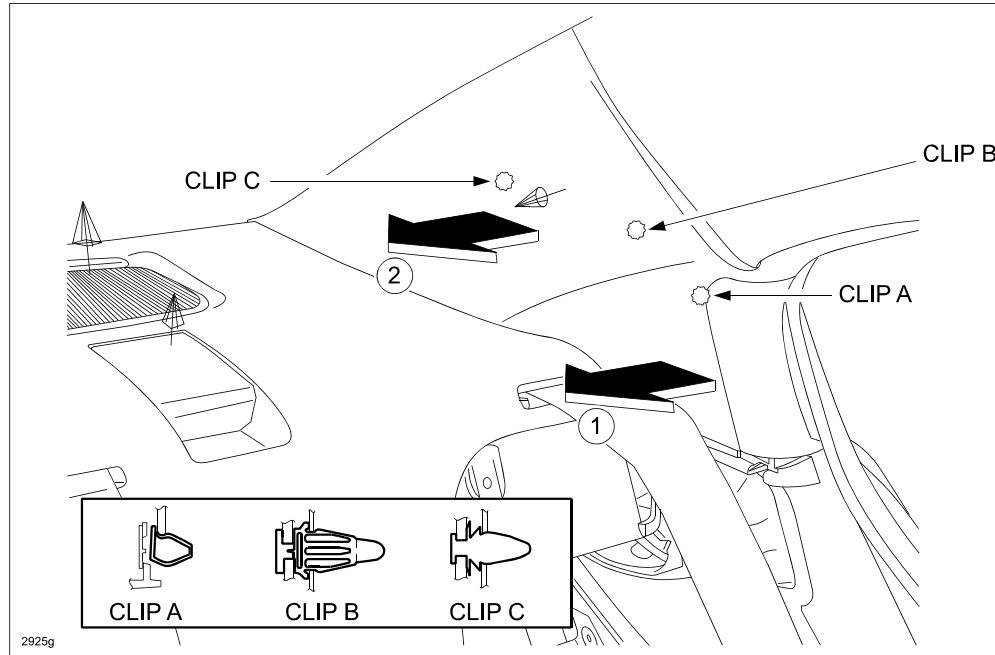


- i. Repeat on the other side and reassemble the removed components in the reverse order of removal.

Rear Window (sedan only):

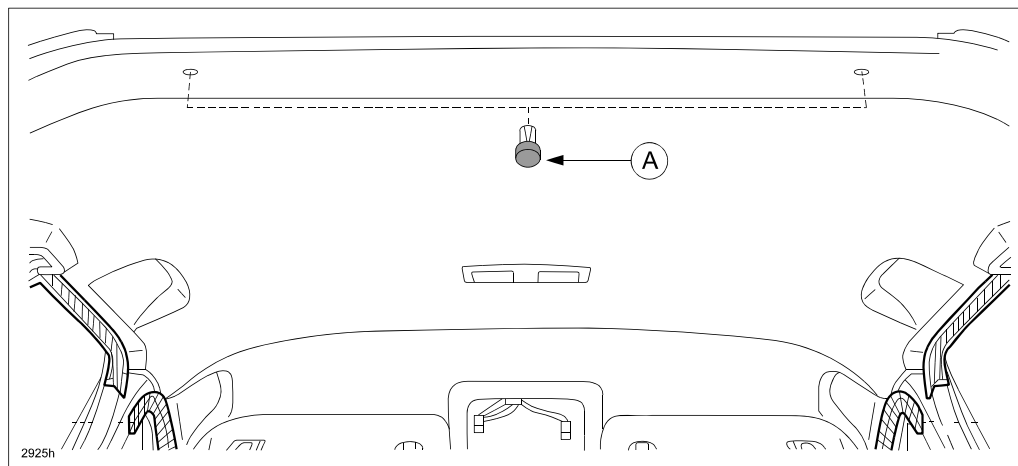
- a. Remove the C-pillar trim according to the instructions on MS3 online or the Workshop Manual (section 09-17 C-PILLAR TRIM REMOVAL/INSTALLATION).

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.

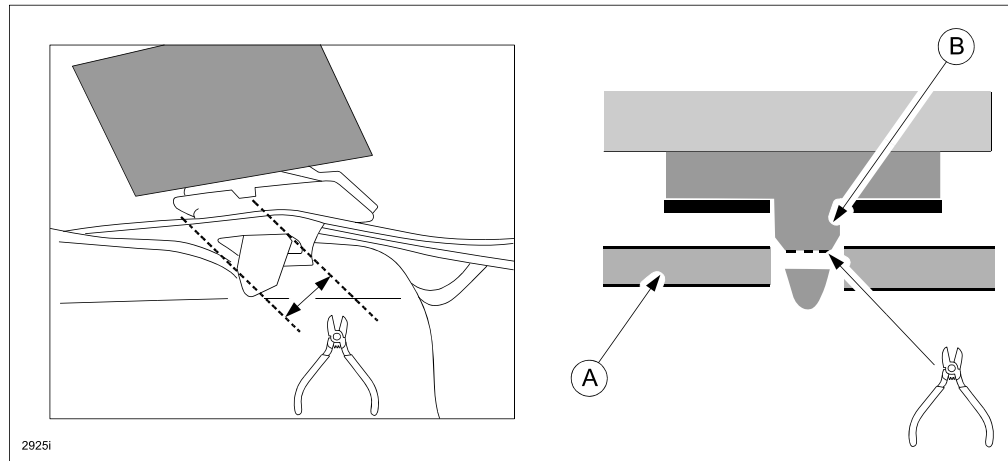
NOTE: Take care when handling the headliner to prevent getting dirt or grease on it.



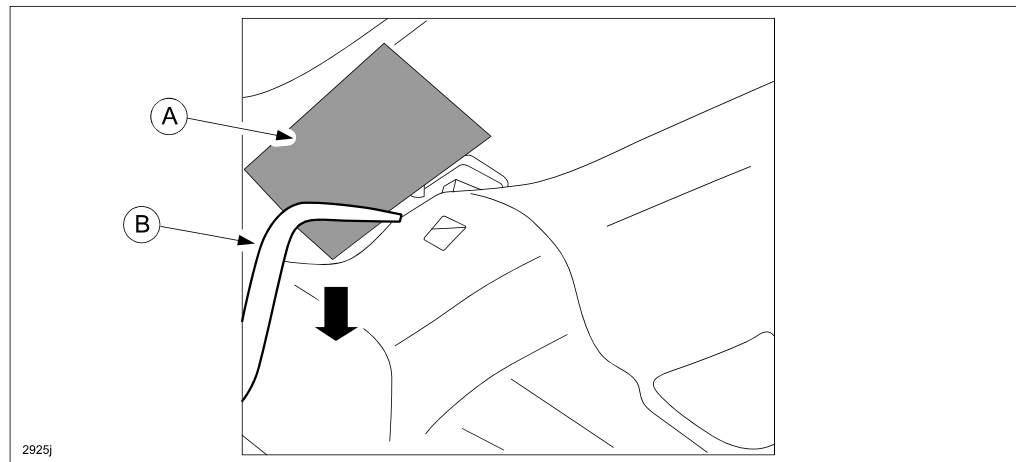
- c. Attach masking tape to the black portion of the rear window around the area you are working to prevent scratches.
- d. Gently pull down the headliner to provide enough space to insert side cutters.

- 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.

| Windshield: | |
|---------------------------------|---------------------|
| 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. |

| Rear Window (sedan only): | |
|----------------------------------|---------------------|
| 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. |

| Windshield and Rear Window (sedan only): | |
|---|---------------------|
| 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. |