

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

GROOVES ON REAR BRAKE DISC PLATES

Bulletin No.: 04-003/20

Last Issued: 02/20/2020

APPLICABLE MODEL(S)/VINS

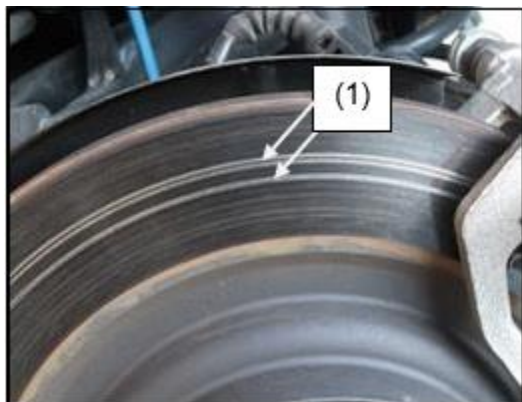
2016-2020 CX-5

2016-2020 CX-9

DESCRIPTION

Some vehicles may exhibit grooves (1) in rear brake disc plate(s), as shown below. This concern is mostly found on new or low mileage vehicles, when the brakes are new.

The grooves may be caused through abrasion from the accumulation of metal particles from the rear brake disc plates. The metal particles get caught between the brake pads and disc plates causing groove damage. To eliminate this concern, the disc plate surface honing process has been changed to reduce metal particle formation.



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

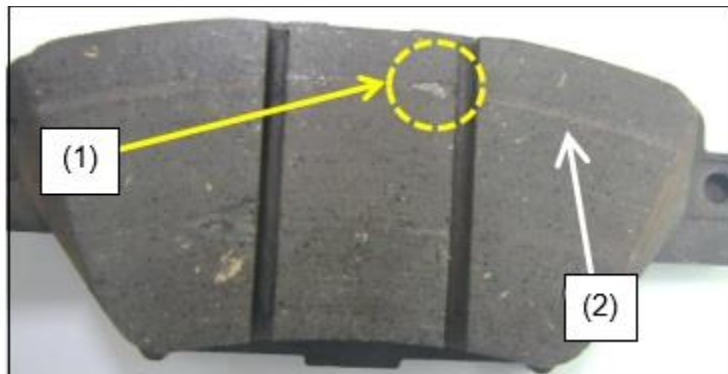
REPAIR PROCEDURE

1. Verify the customer concern.

Rear Brake Pad Inspection:

1. Visually inspect the brake pad surface.

- If metal particles (1) and tracks (2) are found (as shown below), brake pad replacement is required.



NOTE:

Even if the metal particles are no longer present on the brake pad, it still indicates a problem if you find the corresponding tracks to the grooves on brake disc.

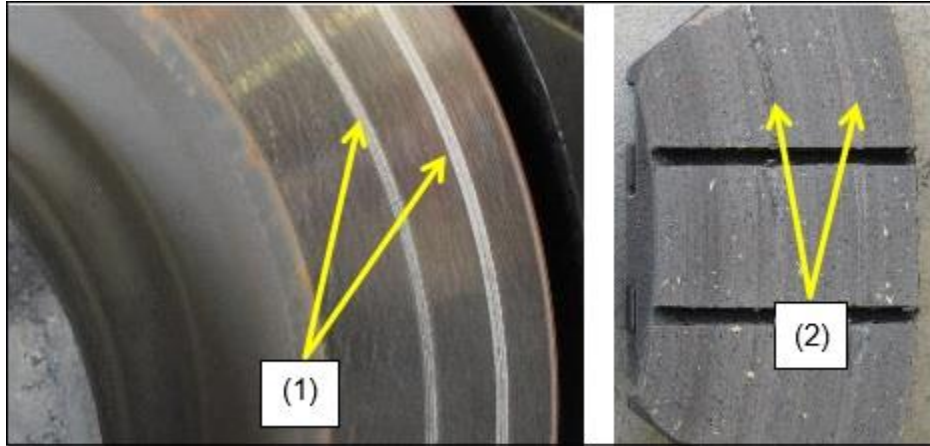
Rear Disc Plate Inspection:

1. Visually inspect the disc plate surface.

- If you find the corresponding grooves (1) to metal particles and/or tracks (2) on brake pad, replace the disc plate with a modified one.

NOTE: Replace only the damaged disc plate(s).

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2. Verify the repair.

PARTS INFORMATION

Part Number	Part Name	Part Qty.	Notes
KOY1-26-251	PLATE, DISC	1	CX-5
KAY0-26-48Z	PAD SUB SET, RR CALIPER	1	
TKY8-26-251	PLATE, DISC	1	CX-9
TKY8-26-48ZA	PAD SUB SET, RR CALIPER	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.

Replacement of Rear Brake Pad and Disc plate(s)

	One side	Both sides
Warranty Type	A	
Symptom Code	82	

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Damage Code		9D	
Part Number Main Cause		****-26-251	
Part Quantity		1	2
Labor Operation Number / Labor Hours	2016 CX-5	XXR9TARX / 0.5 Hr.	XXR9TBRX / 0.7 Hr.
	2017-2020 CX-5	XXR9TARX / 0.4 Hr.	XXR9TBRX / 0.6 Hr.
	2016-2020 CX-9		

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