

Subject: ABNORMAL NOISE FROM ONE OR BOTH HEADLAMPS	Service Alert No.: SA-013/23
	Last Issued : 03/07/2023

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2019-2023 CX-5

DESCRIPTION

Some customers may hear noise from their headlamps. While some noise from the electric motor is normal, it may be louder in one headlamp than the other or both are significantly louder than a known good vehicle.

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

REPAIR PROCEDURE

1. Verify the customer's concern.
2. Open the hood and check carefully for damage (cracks or broken brackets) to the back of the front combination lights. Also check for repairs to the lights, paint overspray, and scuffs to the lights, the bumper, and around the lights.

Does the vehicle show any signs of collision or collision repairs that resulted in damage to the lights?

YES: An insurance company or customer pay should replace the front combination light. Collision damage is not covered under warranty.

NO: Continue to the next step.

3. Check for any stored DTCs and resolve those concerns.
4. Replace the front combination light assembly according to the **FRONT COMBINATION LIGHT REMOVAL/INSTALLATION** procedure.
5. Verify the repair.

PARTS INFORMATION

NOTE: Use the GEPC to look up the correct headlamp part number for the subject vehicle using the VIN.

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