

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b> <b>NOISE FROM FRONT DOOR PANEL WHEN PLAYING AUDIO SYSTEM</b>	<b>Bulletin No.:</b> 09-012/17
	<b>Last Issued:</b> 08/04/2017

## BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09/012/17	04/13/17

## APPLICABLE MODEL(S)/VINS

2013-2016 CX-5 with VINS lower than JM3KE\*\*\*\*\*754115 (produced before December 12, 2015)  
2014-2016 Mazda3 (Japan built) with VINS lower than JM1BM\*\*\*\*\*315486 (produced before December 12, 2015)  
2014-2016 Mazda6 with VINS lower than JM1GL\*\*\*\*\*464015 (produced before December 12, 2015)

## DESCRIPTION

Some vehicles may experience unusual noise coming from inside the front door panel when playing the audio system. This is caused by the damper coming off the speaker frame due to corrosion on the speaker back frame. To correct the issue, a plating process was added at the supplier beginning on November 13, 2015.

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

**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.

## REPAIR PROCEDURE

1. Verify customer concern.
2. Check if the noise occurs when the bass is turned up.
  - If the noise occurs with the bass turned up, replace both speakers according to the instructions on MGSS "FRONT DOOR SPEAKER REMOVAL/INSTALLATION".

### NOTE:

Verify the date on the speaker according to the production date shown on the label.

Example: 3/13/2014 = MM/DD/YYYY

This TSB does not apply if the date on the speaker is 11/13/2015 or later. Diagnose the problem according to the instructions on MGSS.



- If the noise does not occur with the bass turned up, refer to MGSS for troubleshooting procedures.
3. Verify repair.

## PARTS INFORMATION

Parts Number	Description	Qty.	Notes
KD45-66-A60	SPEAKER, LOUD-FRONT	2	Place the order through United Radio exchange program.

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## 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.

Warranty Type	A
Symptom Code	58
Damage Code	9W
Part Number Main Cause	KD45-66-A60
Quantity	0
Operation Number / Labor Hours:	XXN2TARX, 0.4 Hrs.

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