

Subject: THUMPING / RATTLING NOISE FROM ENGINE COMPARTMENT	Service Alert No.: SA-010/18
	Last Issued: 02/22/2018

APPLICABLE MODEL(S)/VINS

2017 CX-5

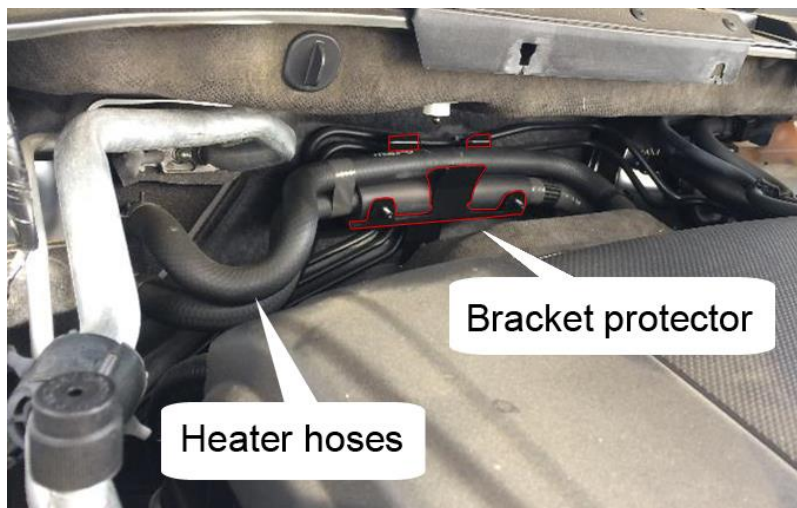
DESCRIPTION

Some customers may complain about an unusual thumping / rattling noise coming from the engine compartment.

The noise is most pronounced under the following conditions:

- Engine at idle
- Transmission in drive
- Foot on the brake pedal
- A/C OFF
- Audio OFF

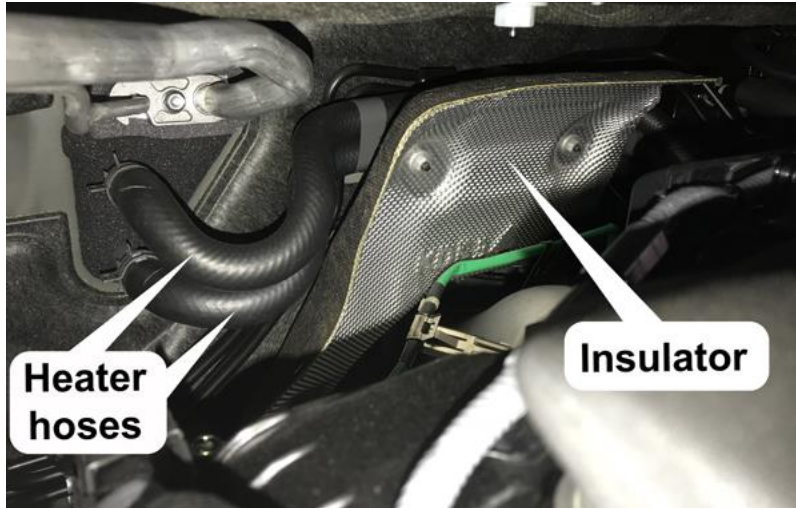
The noise may be caused by loose fitting heater hoses vibrating the heater hose bracket protector.



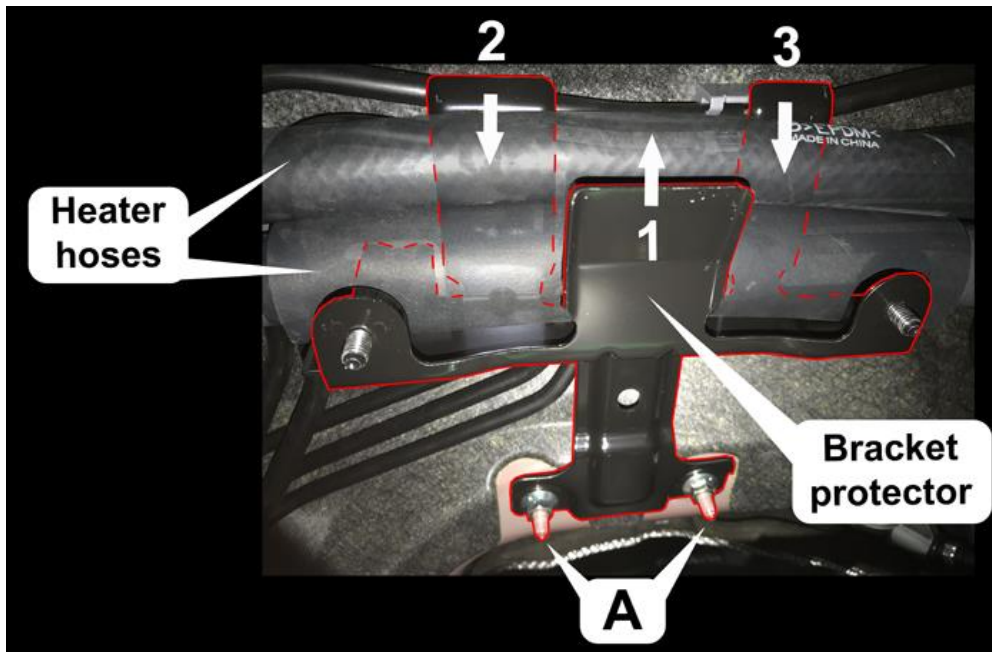
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REPAIR PROCEDURE

1. Verify customer concern.
2. Remove the heater hose insulator.



3. Confirm that bracket protector nuts (A) are properly secured.
4. To increase clamping force, push the bracket protector tab (1) while pulling tabs (2) and (3).



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5. Install the heater hose insulator and torque nuts to:
Tightening Torque: 71-88 in lbf (8-10 Nm, 82-101 kgf cm)
6. Verify repair.

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