

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

RATTLING OR KNOCKING NOISE FROM B-PILLAR UPPER TRIM

Bulletin No.: 09-025/26

Last Issued : 08/18/2026

BULLETIN NOTES**APPLICABLE MODEL(S)/VINS**

2026 CX-5

DESCRIPTION

Some vehicles may exhibit a rattling or knocking noise from the upper B-pillar trim area. The noise is due to insufficient anti-rattle treatment between the B-pillar, adjuster cover and adjuster knob.

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

REPAIR PROCEDURE

1. Verify customer concern.

NOTE: Replacing the B-pillar trim is a like-for-like part and will likely need the felt tape added.

2. Apply nonwoven fabrics and felt to the upper B-pillar trim area according to the following procedure.

NOTE: Repair only the affected side(s).

Use the following parts included in the Noise Repair Kit.

Material	Size	Color	Note
Felt Pad	300 x 240 mm, thickness 1.5 mm {11.81 x 9.45 in. thickness 0.06 in.}	Black	---
Nonwoven Fabric	250 x 100 mm {9.84 x 3.94 in.}	Black	5 mm-wide strips with adhesive

Preparation:

- Cut the felt pad into two pieces measuring 40 × 30 mm each for Step 3 (P-1).
- Cut the nonwoven fabric into four pieces measuring 5 × 25 mm each for Step 4 (F-1).
- Cut the nonwoven fabric into four pieces measuring 5 × 30 mm each. For Step 6, stack two pieces together (adhesive side to non-adhesive side) to form two-layer nonwoven fabric pads (F-2).

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- Cut the nonwoven fabric into four pieces measuring 5 × 40 mm each. For Step 6, stack two pieces together (adhesive side to non-adhesive side) to form two-layer nonwoven fabric pads (F-3).

1. Remove B-pillar upper trim.

1-1. Remove the front and rear seeming welt (1) on the affected side.

1-2. Remove the hole cover, and then remove the screw (2)

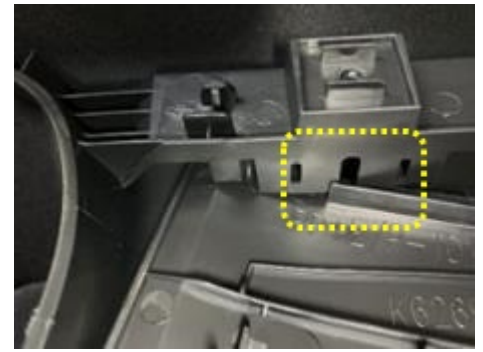
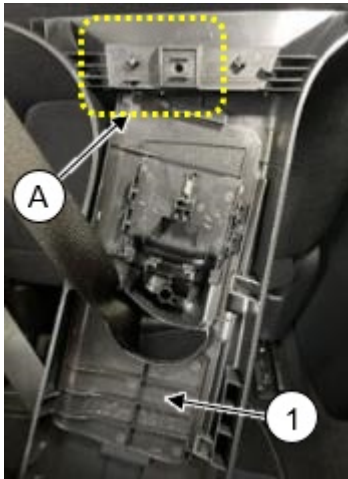
1-3. Remove the B-pillar upper trim from the vehicle body.



2. Remove the adjuster cover from the B-pillar upper trim.

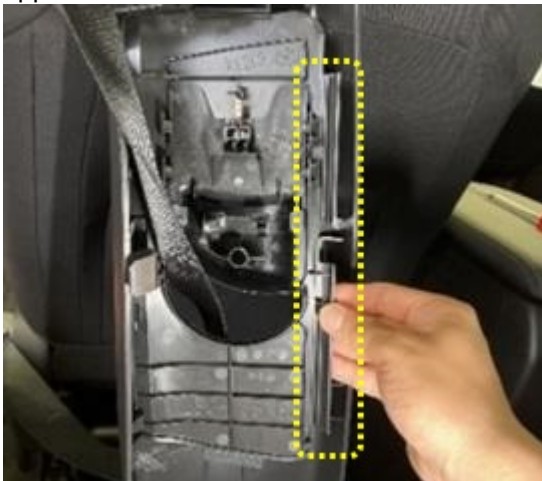
2-1. From the back of the removed B-pillar upper trim, hold the upper end of the adjuster cover (1) and guide it through the lower side of the trim. Slide it until the yellow frame area in the figure below contacts the trim (yellow marker in the picture on the right).

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**Detail for Area A**

Hold the upper end and guide it through the lower side of the trim.

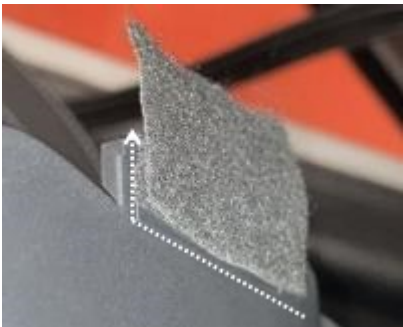
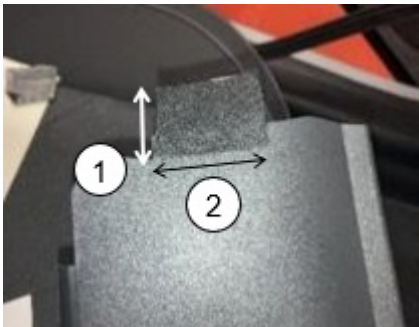
2-2. Lift the upper and lower retaining guide side of the adjuster cover and remove it from the back side of the B-pillar upper trim.



