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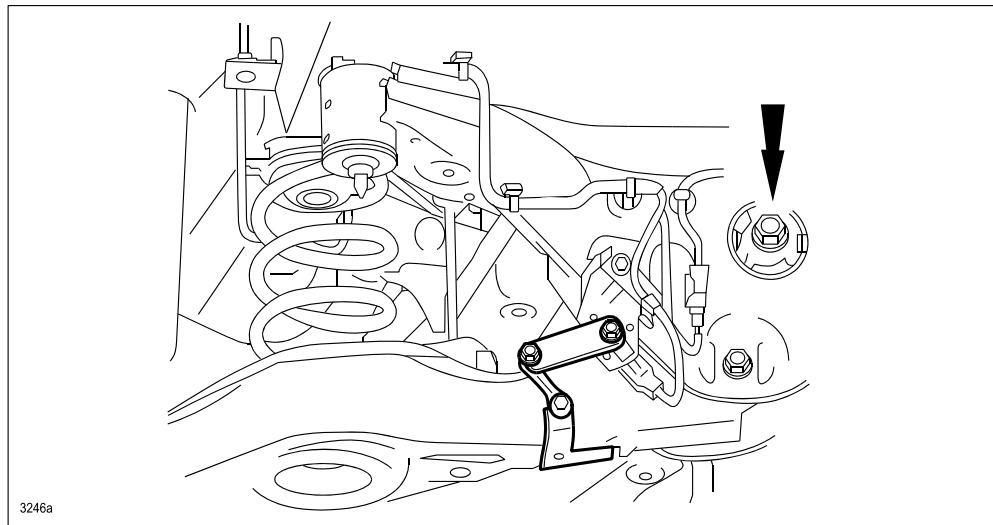
Subject: 2013-2016 CX-5 AWD - KNOCKING NOISE FROM THE REAR OF THE VEHICLE	Bulletin No: 02-015/16
	Last Issued: 10/06/2016

APPLICABLE MODEL(S)/VINS

2013-2016 CX-5 AWD vehicles with VINs lower than JM3KE*****852267 (Produced before Aug. 1, 2016)

DESCRIPTION

Some vehicles may exhibit a knocking noise from the rear of the vehicle. Upon inspection, cracks may be found in rear differential mount bushing, causing the noise. This is caused by insufficient durability of the bushing. To eliminate the noise, the shape of the bushing has been changed.



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

REPAIR PROCEDURE

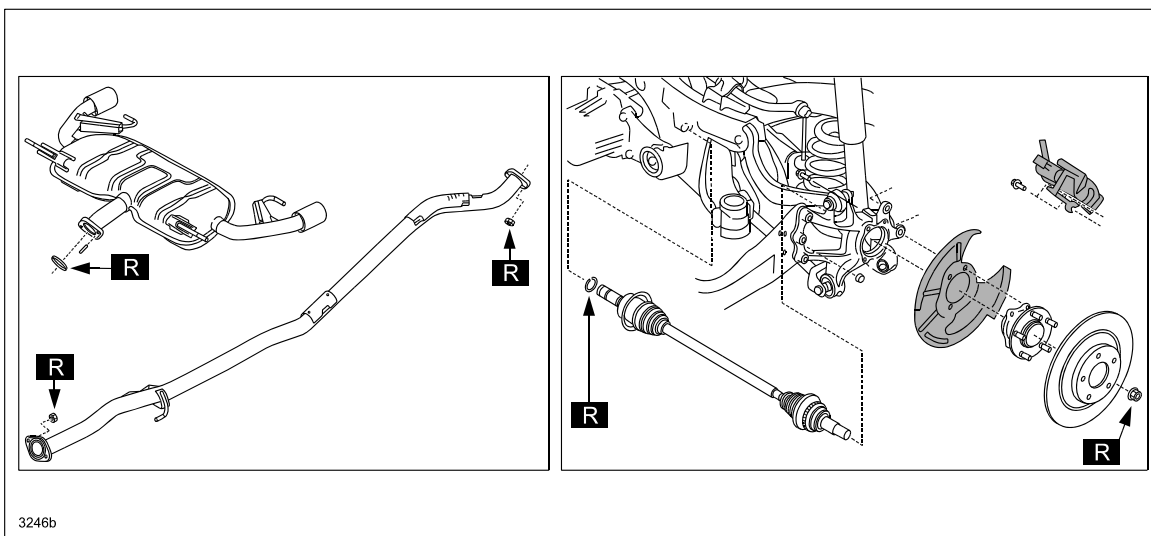
1. Verify the customer concern.
2. Replace the rear cross member with a modified one according to the instructions on MS3 online (REAR CROSSMEMBER REMOVAL/INSTALLATION [AWD]).
3. Verify the repair.

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.

PART(S) INFORMATION

Part Number	Description	Qty.	Notes
KD35-28-80XG	Cross Member	1	---
PE23-40-305	Gasket	2	For exhaust*
9994-61-000	Nut	4	For exhaust*
RTA1-25-421	Clip	2	For drive shaft*
D651-33-042A	Nut	2	For hub*
---	Mazda Long Life Hypoid Gear Oil	---	Max. 0.45 L {0.48 US qt, 0.40 Imp qt}

*Non-reusable 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 New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

	Rear cross member replacement / rear wheel alignment check and adjust
Warranty Type	A
Symptom Code	82
Damage Code	9A
Part Number Main Cause	KD35-28-80XG
Quantity	1
Operation Number / Labor Hours:	XXM7LARX / 4.2 Hrs. (2013-2015MY without EPB) XXM7LXRX / 4.3 Hrs. (2016MY with EPB)

NOTE: Claim non-reusable parts as related parts.