

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: RATTLE FROM SUNROOF AREA	Service Alert No.: SA-014/23
	Last Issued : 07/11/2023

BULLETIN NOTES

This bulletin supersedes the previously issued service alert(s) listed below. The changes are noted in Red.

Previous SAs:	Date(s) Issued:
SA-014/23	03/20/23, 03/10/23
SA-032/22	12/22/22 and 05/10/22

APPLICABLE MODEL(S)/VINS:

2023-2024 CX-50

DESCRIPTION

Some customers may report a rattle from the sunroof (panorama roof) area. Make sure to read the complete repair procedure before attempting any repairs as the sunroof may have rattles from more than one location.

REPAIR PROCEDURE

Determine the vehicle type (A or B) by using the table below.

Vehicle Type	Model Year	VIN Range	Side Cover Rattle	Cross Brace Rattle	Sunroof Unit
A	2023	100001 up to 140172	Follow Procedure A	Follow Procedure B	Follow Procedure C
B		140173 and later	Contact Mazda Technical Hotline	Follow Procedure B	Follow Procedure C
C	2024	ALL	Contact Mazda Technical Hotline	Follow Procedure B	Follow Procedure C

PROCEDURE A (FOR SIDE COVER RATTLE)

The noise comes from the side cover vibrating against the assembly at the location marked by the arrow due to poor retention of the cover clips.

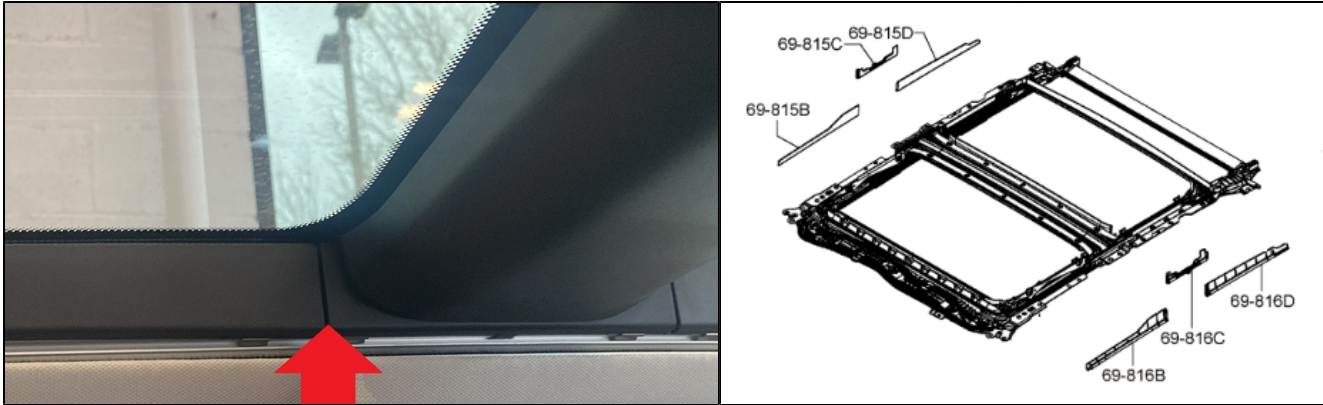
1. Test drive the vehicle and if you hear the noise, press the edges of the side covers (6 total) as shown in the example

Page 1 of 5

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below.

Was the noise eliminated?



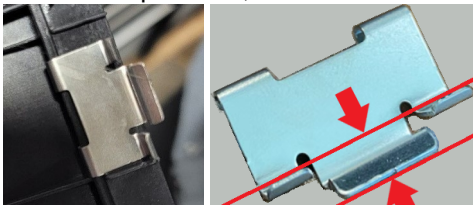
YES: Continue to the next step.

NO: Skip to the next section.

2. Remove the side covers from the sides of the sunroof assembly.
3. Bend the mount clips as shown below. If needed, remove them from the covers.

CAUTION: DO NOT bend the clips too far or they will break.

NOTE: If clips break, a new side cover must be ordered/replaced. (Refer to the image above for D-codes.)



4. Reinstall the trim and retest for the rattle noise.

PROCEDURE B (FOR CROSS BRACE RATTLE)

The noise comes from the cross brace cover after the vehicle has been driven and the clips loosen. Follow the instructions below to eliminate the noise.

