

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

NOISE FROM REAR BRAKES DUE TO BRAKE DRAGGING

Bulletin No.: 04-001/18

Last Issued: 01/29/2018

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
04-005/17	07/21/2017
04-005/16	08/05/2016

APPLICABLE MODEL(S)/VINS

2016 CX-5 vehicles with VINs lower than JM3KE*****866136 (produced before September 9, 2016)

2016 CX-9 vehicles with VINs lower than JM3TC*****120519 (produced before September 15, 2016)

DESCRIPTION

Some vehicles with the electric parking brake (EPB) may exhibit rear brake dragging, resulting in brake noise and abnormal outer brake pad wear. The vehicle may also roll momentarily when starting from a stand-still with the EPB applied. This concern may be caused by the EPB not releasing completely. Modifications to the calipers have been made to eliminate this concern.

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

REPAIR PROCEDURE

1. Verify the customer concern.

NOTE: Make sure the drivers door is closed and driver's seat belt is fastened, otherwise, the EPB automatic release function will not work.

NOTE: Make sure the vehicle is parked on a level surface.

2. Check that the EPB is automatically releasing both rear wheels at the same time (follow a-d).

a. Depress the brake pedal firmly.

b. Start the engine.

c. Turn the EPB ON with the switch.

d. While holding the steering wheel lightly, start the vehicle slowly from a stop and see if the vehicle rolls to one side.

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- If the vehicle rolls momentarily to one side, the rear caliper of that side is defective. Go to Step 7.
- If the vehicle does not roll, the EPB automatically released correctly. Go to next step.

NOTE: In the example below, vehicle (B) rolls straight; both rear wheels release at the same time. Vehicle (A) does not release both rear wheels at the same time and the vehicle rolls to one side (A). The EPB released late / incorrectly



3. Drive the vehicle at low speeds and check if rear brake dragging noise is heard.

- If YES, the caliper on that side is defective. Go to Step 7.
- If NO, go to next step.

NOTE: If it is difficult to detect which side the noise is coming from, lift the vehicle on a hoist and turn the wheels to verify.

4. With the EPB OFF, verify that the rear disc plates rotate smoothly by hand.

- Lift the vehicle on a hoist and remove the rear wheels.
- Depress the brake pedal firmly and turn the EPB ON with the switch.
- Depress the brake pedal and turn the EPB OFF.
- Verify that that rear disc plates can be easily rotated by hand (as shown below).

- If the rear disc plate does not rotate (or is difficult to rotate) by hand, that side caliper is defective. Go to Step 7.
- If the both disc plates rotate smoothly, go to the next step.

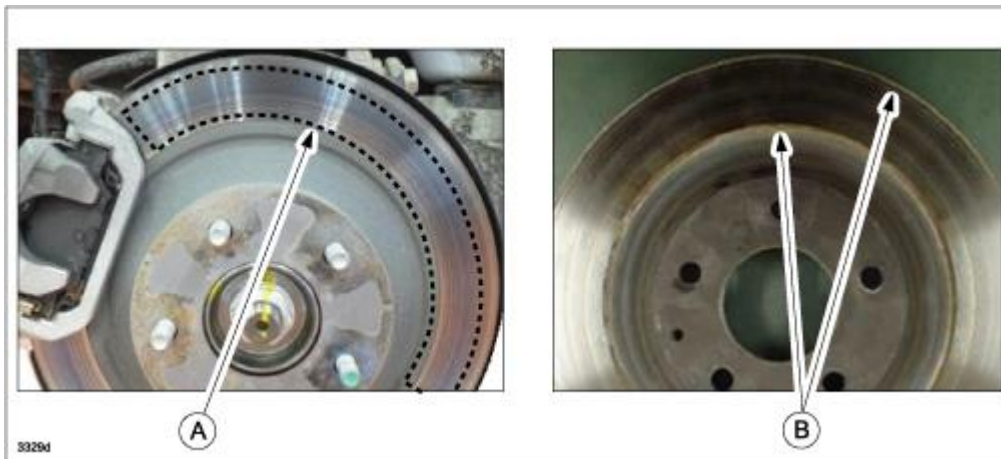
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5. Inspect the disc plates for bluish black discoloration (A) or whitened damage (B) due to brake dragging.

