

Subject: RATTLE NOISE UNDER HOOD FROM HOOD PROP ROD	Service Alert No.: SA-023/24
	Last Issued : 04/17/2024

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2019-2024 Mazda3

2020-2024 CX-30

DESCRIPTION

The customer may report a rattling noise from the front of the vehicle under load. It may sound as if it is coming from the dashboard, but it is coming from the hood prop rod (aka lock-bonnet stay).

The prop rod diameter was increased in November 2022 production, but in some circumstances, the noise may still be encountered in vehicles after this production range. Follow the repair information below to confirm the noise and how to eliminate it.

REPAIR PROCEDURE

1. Watch the three videos below to better understand the noise.



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2. Do the following to diagnose the noise:
 - a. Test drive the vehicle and duplicate the noise. It happens under load at between 2300-2800 RPM.
 - b. Pull over in a safe location, **remove** the hood prop rod, and then close the hood.
 - c. Test drive the vehicle and try to duplicate the noise again.

Was the noise eliminated?

YES - Continue to STEP 3 to repair the vehicle.

NO - STOP. This information does not apply, diagnose the noise using other information found on MGSS.

3. Use felt tape from the Interior Noise Kit (see below) and install it in the two locations shown below.



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- 4. Reinstall the prop rod.
- 5. Confirm the noise was eliminated.

PARTS INFORMATION

Part Number	Description	Qty.	Notes
K001-W0-225	Interior Noise Kit	1	This repairs multiple vehicles, do NOT claim the kit for one 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	81
Damage Code	98

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Part Number Main Cause	CX-30: DGH9-56-651B Mazda3: BDTS-56-651B
Quantity	0
Operation Number / Labor Hours:	S0508ARX / 0.3

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