

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922

**Subject:**

**RATTLE NOISE FROM FRONT DOOR GLASS**

**Bulletin No.:** 09-038/18

**Last Issued:** 10/26/2018

## BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09-041/16	06/24/2016
09-016/15	05/18/2015
09-017/14	03/05/2014, 08/18/2014 and 08/29/2014
09-011/13	04/17/2013

## APPLICABLE MODEL(S)/VINS

2013-2016 CX-5

## DESCRIPTION

Some vehicles may experience a rattle noise from the front door glass when driving with the window open approx. 1/2 to 4 inches (1 - 10 cm).



The rattle noise may be caused by insufficient holding force of the glass run channel. To increase the holding force, the shape of glass run channel has been changed and non-woven pads have been attached to the glass run channel.

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

## REPAIR PROCEDURE

1. Verify the customer concern. The rattle noise should go away when holding the slightly opened window by hand or when the window is completely closed.

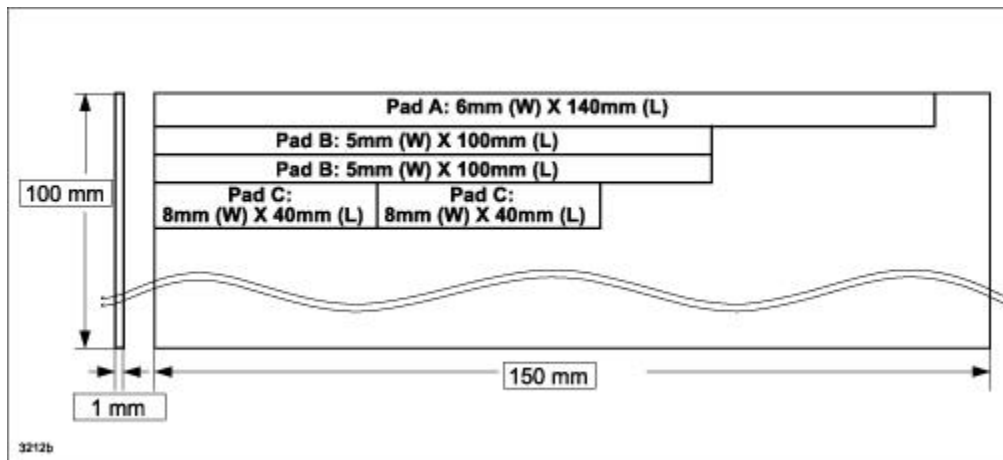
- If the noise does not go away, this service bulletin does not apply. Troubleshoot the noise according to section 09 (Body and Accessories) of the MGSS online instructions.

- If the noise does go away, proceed to Step 2 and attach the non-woven pads to positions (A), (B) and (C) of the glass run channel.

**NOTE:** One (1) sheet of the non-woven fabric (KAY0-58-871) repairs (4) doors.

2. Using a straight-edge and sharp knife, cut the (100mm x 150mm x 1mm) non-woven fabric sheet into the following size pads.

Pad	Pad A	Pad B	Pad C
Pad Size	6mm x 140mm x 1mm	5mm x 100mm x 1mm	8mm x 40mm x 1mm
Pad Quantity	1	2	2



3. Remove the glass run channel from the affected side(s) according to the instructions on MGSS online (FRONT DOOR GLASS REMOVAL/INSTALLATION).

4. Degrease the new glass run channel in the locations where the pads (A, B and C) will be attached.

5. Apply an adhesion promoter (one that is suitable for use on plastic) to the locations where the pads will be attached.

