

**Subject:**

**WHISTLING NOISE FROM FRONT WINDOW GLASS WHEN  
DRIVING AT HIGHWAY SPEED**

**Bulletin No.: 09-028/21**

**Last Issued : 09/17/2021**

**APPLICABLE MODEL(S)/VINS**

2017-2021 CX-5

**DESCRIPTION**

Some customers may complain about a whistling noise heard from the top of the A-pillar area when driving at highway speeds.



When driving under following conditions, a negative pressure is generated on the doors pulling them outward and resulting in weatherstrip vibration.

- The vehicle is exposed to a side wind while driving at highway speeds.
- The vehicle is exposed to a strong side wind while driving at a speed slightly higher than highway speed.

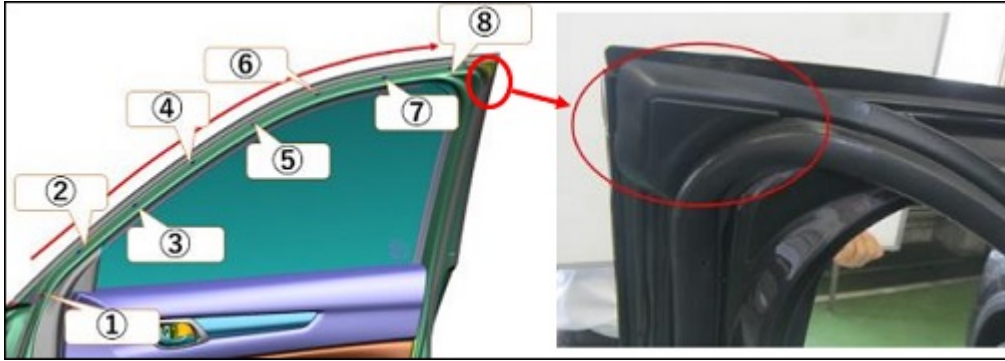
Customers having this concern should have their vehicle repaired using the following repair procedure.

**REPAIR PROCEDURE**

1. Verify the customer concern.
2. Remove the upper-side front door weatherstrip.

**NOTE:** Use a fastener remover and remove the fasteners in the order shown below.

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**NOTE:** Do not remove the fastener in the corner (indicated by the red circle above/right, p/n KB7W-5\*-762), as it could break.

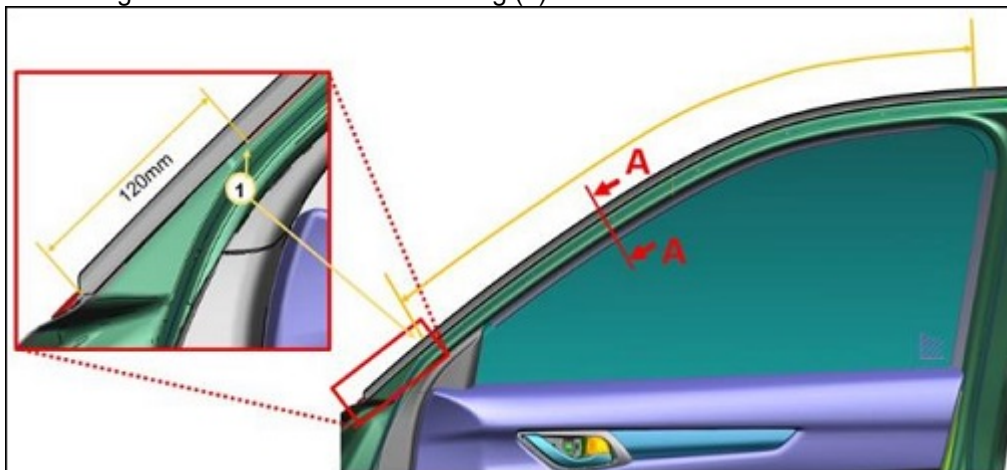
3. Remove any grease or dust from the surface where the weatherstrip was attached.

4. Attach the pads next to the front doors hem:

a) Attach the longest pad (t2.4 x w4 x L1000mm) as shown below.

