Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

Subject: THUMPING / RATTLING NOISE FROM ENGINE COMPARTMENT	**Service Alert No.:** SA-005/20
	Last Issued: 01/10/2020

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-010/18	02/22/2018

APPLICABLE MODEL(S)/VINS

2017-2018 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.

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

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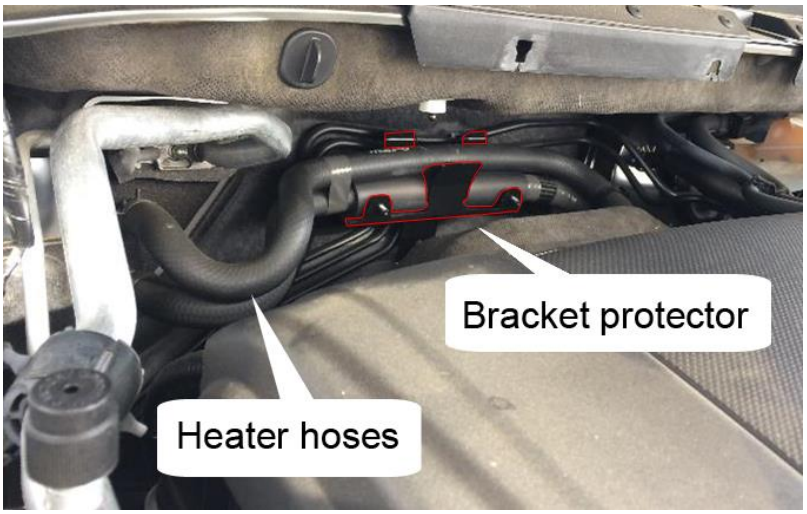
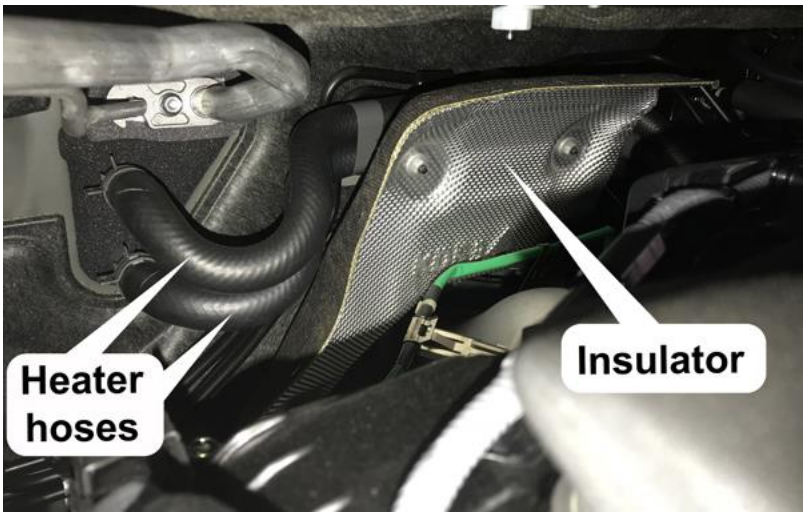


REPAIR PROCEDURE

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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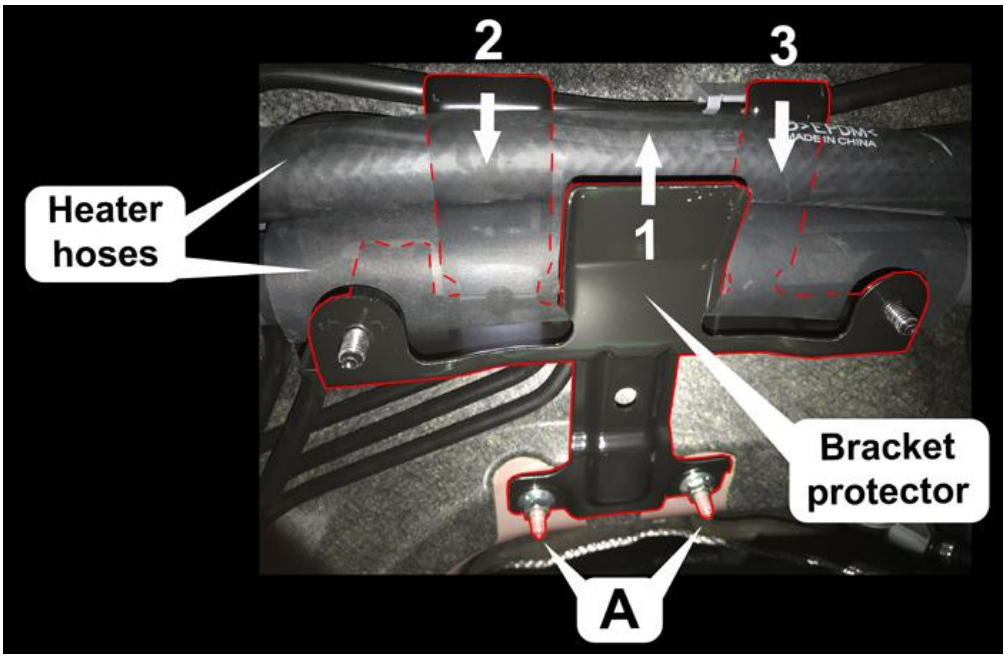

5. Install the heater hose insulator and torque nuts to:
Tightening Torque: 71-88 in lbf (8-10 Nm, 82-101 kgf cm)
6. Verify repair.

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