**NOTE:**

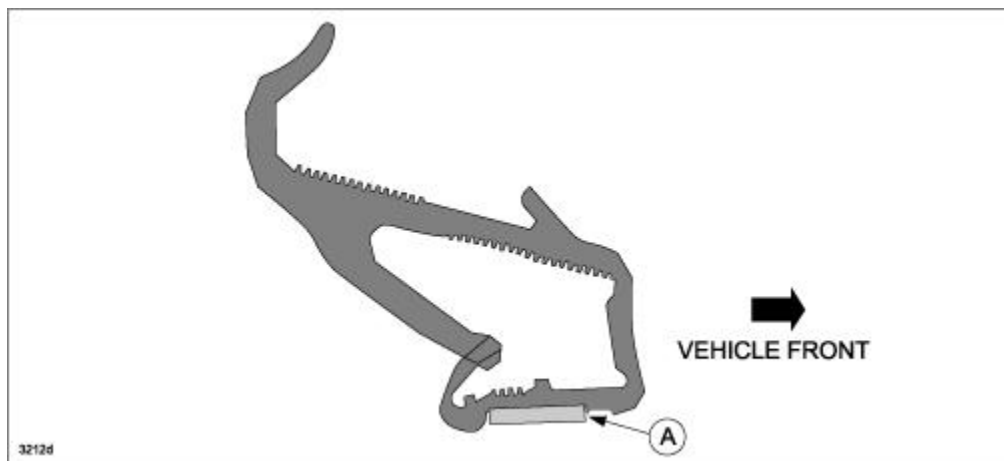
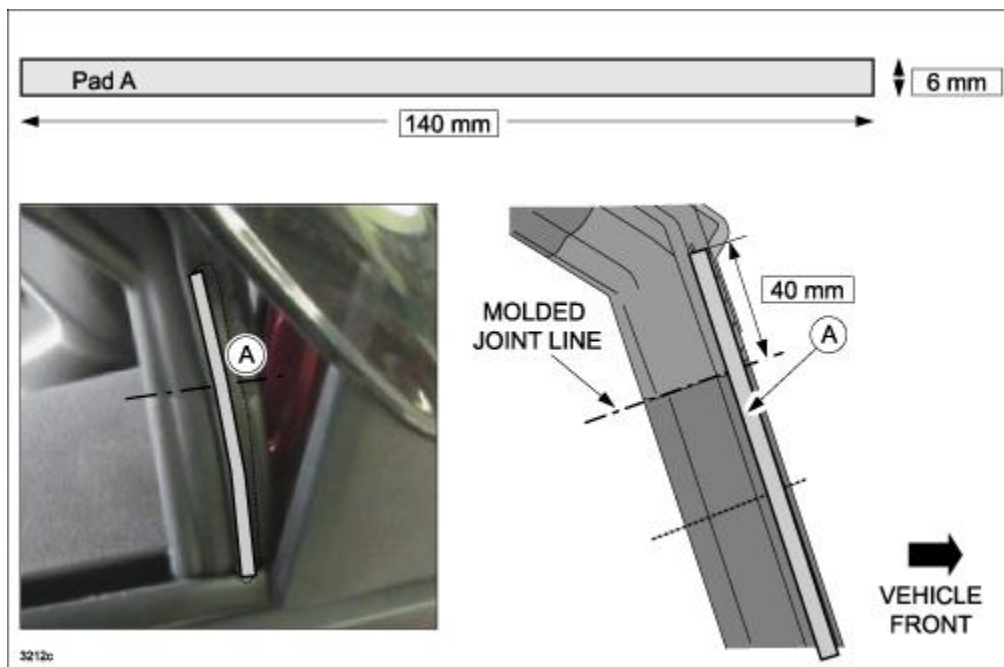
- Obtain adhesion promoter locally.

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- Recommended adhesion promoter: 3M K-540NT, K500 or 4298UV. If these products cannot be obtained, any adhesion promoter suitable for plastic can be used.

6. **ATTACH PAD A:** Attach Pad A (6mm x 140mm x 1mm) to the position on the new glass run channel, as shown below.

