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| Subject: RATTLE NOISE FROM FRONT DOOR GLASS | Bulletin No: 09-041/16 |
| | Last Issued: 06/24/2016 |

BULLETIN NOTE

This bulletin supersedes the previously issued bulletin(s) listed below. The changes are noted in Red beside the change bars.

| Previous TSBs: | Date(s) Issued: |
|----------------|---------------------------------|
| 09-016/15 | 05/18/15 |
| 09-017/14 | 03/05/14, 08/18/14 and 08/29/14 |
| 09-011/13 | 04/17/13 |

APPLICABLE MODEL(S)/VINS

2013-2016 CX-5

DESCRIPTION

Some vehicles may experience a rattle noise from the front door glass when driving with the window open approx. 1/2 to 4 inches (1 - 10 cm).



The rattle noise may be caused by insufficient holding force of the glass run channel. To increase the holding force, the shape of glass run channel has been changed and non-woven pads have been attached to the glass run channel.

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

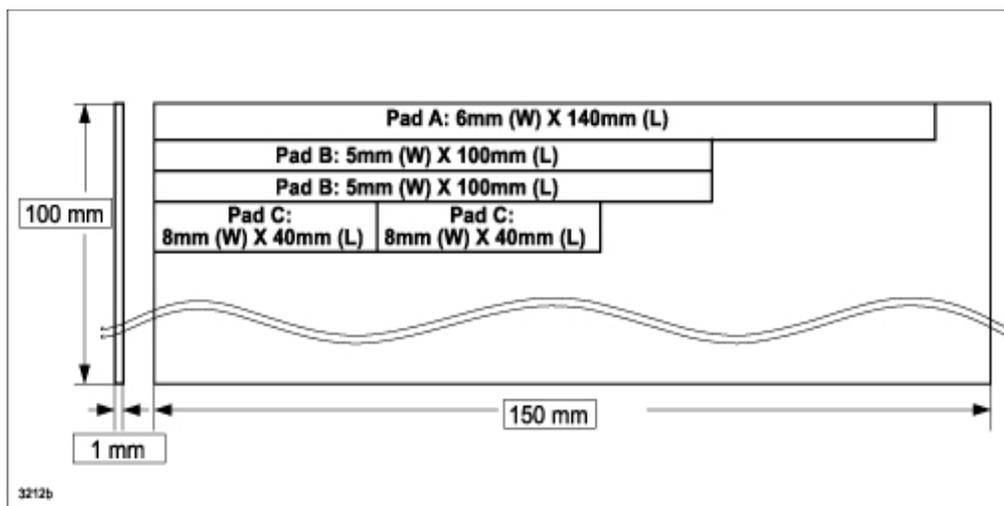
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REPAIR PROCEDURE

- Verify the customer concern. The rattle noise should go away when holding the slightly opened window by hand or when the window is completely closed.
 - If the noise does not go away, this service bulletin does not apply. Troubleshoot the noise according to section 09 (Body and Accessories) of the MS3 online instructions or the Workshop Manual.
 - If the noise does go away, proceed to Step 2 and attach the non-woven pads to positions (A), (B) and (C) of the glass run channel.

NOTE: One (1) sheet of the non-woven fabric (KAY0-58-871) can repair (4) doors.
- Using a straight-edge and sharp knife, cut the (100mm x 150mm x 1mm) non-woven fabric sheet into the following size pads.

| Pad | Pad A | Pad B | Pad C |
|--------------|-------------------|-------------------|------------------|
| Pad Size | 6mm x 140mm x 1mm | 5mm x 100mm x 1mm | 8mm x 40mm x 1mm |
| Pad Quantity | 1 | 2 | 2 |



