Technical Service Bulletin

Mazda North American Operations
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Subject: FRONT DOOR WINDOW GLASS RATTLE NOISE	**Bulletin No.:** 09-007/17
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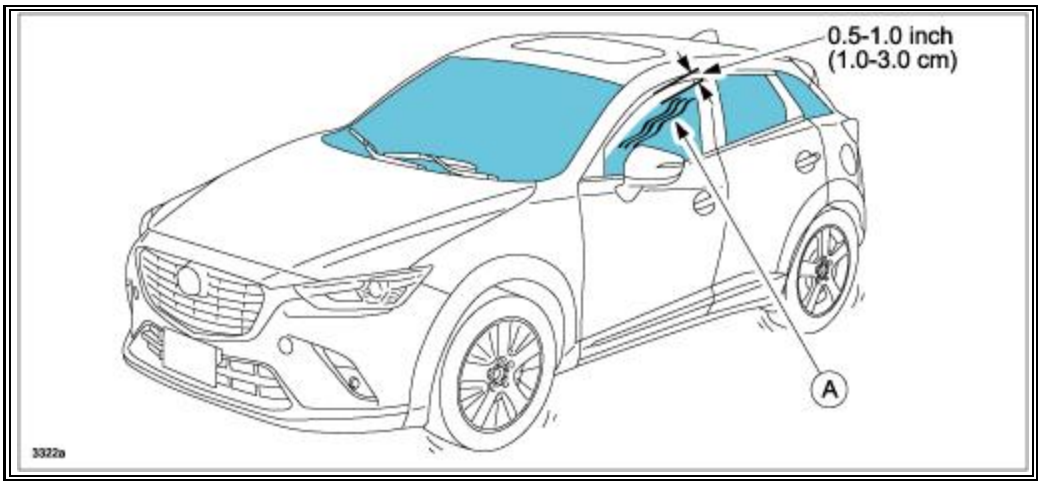
BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2016-2017 CX-3 vehicles built with VINs between JM1 DK ****** 100037 - 155761 (produced from March 9, 2015 through October 3, 2016)

DESCRIPTION

Some customers may complain about a front door window glass rattle noise (A) when driving with the door window glass partially opened approximately 1/2 to 1 inch (1 to 3 cm). This may be caused by poor holding force of the front glass run channel.



REPAIR PROCEDURE

1. Verify customer concern by confirming that rattle noise disappears when holding glass by hand. Did the noise disappear?

- Yes - Go to next Step.
- No - This bulletin does not apply.

2. Replace the glass run channel(s) on the affected side(s). Refer to MGSS on line .
3.Verify 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.

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PARTS INFORMATION

Parts Number	Description	Qty.	Notes
D10E-58-605C	CHANNEL (RH)	1	Only replace the affected side
D10E-59-605C	CHANNEL (LH)	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.
- Only replace the affected side.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	82
Damage Code	97
Part Number Main Cause	D10E-58-605C or D10E-59-605C (GLASS RUN CHANNEL) (Enter the part number of glass run channel of the affected side. If both sides are replaced, enter the other side in Related Part Number.)
Quantity	1
Operation Number / Labor Hours:	XXN21ARX / 0.4 hrs (one front run channel) XXN21CRX / 0.7 hrs(both front run channels)

NOTE:Above Labor Hours includes Door trim, R&R and Glass & glass holder, R&R.