

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b> <b>TAPPING / RATTLING NOISES HEARD FROM ENGINE</b>	<b>Service Alert No.:</b> SA-005/19
	<b>Last Issued:</b> 02/01/2019

## BULLETIN NOTES

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

Previous Service Alerts:	Date(s) Issued:
SA-015/18	03/22/2018

## APPLICABLE MODEL(S)/VINS

2018-2019 CX-5 vehicles equipped with cylinder deactivation  
2018-2019 Mazda6 vehicles equipped with cylinder deactivation

## DESCRIPTION

A tapping/rattling noise may be noticed from the valve train area. This condition usually occurs after the engine has been turned off at normal operating temperature and then not warmed up to full operating temperature during the next series of cold starts.

This operating condition can occur, for example, on new vehicles which have been delivered to Mazda dealers (due to loading and unloading from transport trucks or customers moving their vehicles in and out of their garages to wash the vehicle, etc.)

## REPAIR PROCEDURE

1. Check the engine oil level, correct if necessary.
2. Start the engine and let it idle at normal operating temperature with the hood open to verify the valve train tapping/rattling noise.
3. If a tapping/rattling noise can be heard from the valve train, run the engine for two (2) minutes without a load at approximately 2,500 to 3,000 rpm (bleeding procedure).
4. With the engine at idle, listen for valve train noise again.
  - If no further noise can be heard, the repair is complete. No additional steps are necessary.

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- If the noise continues, go to the next step.
5. Perform a vehicle road test for 3-5 miles.
- If no further noise can be heard, the repair is complete.
  - If the noise continues, contact the Technical Assistance Hotline.

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