Service Bulletin Mazda North American Operations Irvine, CA 92618-2922



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| ject: HARD TO SHIFT INTO 3RD GEAR | | Bulletin No: | 05-008/14 |
|--------------------------------------|--|--------------|------------|
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APPLICABLE MODEL(S)/VINS

2012-2013 Mazda3 (SKYACTIV 6 M/T)

2014 Mazda3 (6 M/T) with VINs lower than JM1BM*****200302 (produced before April 3, 2014)

2013-2015 CX-5 (6 M/T) with VINs lower than JM3KE*****466787 (produced before April 3, 2014)

2014-2015 Mazda6 (6 M/T) with VINs lower than JM1GJ*****179179 (produced before April 3, 2014)

DESCRIPTION

Some vehicles may exhibit one of the following concerns:

- · Hard to shift into 3rd gear
- Sometimes the shifter may jump out of 3rd gear over a road bump when accelerating after deceleration at 25-40 mph (40-65 km/h)

This is caused by the friction coefficient between the 3/4 clutch hub and the sleeve increasing. A surface treatment has now been added to the 3/4 clutch hub to decrease the friction coefficient.

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

REPAIR PROCEDURE

- 1. Verify customer concern.
- 2. Remove the transaxle. Refer to MS3 online instructions or the Workshop Manual section 05-15.
- 3. Replace the 3/4 clutch hub with a modified one and the 3rd gear with a new one (listed in the Parts Information). Refer to the C66M-R 6-speed SKYACTIV Manual Transaxle Workshop Manual.

NOTE:

- If needed, request a "Loaner" tool on MStore to perform this procedure. Order Bearing Puller part number 4907-10-520-L only after parts to complete the repair have been received. The tool will arrive next business day if the order is placed before 2pm PST.
- This Bearing Puller SST will be added to the MRT list and a tool will be automatically shipped to your dealer within 90 days.
- 4. Install the transaxle.
- 5. Verify repair.

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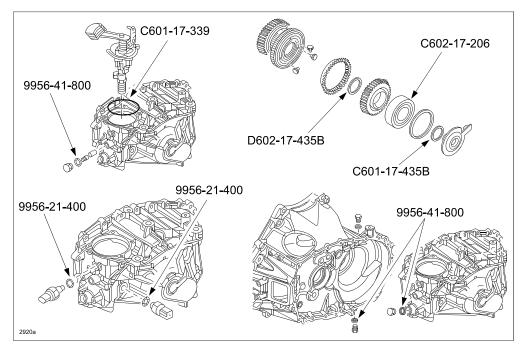
CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers 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.

PART(S) INFORMATION

| Part Number | Description | Qty. | Notes | |
|-----------------|------------------------------|-------------------------|--------------------------------|--|
| C602-17-240A | 3/4 Clutch Hub Assembly | 1 | All | |
| C601-17-230B | 3rd Gear | 1 | Except CX-5 | |
| C610-17-230A | - | | CX-5 | |
| G054-25-421 | Clip for drive shaft* | 1 2012-14 Mazda3 (2.0L) | | |
| H010-25-421A | - | | 2014 Mazda3 (2.5L) | |
| | | | 2014-15 Mazda6 | |
| | | | 2013-14 CX-5 | |
| D651-33-042A | Wheel Hub Nut* | 2 | All | |
| T060-26-169A | Clip for Tie-rod End* | 2 | All | |
| B455-32-099B | Bolt for Intermediate Shaft* | 1 | Except 2014 Mazda3 | |
| KD31-32-099 | - | | 2014 Mazda3 | |
| D602-17-435B | Retaining Rig* | 1 | All | |
| C601-17-435B | Retaining Rig* | 1 | All | |
| C602-17-206 | Ball Bearing* | 1 | All | |
| C601-17-339 | "O" Ring* | 1 | All | |
| 9956-41-800 | Washer* | 2 | All | |
| 9956-21-600 | Gasket* | 1 | All | |
| 9956-21-400 | Washer* | 2 | All | |
| 0000-77-5W80-QT | Manual Transaxle Oil | 3 | Specification: 2.6 - 2.7 US qt | |

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NOTE: * Replacement parts



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 Powertrain Limited Warranty.
- Additional diagnostic time cannot be claimed for this repair.

| Warranty Type | A |
|------------------------|------------------------------|
| Symptom Code | 24 |
| Damage Code | 9M |
| Part Number Main Cause | C602-17-240A |
| Quantity | 1 |
| Operation Number: | XXK78XRX |
| Labor Hours: | 2012-14 Mazda3: 5.3 Hrs. |
| | 2014-15 Mazda6: 5.2 hrs. |
| | 2013-14 CX-5 (2WD): 5.5 Hrs. |
| | 2013-14 CX-5 (4WD): 7.6 hrs. |