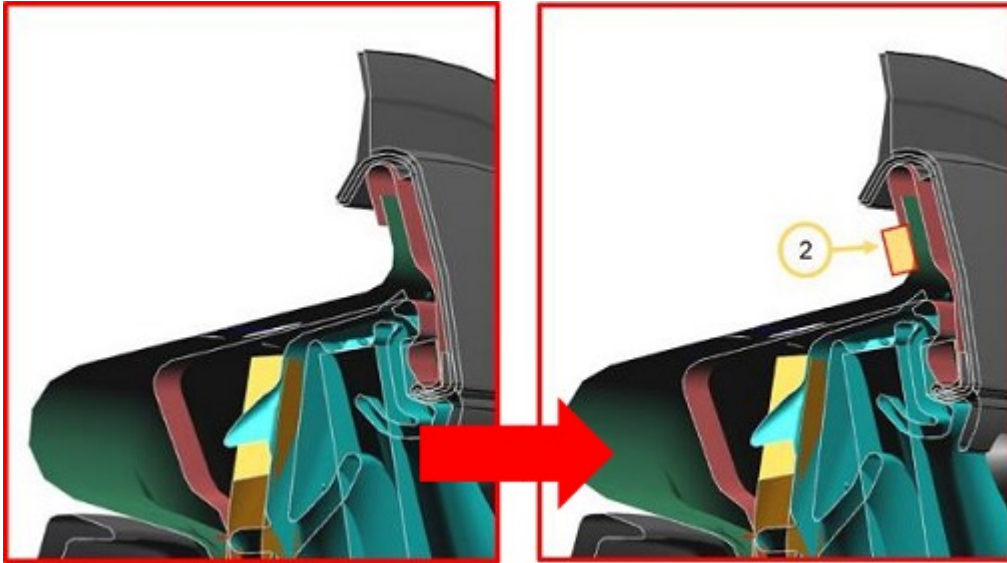
- Start attaching from the front side, 120mm away from the sash molding tip (1).

- While attaching the pad, it may wander, so initially attach the pad lightly and after the whole length of the pad is positioned, press it down against the hem for a firm bonding (2).