- If one or more of conditions specified below is found, it indicates a brake dragging concern and the affected side caliper is defective. Go to Step 7.
- If the disc plates are in normal condition, the problem does not exist. This Service Information is not applicable.

DISC PLATE INSPECTION

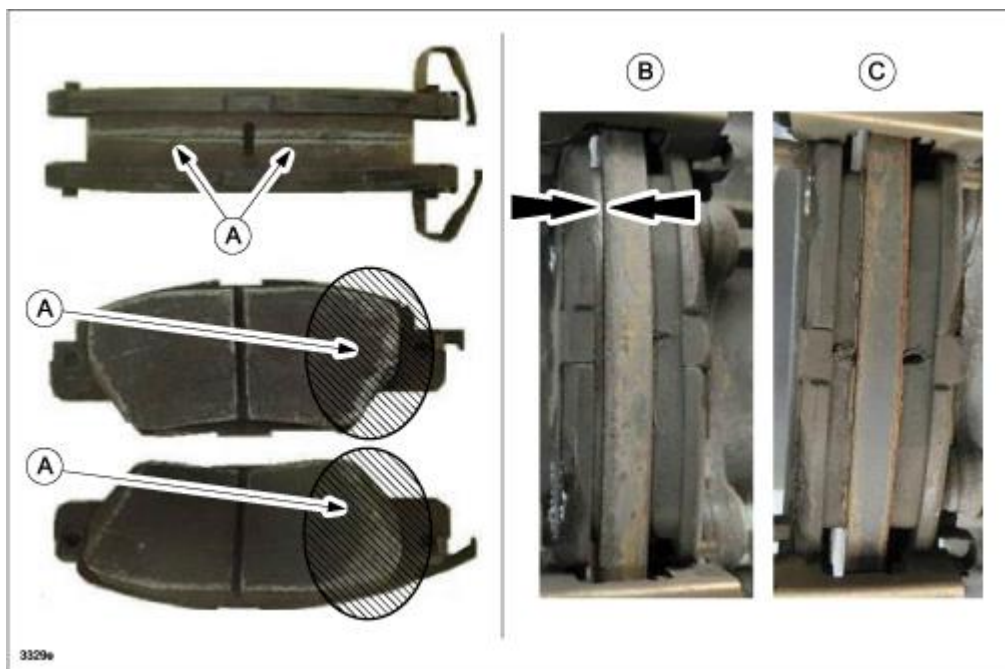


6. Inspect the brake pads for whitened by heat (A) or abnormal wear on only the outer pad (B) due to brake dragging.

- If one or more of conditions specified is found, it indicates a brake dragging concern and the affected side caliper is defective. Go to Step 7.
- If the brake pads are in normal condition, the problem does not exist. This Service Information is not applicable.

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BRAKE PAD INSPECTION



7. If the caliper(s) has been found to be defective by the diagnosis procedure, replace the affected side caliper(s) with a modified one(s) according to the instructions on MGSS online:

CX-5: (REAR BRAKE (DISC) REMOVAL/INSTALLATION) and (ELECTRIC PARKING BRAKE MOTOR GEAR UNIT REMOVAL/INSTALLATION).

CX-9: (REAR BRAKE (DISC) REMOVAL/INSTALLATION) and (ELECTRIC PARKING BRAKE MOTOR GEAR UNIT REMOVAL/INSTALLATION).

NOTE: If the disc plate(s) / brake pads are damaged, inspect and replace the affected side(s) as necessary according to the instructions on MGSS online:

CX-5: (REAR BRAKE (DISC) REMOVAL/INSTALLATION) and (DISC PAD (REAR) REPLACEMENT).

CX-9: (REAR BRAKE (DISC) REMOVAL/INSTALLATION) and (DISC PAD (REAR) REPLACEMENT).