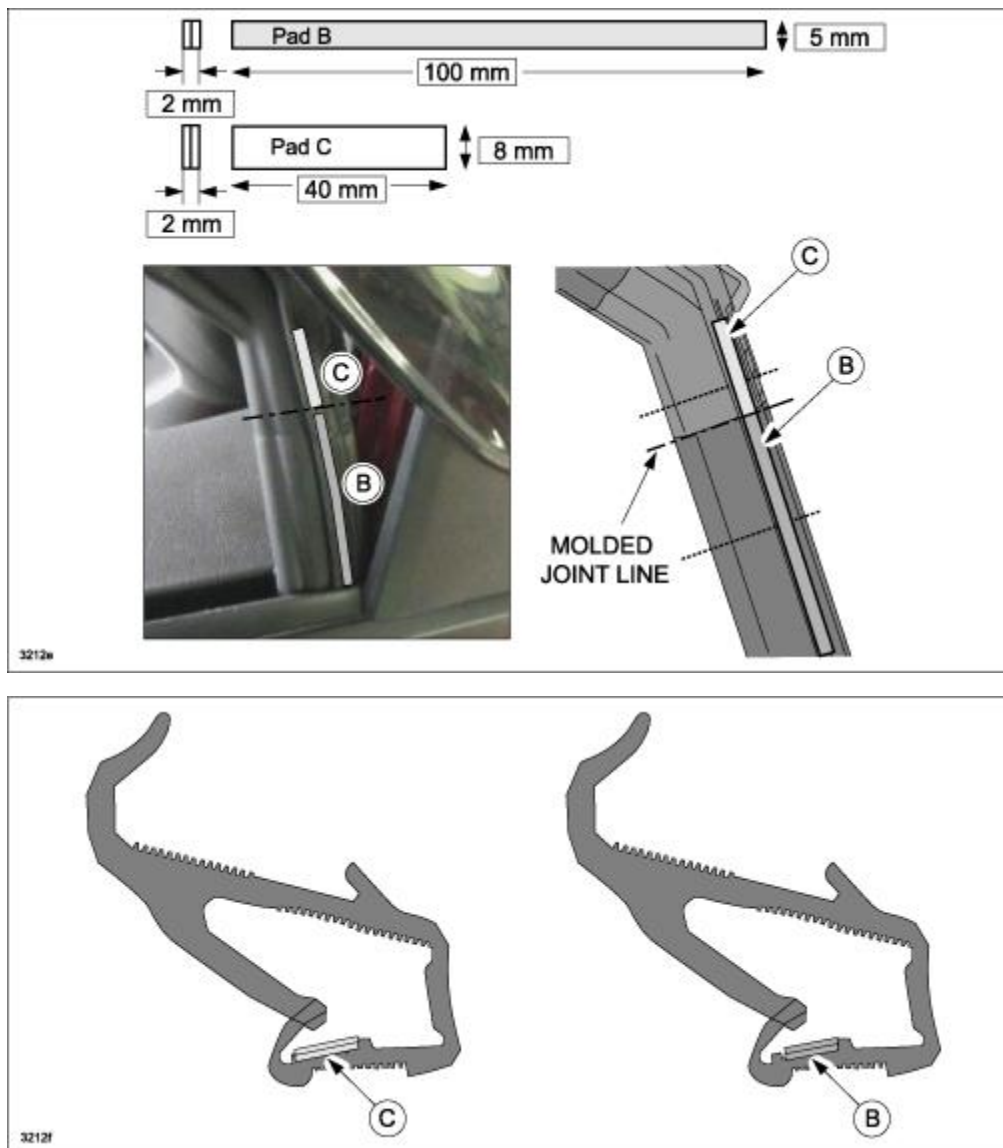
**NOTE:** The illustrations below show the right-side glass run channel. The same procedure is applicable to the left side.



7. **ATTACH PADS B AND C:** Attach Pad B (5mm x 100mm x 2mm) and Pad C (8mm x 40mm x 2mm) to the correct positions on the new glass run channel, as shown below.

**NOTE:** Stack two pieces (B + B and C + C) together to get 2mm thickness.

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8. Install the glass run channel in the reverse order of removal.
9. Operate the door glass up and down to verify proper operation.
10. Repeat the repair on the opposite side glass run channel as necessary.

## PARTS INFORMATION

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Part Number	Description	Qty.	Notes
KAY0-58-871	Non-Woven Fabric	1	Sheet dimensions: 100mm x 150mm x 1mm One sheet repairs four (4) doors.
KD53-58-605M	Glass Run Channel (R)	1	---
KD53-59-605M	Glass Run Channel (L)	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.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	82
Damage Code	97
Part Number Main Cause	****-59-605* / ****-58-605* (Enter the part number of glass run channel for the affected side. If both sides are replaced, enter the other side as a related part number)
Quantity	1
Operation Number / Labor Hours	XXM3TCRX / 0.5 Hrs. (one side) XXM3TDRX / 0.9 Hrs. (both sides)

**NOTE:** Claim the non-woven fabric sheet (KAY0-58-871) as a related part. The amount of adhesion promotor used for this repair is included in the labor allowance.

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