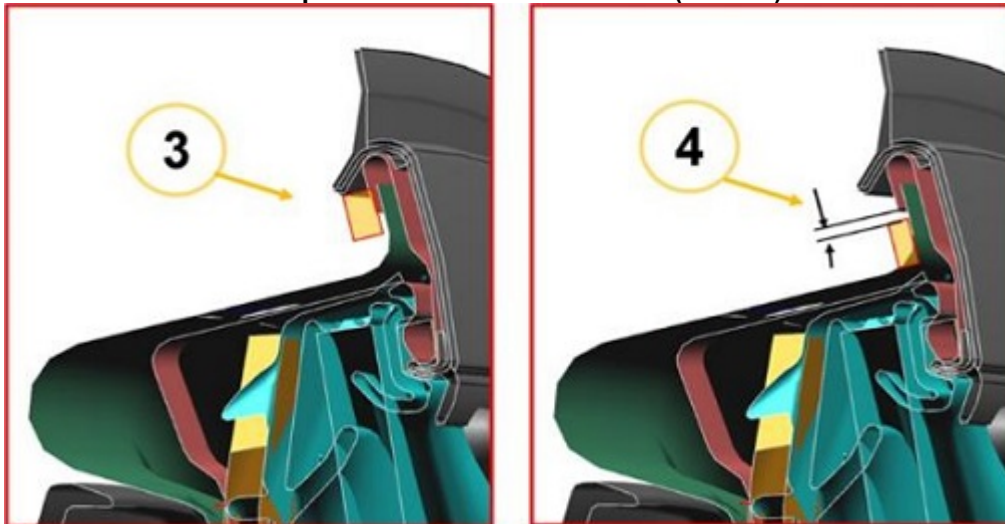


SEC. A-A

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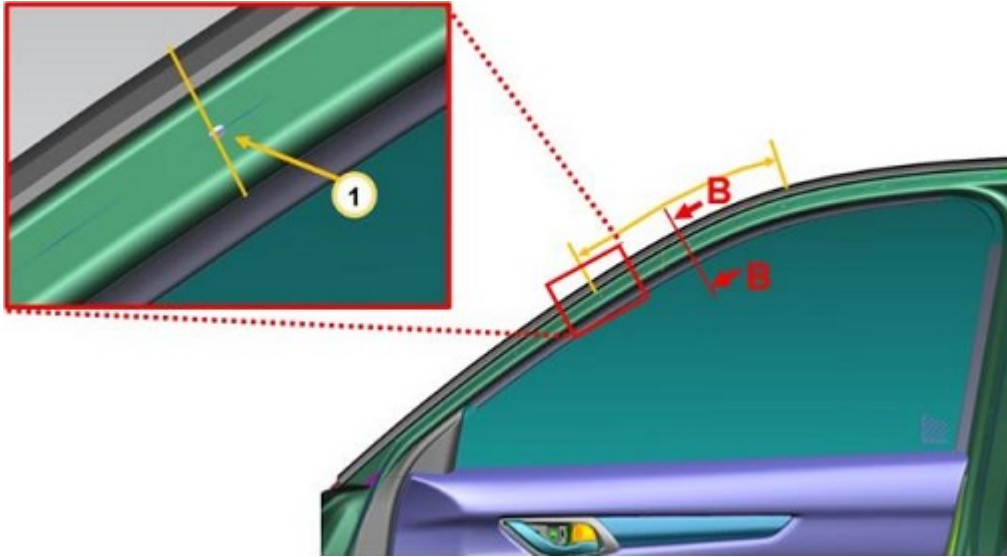


Examples of Poor Pad Attachment (3 and 4)

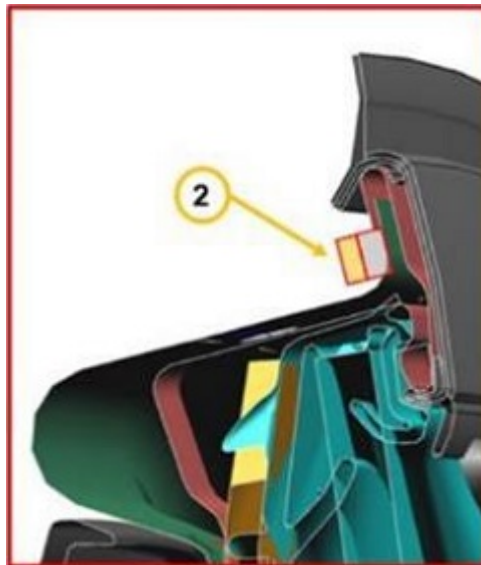


- b) Attach pad (t1.9 x w4 x L300) onto the long pad installed in step a above.
- Use fastener No. 4 position (1) as a reference for the attachment starting point.
  - While attaching the pad, it may wander, so initially attach the pad lightly and after the pad is positioned, press it for final bonding (2).

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SEC. B-B



5. Reinstall the weatherstrip with the fasteners (BC1D-58-762).  
**NOTE:** If the fasteners are damaged, replace them with new ones.
6. Repeat steps 2 - 5 for the other side front door.
7. Verify the whistling noise is gone.

**PARTS INFORMATION**

Parts Number	Description	Qty.	Notes
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KBY0-58-769	Pad	1	Includes pads for both sides
BC1D-58-762	Fastener	(Max. 16)	Replace if broken during the repair
KB7W-58-762	Fastener	1	For right side front door: Replace only if broken during the repair*
KB7W-59-762	Fastener	1	For left side front door: Replace only if broken during the repair*

\*Fasteners KB7W-58-762 and KB7W-59-762 are not supposed to be removed during the repair.

## 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	82
Damage Code	97
Part Number Main Cause	KBY0-58-769
Quantity	1
Operation Number / Labor Hours:	XXS6CXRX / 0.6 Hrs.

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