8. Verify the repair.

PARTS INFORMATION

CX-5:

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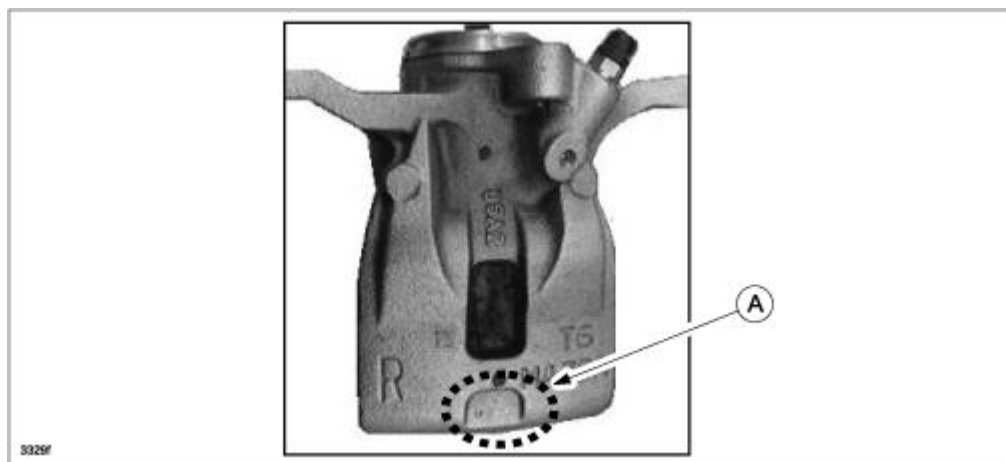
Parts Number	Description	Qty.	Notes
KAY0-26-61XA	Caliper (R)	1	---
KAY0-26-71XA	Caliper (L)	1	---
9956-21-000	Gasket	2 or 4	Replace
KAY0-26-44Z	Seal Kit, Motor	1	Replace (1 seal kit contains 2 seals)
KAY0-26-48Z	Pad Sub Set	0 or 1	Replace if necessary
K011-26-251B	Plate, Disc	0, 1 or 2	Replace affected side(s) if damaged

CX-9:

Parts Number	Description	Qty.	Notes
TKY8-26-61XA	Caliper (R)	1	---
TKY8-26-71XA	Caliper (L)	1	---
9956-21-000	Gasket	2 or 4	Replace
KAY0-26-44Z	Seal Kit, Motor	1	Replace (1 seal kit contains 2 seals)
TKY8-26-48Z	Pad Sub Set	0 or 1	Replace if necessary
TK78-26-251A	Plate, Disc	0, 1 or 2	Replace affected side(s) if damaged

NOTE: Part numbers of caliper have not been changed by this modification. Distinguish the modified one from old one using the 3-digit lot number (Production Date) stamped on the caliper (A).

Calipers with the lot number (production date) of **697 (2016/09/07)** and higher are modified.



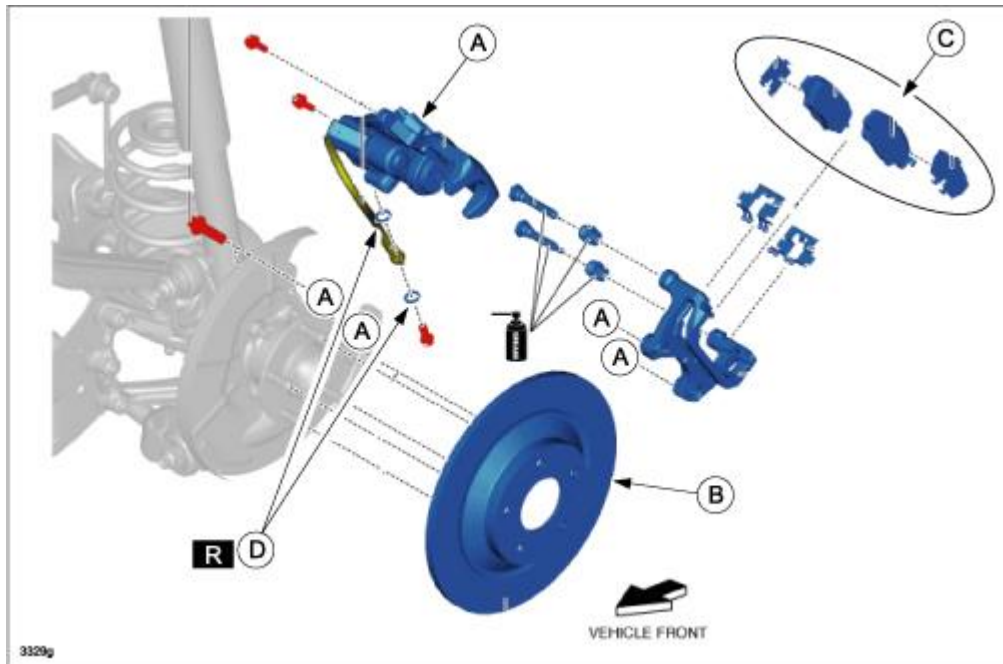
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Example: Lot Number 697 = 2016/09/07

