

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



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| Subject: VEHICLE BODY VIBRATION WHEN MOVING FROM A STOP / UNEVEN REAR BRAKE PAD WEAR | Bulletin No.: 04-004/21 |
| | Last Issued : 09/13/2021 |

APPLICABLE MODEL(S)/VINS

US / Canada Spec.:

- 2016-2020 CX-9 vehicles with VINs lower than JM3TC*****424641 (produced before Jul. 13, 2020)
- 2021 CX-9 vehicles (with 7" or 9" display) with VINs lower than JM3TC*****452953 (produced before Dec. 21, 2020)
- 2021 CX-9 vehicles (with 10.25" display) with VINs lower than JM3TC*****517195 (produced before Dec. 21, 2020)
- 2017-2020 CX-5 vehicles with VINs lower than JM3KF*****869654 (produced before Aug. 24, 2020)
- 2021 CX-5 vehicles (with 10.25" display) with VINs lower than JM3KF*****346713 (produced before Nov. 19, 2020)

Mexico / Canada Spec.:

- 2021 CX-5 vehicles (with 8" display) with VINs lower than JM3KF*****118306 (produced before Nov. 19, 2020)

DESCRIPTION

Some vehicles may exhibit:

- Vehicle body vibration when moving from a stop while using the Electric Parking Brake (EPB) automatic release function.
- Uneven rear brake pad wear.

These concerns may be caused because the automatic EPB caliper release timing is too late for the movement of the vehicle.

NOTE: Frequent usage of the EPB automatic release function may promote uneven rear brake pad wear.

To eliminate these concerns, the EPB control module logic has been modified.

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

REPAIR PROCEDURE

1. Verify the customer concern.

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2. Replace the EPB control module with a modified one according to MGSS online:

- **CX-5:** ELECTRIC PARKING BRAKE CONTROL MODULE REMOVAL/INSTALLATION
- **CX-9:** ELECTRIC PARKING BRAKE CONTROL MODULE REMOVAL/INSTALLATION

3. Verify the repair.

PARTS INFORMATION

| Parts Number | Description | Qty. | Notes |
|--------------|-------------|------|-------|
| KN3L-43-7E1B | UNIT, EPB | 1 | CX-5 |
| TA0A-43-7E1A | UNIT, EPB | 1 | CX-9 |

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.

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| Warranty Type | A |
| Symptom Code | 71 |
| Damage Code | 9W |
| Part Number Main Cause | KN3L-43-7E1B (CX-5) TA0A-43-7E1A (CX-9) |
| Quantity | 1 |
| Operation Number / Labor Hours: | XXT5LARX / 0.6 Hrs. (CX-5) XXT5LDRX / 0.6 Hrs. (CX-9) |

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