

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

**BUZZING NOISE FROM DRIVER AND/OR PASSENGER SIDE
HEADREST SPEAKER(S) WHEN PLAYING AUDIO SYSTEM**

Bulletin No.: 09-038/17

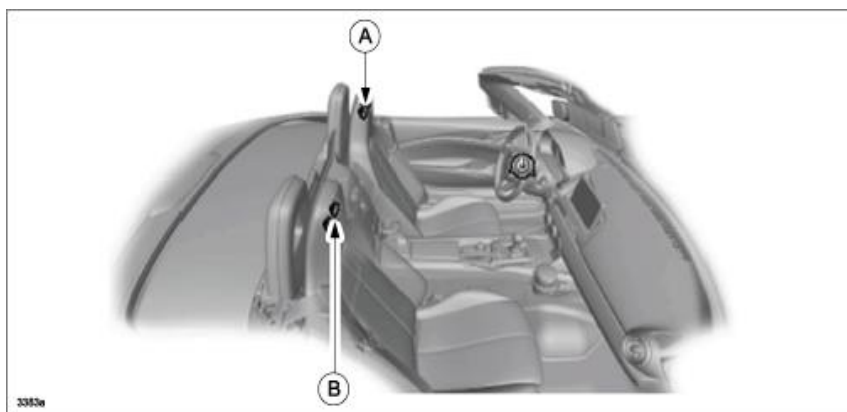
Last Issued: 09/08/2017

APPLICABLE MODEL(S)/VINS

2016-2017 MX-5 (conv and RF)

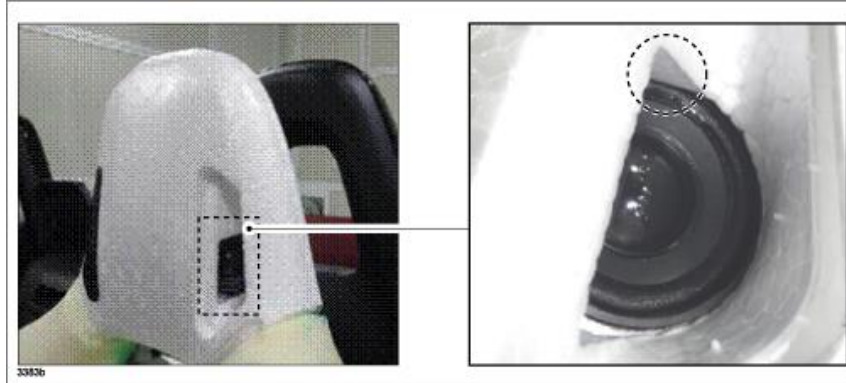
DESCRIPTION

Some vehicles may exhibit a buzzing noise from the driver (A) and/or passenger (B) side headrest speaker(s) when playing the audio system.



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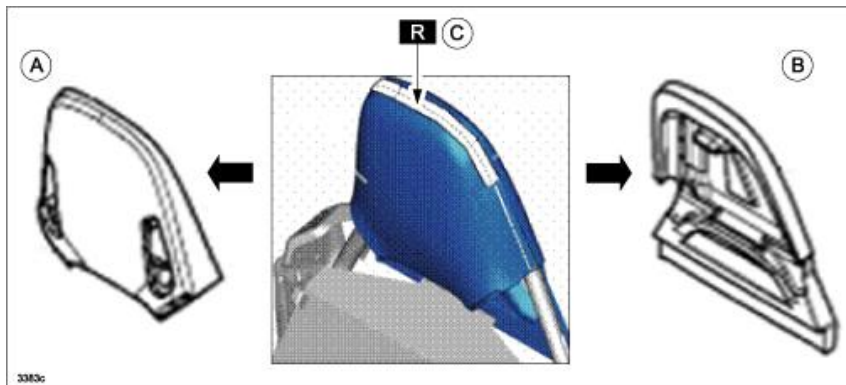
This noise is caused by the upper part of the speaker interfering with the headrest pad. To correct the concern, the shape of the headrest pad will be changed to create sufficient clearance between the speaker and the headrest pad.



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

REPAIR PROCEDURE

1. Verify customer concern.
2. Check if the driver and/or passenger side headrest speaker is making the buzzing noise when playing the audio system.
 - If the buzzing noise is confirmed, cut off the interfering part of the affected headrest pad(s) using the following steps.
 - If no buzzing noise is confirmed, this TSB is not applicable.
3. Remove the affected side headrest pad(s) according to the instructions on MGSS (HEADREST SPEAKER REMOVAL/INSTALLATION).
(Front Headrest Pad = A, Rear Headrest Pad = B, Tape =C)



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4. Cut off the interfering part of the headrest pad (front side).

