

Subject: BODY VIBRATION DURING EXTREMELY COLD WEATHER	Bulletin No.: 01-020/19
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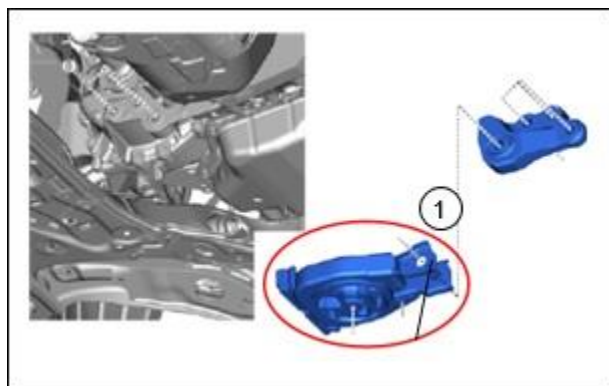
APPLICABLE MODEL(S)/VINS

2019 Mazda3 (Japan built) vehicles with VINs lower than JM1BP*****143775 (produced before May 31, 2019)
2019-2020 Mazda3 (Mexico built) vehicles with VINs lower than 3MZBP*****120674 (produced before Aug. 28, 2019)

DESCRIPTION

Some vehicles may exhibit an excessive body vibration when idling or driving after being left in extremely cold weather (-20°C/-4°F or below) for a long time. This is caused by the No.1 engine mount (1) rubber hardening due to material characteristics.

NOTE: This concern only happens in extremely cold weather, therefore this TSB is only applicable for extremely cold regions.



To correct this concern, the cold environment performance of the No.1 engine mount rubber has been increased by changing the rubber material.

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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 by confirming whether the symptom occurs during an extremely cold day (-20°C/-4°F or below).

- If yes, replace the No.1 engine mount rubber with a modified one according to the instructions on MGSS.
 - ENGINE MOUNT DISASSEMBLY/ASSEMBLY [SKYACTIV-G (WITH CYLINDER DEACTIVATION (US))]
 - ENGINE MOUNT DISASSEMBLY/ASSEMBLY [SKYACTIV-G (WITHOUT CYLINDER DEACTIVATION (US))]

NOTE: On 4WD vehicles, the replacement procedure is same as 2WD vehicles. The WSM will be revised accordingly.

- If not, this TSB is not applicable.

2. Verify the repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
BDGF-39-040C	No.1 Engine Mount Rubber	1	2.0L, M/T, 2WD (Canada spec)
BDGH-39-040C			2.0L, A/T, 2WD (Canada spec)
BEPV-39-040B			2.5L, M/T, 2WD
BCKA-39-040B			2.5L, A/T, 2WD
BEET-39-040B			2.5L, A/T, 4WD

NOTE: Verify the corresponding part number to the vehicle by using the GEPC.

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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	83
Damage Code	9E
Part Number Main Cause	****-39-040* (Select the part number of the No.1 engine mount rubber applicable to the subject vehicle from "Parts Information")
Quantity	1
Operation Number / Labor Hours:	XXR9RARX / 0.4 Hrs. (2WD) XXR9BRX / 0.4 Hrs. (4WD)

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