

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: TAPPING / RATTLING NOISES HEARD FROM ENGINE (NEW VEHICLES OR VEHICLES THAT HAVE BEEN IN STORAGE)	Service Alert No.: SA-024/24
	Last Issued : 04/19/2024

BULLETIN NOTES

This Service Alert supersedes the previously issued Service Alert(s) listed below. The changes are noted in Red text.

Previous Service Alerts:	Date(s) Issued:
SA-026/23	4/25/23
SA-023/22	04/26/22
SA-005/19	02/01/19
SA-015/18	03/22/18

APPLICABLE MODEL(S)/VINS:

NOTE: Vehicles with cylinder deaction have a "M" as the 8th digit in the VIN for the 2.5L with cylinder deactivation.

- 2021-2024 CX-5 (US spec) vehicles equipped with cylinder deactivation
- 2021 Mazda6 (US spec) vehicles equipped with cylinder deactivation
- 2021-2024 Mazda3 (US spec) vehicles equipped with cylinder deactivation
- 2021 CX-3 (US spec) vehicles equipped with cylinder deactivation
- 2021-2024 CX-30 (US spec) vehicles equipped with cylinder deactivation
- 2023-2024 CX-50 (US spec) vehicles equipped with cylinder deactivation

DESCRIPTION

A tapping/rattling noise may be noticed from the valve train area. This operating condition can occur on new vehicles which have been delivered to Mazda dealers (due to loading and unloading from transport trucks or customers moving their vehicles in and out of their garages to wash the vehicle, etc.). This condition may also occur if the engine is not allowed to warm up after multiple cold starts.

REPAIR PROCEDURE

1. Check the engine oil level, correct if necessary.
2. Start the engine and let the engine idle to normal operating temperature with the hood open to verify the valve train tapping/rattling noise.
 - If no noise can be heard, no additional steps are necessary.
 - If a tapping/rattling noise can be heard from the valve train, run the engine for two (2) minutes without a load at

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approximately 2,500 to 3,000 rpm (bleeding procedure), then go to the next step.

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3. With the engine at idle, listen for the valve train noise again.

- If no further noise can be heard, the repair is complete and no additional steps are necessary.
- If the noise continues, go to the next step.

4. Perform a vehicle road test for 3-5 miles.

- If no further noise can be heard, the repair is complete.
- If the noise continues, contact the Technical Assistance Hotline.

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