NOTE: The driver and passenger side headrest pads are identical.

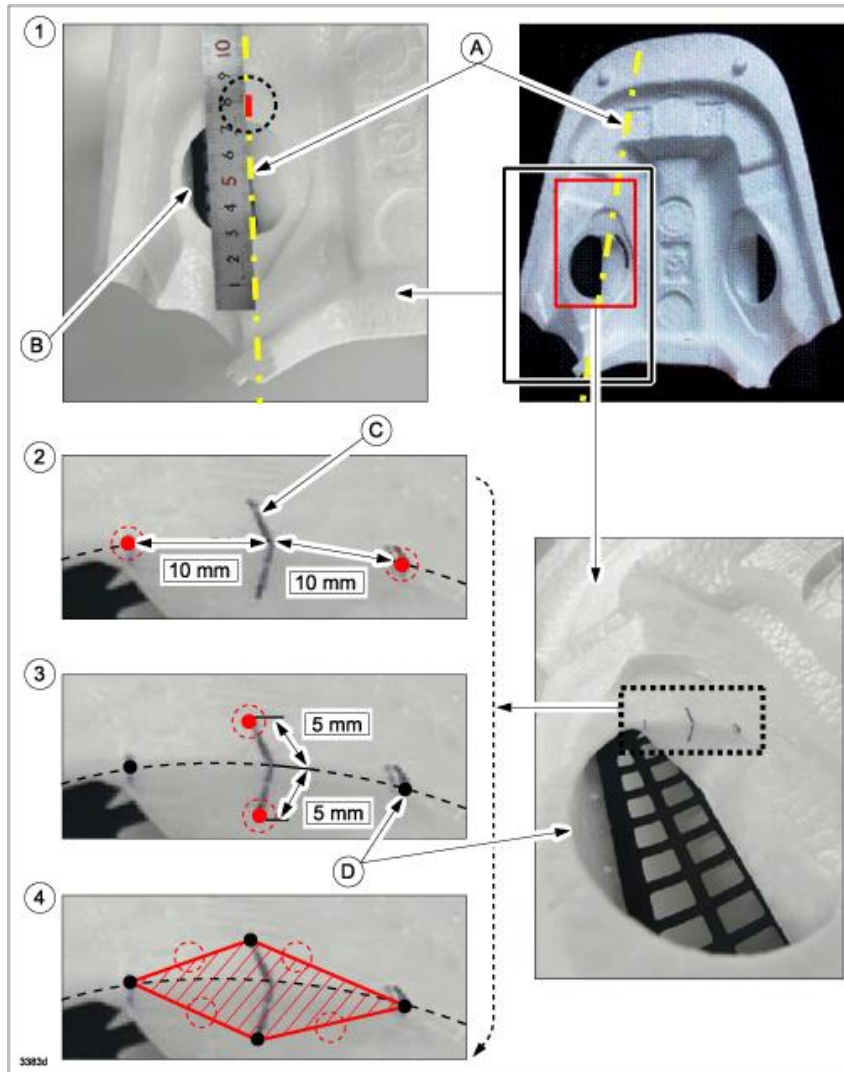
a. Using a felt tip pen, mark an outline of the area to be cut as shown.

(1) Put a mark on the headrest pad to identify the vertical centerline of the speaker hole.

(2) Put two position marks 10 mm away from the vertical centerline of the speaker hole.

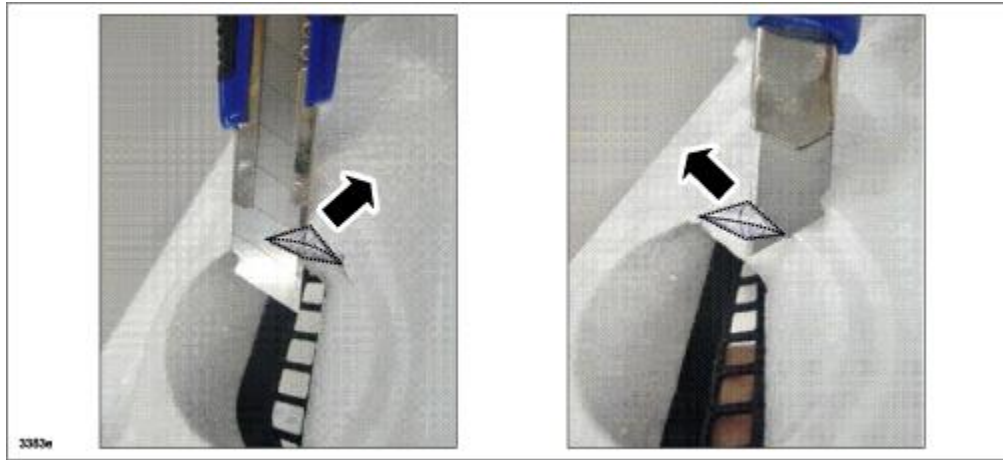
(3) Put two position marks 5 mm away from the speaker hole edge line.

