

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



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| Subject: CRACKED REAR DIFFERENTIAL | Service Alert No.: SA-047/20 |
| | Last Issued: 10/14/2020 |

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-047/20 | 04/28/20 |
| SA-022/18 | 05/01/18 |

APPLICABLE MODEL(S)/VINS

2017-2020 CX-3 AWD
2017-2020 CX-5 AWD
2017-2020 CX-9 AWD
2020 CX-30 AWD

DESCRIPTION

Be aware that some new AWD vehicles have been found with cracked rear differential cases, as shown below.

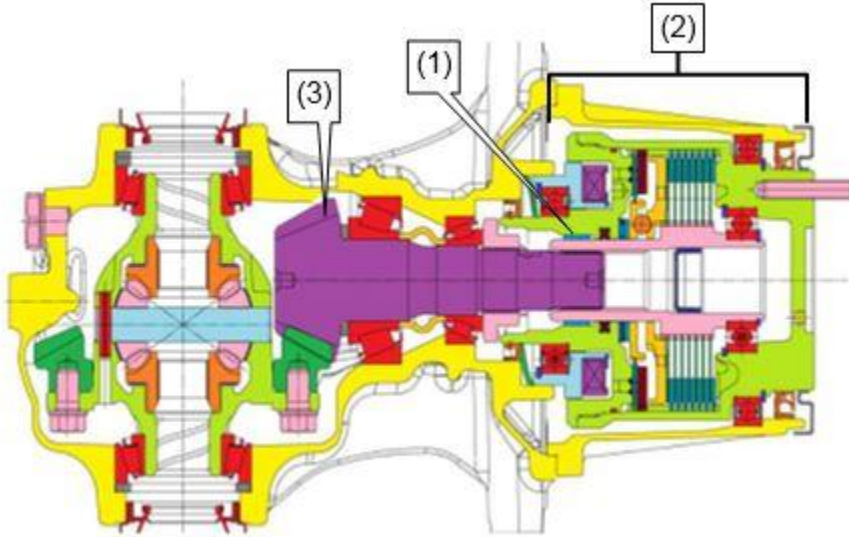
NOTE: This may affect new vehicles just delivered to the dealer or new vehicles in dealer inventory.

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This concern is caused when the sliding bearing (1) in the coupling (2) is seized and causes the coupling component to fit loosely. The pinion shaft head (3) then contacts the differential case and causes a crack.



CAUTION WHEN DRIVING AWD VEHICLES:

1. Be sure to release the Electric Parking Brake (EPB) before starting the vehicle. If a vehicle is started aggressively with the EPB applied, higher torque and slippage may occur in the coupling component causing damage to the sliding bearing.

To release the EPB manually, firmly depress the brake pedal and press the EPB switch.

NOTE: The EPB can be released while the ignition is switched ON or while the engine is running.

Under the following conditions, an applied EPB can be automatically released by depressing the accelerator pedal.

- When the engine is running.
- When the driver's door is closed.*
- When the driver's seat belt is fastened.*

(Manual transaxle)

- When the shift lever is in a position other than neutral.
- When the clutch pedal is depressed halfway.

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(Automatic transaxle)

- When the selector lever is in the D, M, or R position

(* These conditions may not be followed during new vehicle transportation)

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When the AUTOHOLD system is turned ON, the EPB is automatically applied; AUTOHOLD is released under the following conditions.

NOTE: Do not forget to release the EPB when this happens.

- When the driver's seat belt is unfastened.
- When the driver's door is opened.
- When approx. ten (10) minutes or longer have passed since the AUTOHOLD operation started.

2. When unloading a vehicle from a trailer, a) be sure that all tire straps/bands are removed and b) avoid aggressive starting to prevent coupling slippage, which is caused by a large difference of rotation between the front and rear wheels.

NOTE: If a vehicle is left for a long period of time on a trailer with the front end lifted up, the oil in the rear differential unit flows to the rear and the sliding bearing may not receive enough lubrication. If the vehicle is started aggressively at that time, it may damage the sliding bearing.

This Service Information is applicable to customer vehicles as well. If the vehicle is parked on an inclined (front end is facing upward) for a long period of time, then started aggressively, the same situation described above may occur.

REPAIR PROCEDURE

1. Fill out questionnaire attach below (required for MASH approval).
2. Take photos of rear differential damage.
3. Contact MASH for differential approval.

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