

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: THUMPING / RATTLING NOISE FROM ENGINE COMPARTMENT	Service Alert No.: SA-051/24
	Last Issued : 08/07/2024

BULLETIN NOTES

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

Previous SAs:	Date(s) Issued:
SA-044/22	06/29/22
SA-050/21	10/14/2021
SA-005/20	01/10/2020
SA-010/18	02/22/2018

APPLICABLE MODEL(S)/VINS

2017-2025 CX-5

DESCRIPTION

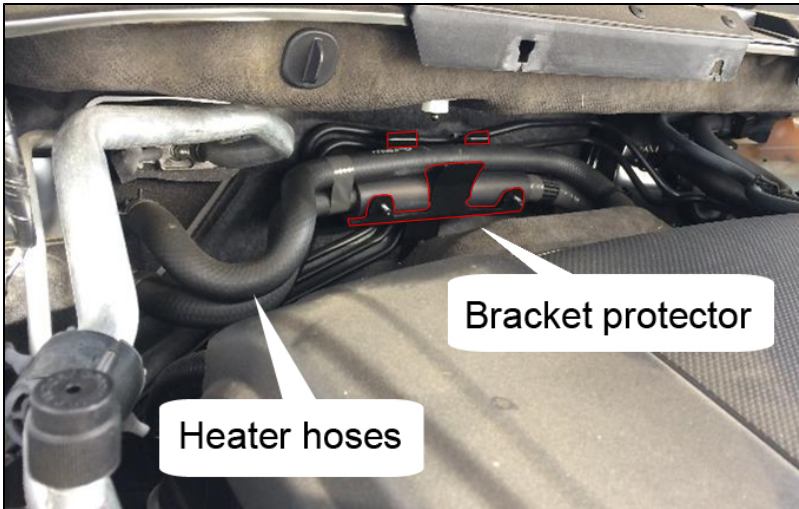
Some customers may complain about an unusual thumping / rattling noise coming from the engine compartment.

The noise is most pronounced under the following conditions:

- Engine at idle
- Transmission in drive
- Foot on the brake pedal
- A/C OFF
- Audio OFF

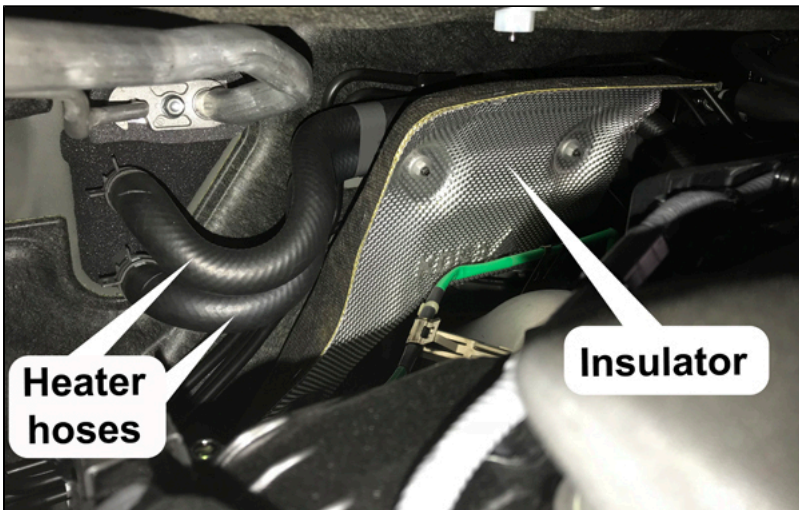
CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

The noise may be caused by loose fitting heater hoses vibrating the heater hose bracket protector.



REPAIR PROCEDURE

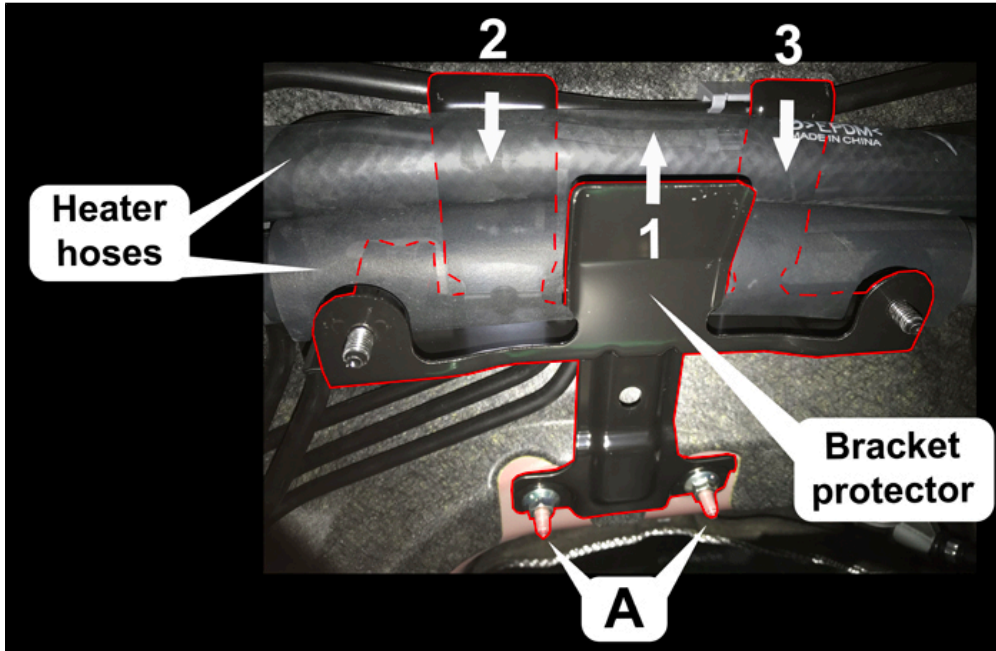
1. Verify customer concern.
2. Remove the heater hose insulator.



3. Confirm that bracket protector nuts (A) are properly secured.

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

4. To increase clamping force, push the Bracket Protector (P/N: KD53-56-4D0) tab (1) while pulling tabs (2) and (3).
NOTE: Bracket part number is provided for reference only and should not need to be replaced.



5. Install the heater hose insulator and torque nuts to:
Tightening Torque: 71-88 in lbf (8-10 Nm, 82-101 kgf cm)
6. Verify repair.

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.