(4) Mark four cut lines as shown.

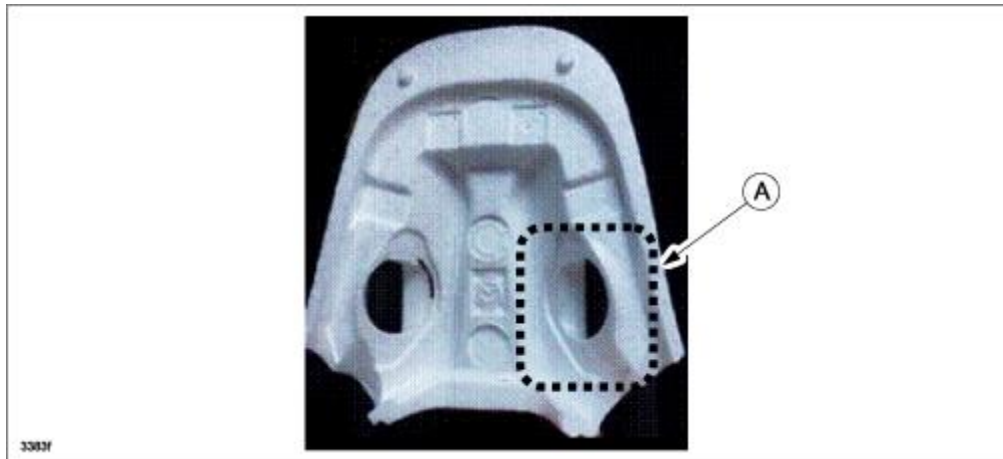


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b. Using a sharp box knife, cut off the marked area from the headrest pad.



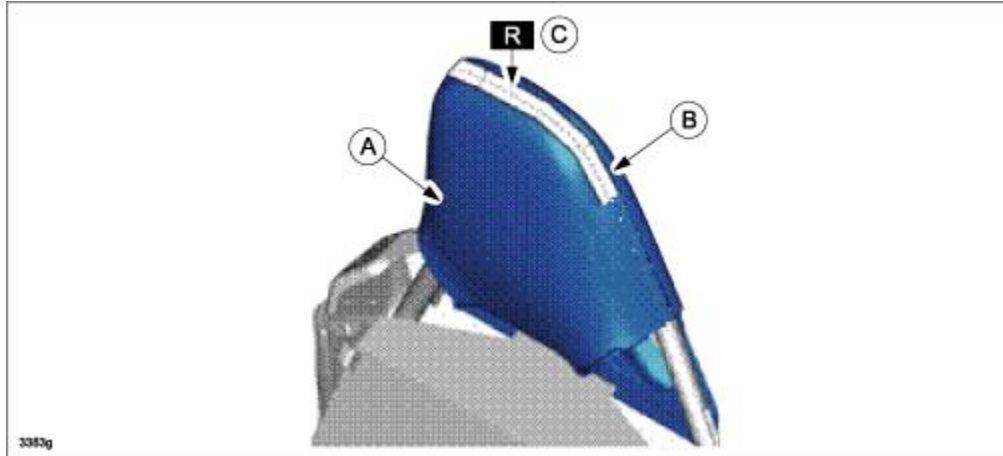
c. Using the same procedure in steps a and b, cut off the headrest pad for the other side speaker (A).



5. Install the headrest pad and other removed parts in the reverse order of removal.

NOTE: Use new tape listed in PARTS INFORMATION to hold the front and rear headrest pads together in position for easier installation of the seat back trim.

(Front Headrest Pad = A, Rear Headrest Pad = B, Tape =C)



6. Verify repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
N243-88-289	Tape	1 or 2	One piece repairs one seat.

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

Warranty Type	A
Symptom Code	82
Damage Code	97
Part Number Main Cause	N243-88-14X (Headrest pad)
Quantity	0
Operation Number / Labor Hours:	XXXN7JARX / 0.7 Hrs. (Driver side only) XXN7JDRX / 0.9 Hrs. (Passenger side only) XXXN7JFRX /1.5 Hrs. (Both driver and passenger side)

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