1. Refer to the attached video for a test procedure that does not require a test drive.

Is there a rattle?

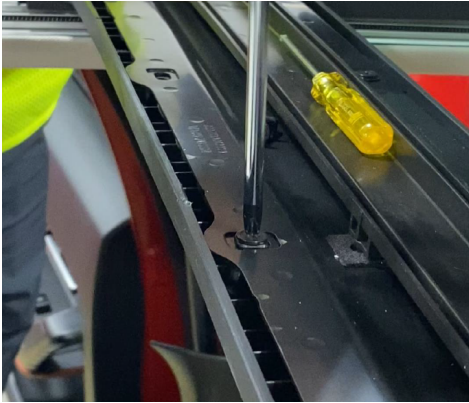
YES: Continue to the next step.

NO: Skip to the next section.

2. Remove the rear glass panel using the SUNROOF REAR GLASS PANEL REMOVAL procedure.
3. Remove the pushpins and then remove the trim.

CAUTION: DO NOT damage the trim as it is only available with the sunroof assembly.

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4. Add noise reduction material from the Interior Noise Kit (see below) anywhere the trim makes contact with the frame.



5. Reassemble the trim in reverse order.

NOTE: Make sure the clips are ok and properly reinserted.

6. Reinstall the rear glass using the SUNROOF REAR GLASS PANEL INSTALLATION procedure.

7. Retest for the noise.

8. Test drive the vehicle.

Do any rattling noises remain from the sunroof area?

YES: Continue to the next section.

NO: Return the vehicle to the customer.

PROCEDURE C (FOR SUNROOF ASSEMBLY MOUNT POINTS)

1. Access the sunroof assembly mounting points using the relevant steps from the PANORAMA SUNROOF UNIT REMOVAL procedure.

2. Check the attaching hardware and ensure all nuts and bolts are tightened to specification. Refer to the PANORAMA SUNROOF UNIT INSTALLATION procedure for torque specs, the location of the hardware, and the relevant final assembly steps.

Were all sunroof rattle noises resolved?

YES: Return the vehicle to the customer.

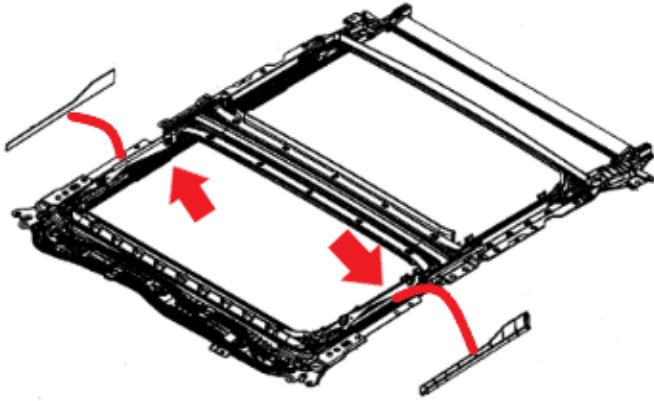
NO: Continue to the next section.

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SUNROOF UNIT

1. Remove the side cover at the front of the assembly to eliminate it as a possible noise source and for better access to the sunroof linkage.
2. Drive the vehicle with the sunroof open and confirm if a rattle is coming from the linkage in the general areas the red arrows point to.

NOTE: If you can reach the links that are rattling, you can hold them to confirm if the noise is eliminated.

**Is there a noise from the linkage in this area?**

YES: Replace the sunroof unit.

NO: Create a video of the concern and then contact the Mazda Technical Assistance Hotline.

PARTS INFORMATION

NOTE: If replacing any existing parts, use the GEPC with the VIN to look up parts to ensure they are the latest version and correct for that VIN.

Part Number	Description	Qty.	Notes
K001-W0-225	Interior Noise Kit	1	This repairs multiple vehicles, DO NOT claim the kit for one repair.
VA45-69-830 -75	Unit, Sunroof	1	This does not include glass.

NOTE: K001-W0-225 is considered a "shop supply/bundled into the labor operation time since the kit repairs multiple vehicles.

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