

Subject: INFOTAINMENT SUB-WOOFER RATTLE NOISE	Service Alert No.: SA-024/22
	Last Issued : 04/27/2022

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2019-2022 Mazda3

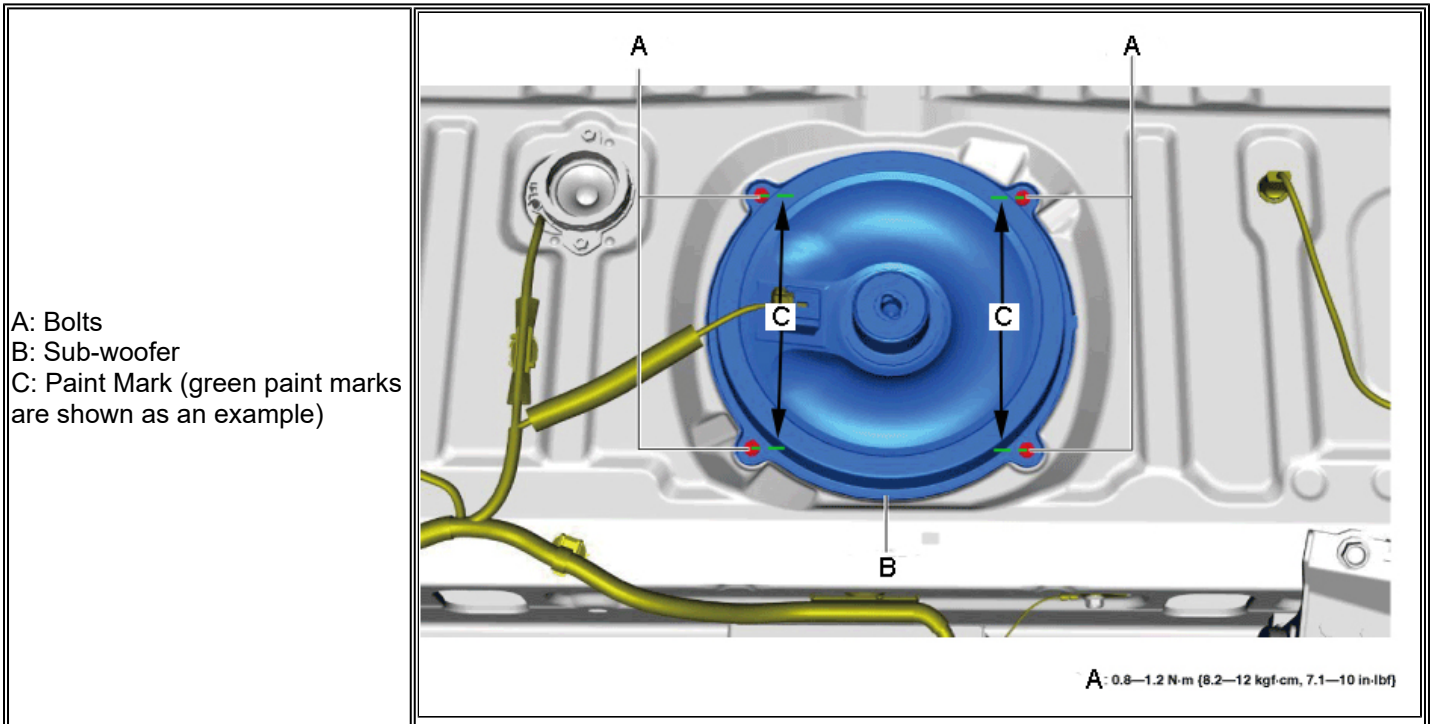
DESCRIPTION

Some customers may experience an infotainment sub-woofer rattle noise. Follow the repair procedure to help determine the cause.

REPAIR PROCEDURE

1. Verify the customer concern.
2. Document the following:
 - Infotainment Source
 - Radio, Bluetooth, Apple Carplay / Android Auto.....etc.
 - If song is playing,
 - Artist?
 - Name of song?
 - Infotainment volume level?
 - If volume is lowered, does rattle noise disappear?
 - Infotainment bass level?
 - If bass is lowered, does rattle noise disappear?
 - Vehicle parked or driving?
 - If driving, document vehicle speed, street or highway, concrete or asphalt?
 - If possible, record a video of the rattle noise.
3. Apply paint marks (C) to speaker bolts (A) and sub-woofer (B) as shown below:

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4. Set torque wrench to 7.1 in-lbs.
5. Turn torque wrench clockwise and document if clicker engages or bolt moves.
 - If clicker engages and bolt does not move, the bolt torque is good.
 - If the bolt paint mark moves clockwise, the bolt is loose.
6. Contact Hotline and provide inspection results.

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