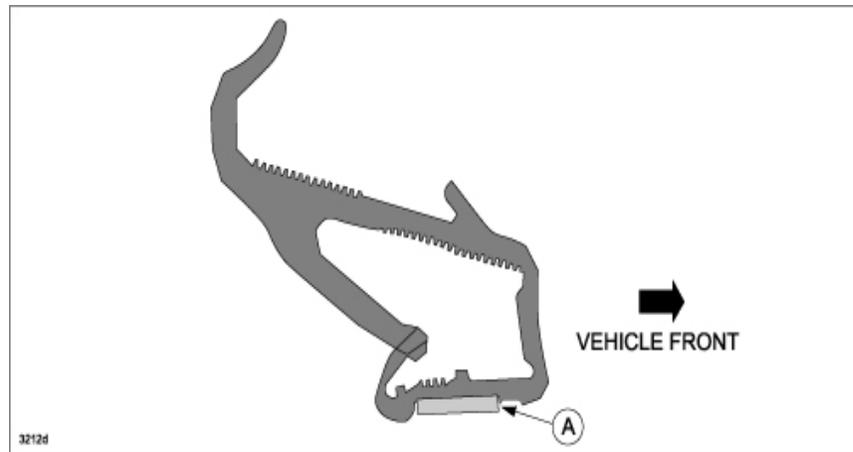
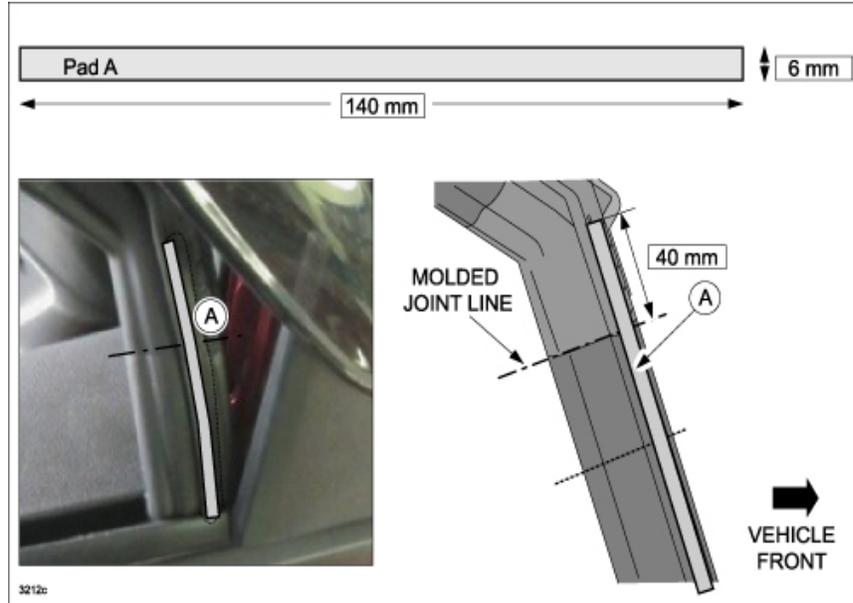
- Remove the glass run channel from the affected side(s) according to the instructions on MS3 online or the Workshop Manual (section 09-12 FRONT DOOR GLASS REMOVAL/INSTALLATION).
- Degrease the new glass run channel in the locations where the pads (A, B and C) will be attached.
- Apply an adhesion promoter (one that is suitable for use on plastic) to the locations where the pads will be attached.

NOTE:

- Obtain adhesion promoter locally.
- Recommended adhesion promoter: 3M K-540NT, K500 or 4298UV. If these products cannot be obtained, any adhesion promoter suitable for plastic can be used.