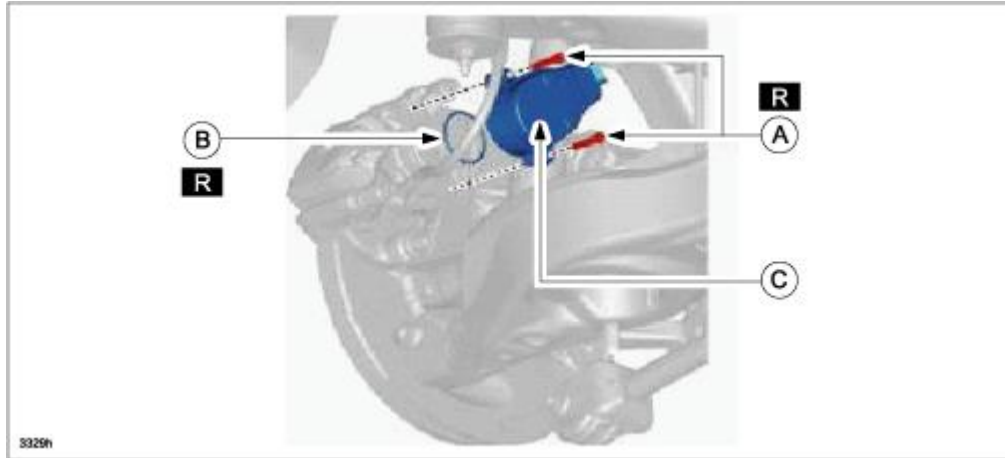
- **Date: 7=7**
- **Month: 9=September**
- **Year: 6=2016**

PARTS LOCATION (CX-5 shown below):

Caliper (A), Disc Plate (B), Pad Sub Set (C), Gasket (D)



Bolt (A) (seal kit contains 4 bolts), Gasket (B) (seal kit contains 2 gaskets), Electric Parking Brake Motor (C)



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.

Warranty Type	A
Symptom Code	40
Damage Code	9W
Part Number Main Cause	**** 26-71X* or **** 26-61X* (Caliper)
Quantity	1
Related Part Number	9956-21-000 (Gasket)
Quantity	2 or 4
Related Part Number	KAY0-26-44Z (Seal Kit, Motor)
Quantity	1
Operation Number / Labor Hours:	See the SRT Table below

NOTE: Enter 5555-BK-001 (Qty. = 1) for adding brake fluid.

SRT TABLE:

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Operation (Replaced Parts)				Labor Hours
CALIPER	DISC PLATE	PAD	OPERATION NUMBER	CX-5 / CX9
Replace one side	Not replaced	Not replaced	XXN1RARX	0.8 Hr.
Replace both sides	Not replaced	Not replaced	XXN1RBRX	1.0 Hr.
Replace one side	Replace one side	Replaced	XXN1RCRX	0.9 Hr.
Replace both sides	Replace one side	Replaced	XXN1RDRX	1.1 Hr.
Replace both sides	Replace both sides	Replaced	XXN1RERX	1.2 Hr.

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