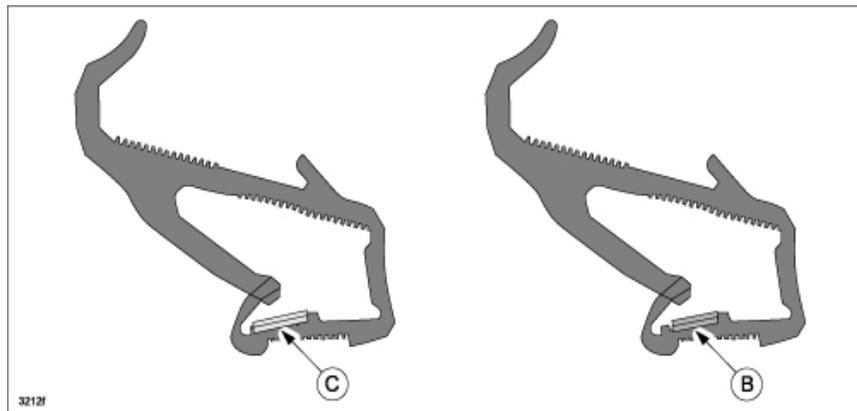
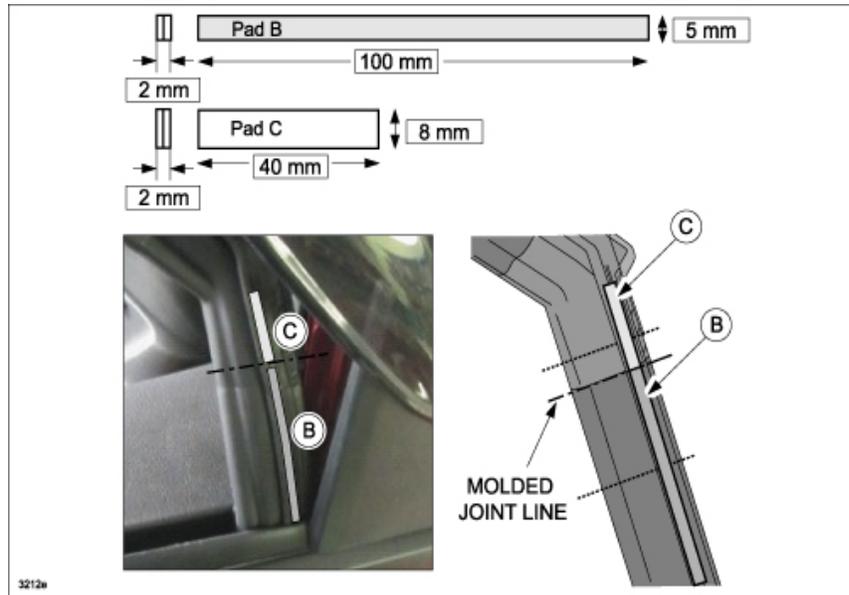
- ATTACH PAD A:** Attach Pad A (6mm x 140mm x 1mm) to the position on the new glass run channel, as shown below.

NOTE: The illustrations below show the right-side glass run channel. The same procedure is applicable to the left side.



7. **ATTACH PADS B AND C:** Attach Pad B (5mm x 100mm x 2mm) and Pad C (8mm x 40mm x 2mm) to the correct positions on the new glass run channel, as shown below.

NOTE: Stack two pieces (B + B and C + C) together to get 2mm thickness.



8. Install the glass run channel in the reverse order of removal.
9. Operate the door glass up and down to verify proper operation.
10. Repeat the repair on the opposite side glass run channel as necessary.

PART(S) INFORMATION

| Part Number | Description | Qty. | Notes |
|--------------|-----------------------|------|---|
| KAY0-58-871 | Non-Woven Fabric | 1 | Sheet dimensions: 100mm x 150mm x 1mm One sheet can repair four (4) doors. |
| KD53-58-605L | Glass Run Channel (R) | 1 | --- |
| KD53-59-605L | Glass Run Channel (L) | 1 | --- |

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.

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| Warranty Type | A |
| Symptom Code | 82 |
| Damage Code | 97 |
| Part Number Main Cause | ****-59-605* / ****-58-605* (Enter the part number of glass run channel for the affected side. If both sides are replaced, enter the other side as a related part number) |
| Quantity | 1 |
| Operation Number / Labor Hours | XXM3TCRX / 0.5 Hrs. (one side) XXM3TDRX / 0.9 Hrs. (both sides) |

NOTE: Claim the non-woven fabric sheet (KAY0-58-871) as a related part. The amount of adhesion promotor used for this repair is included in the labor allowance.