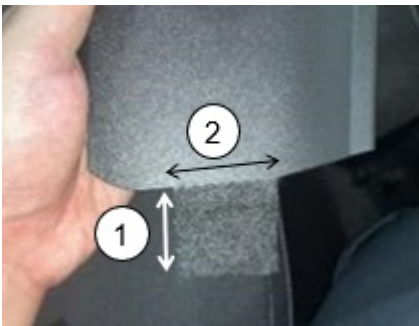
3. Apply the felt pads (P-1) on top of the existing felt pads attached to the upper and lower end of the adjuster cover.

Upper-End Felt PAD Attachment Procedure

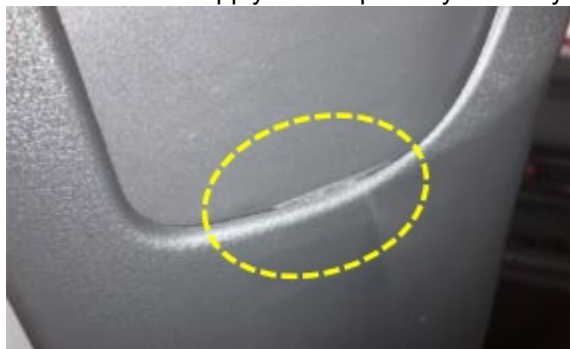
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1. Do NOT apply the felt pad below the dotted line.	2. Apply the felt pad on top of the existing felt pad. (1) 30 mm, (2) 40 mm	3. Apply the felt pad so that it wraps around to the back side.

Lower-End Felt Pad Attachment Procedure

		
1. Do NOT apply the felt pad below the dotted line.	2. Apply the felt pad on top of the existing felt pad. (1) 30 mm, (2) 40 mm	3. Apply the felt pad so that it wraps around to the back side.

NOTE: Do NOT apply the felt pad beyond the yellow marked line. Otherwise, the felt pad may be visible after installation.

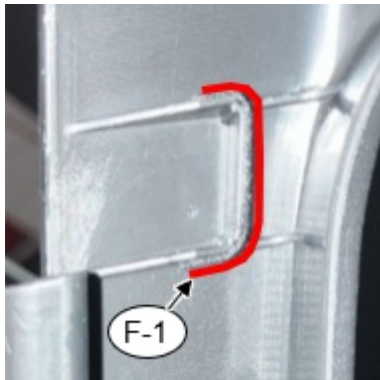


4. Apply the nonwoven fabric (F-1: 5 x 25 mm, 4 pcs.) to the back side of the B-pillar upper trim.

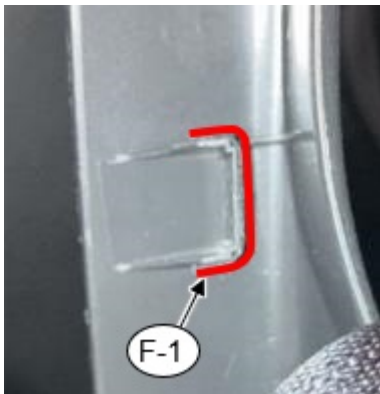
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Refer to the figures below and apply the nonwoven fabrics (F-1) around the ribs on the back side of the B-pillar upper trim (front and rear sides of the vehicle).

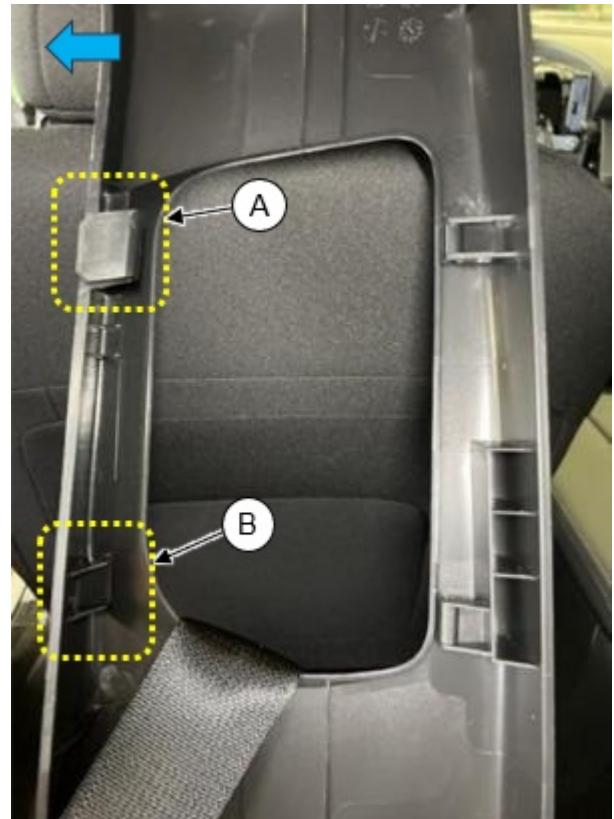
Vehicle Front



Detail of A

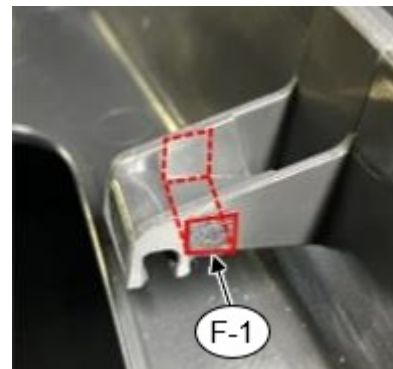


Detail of B



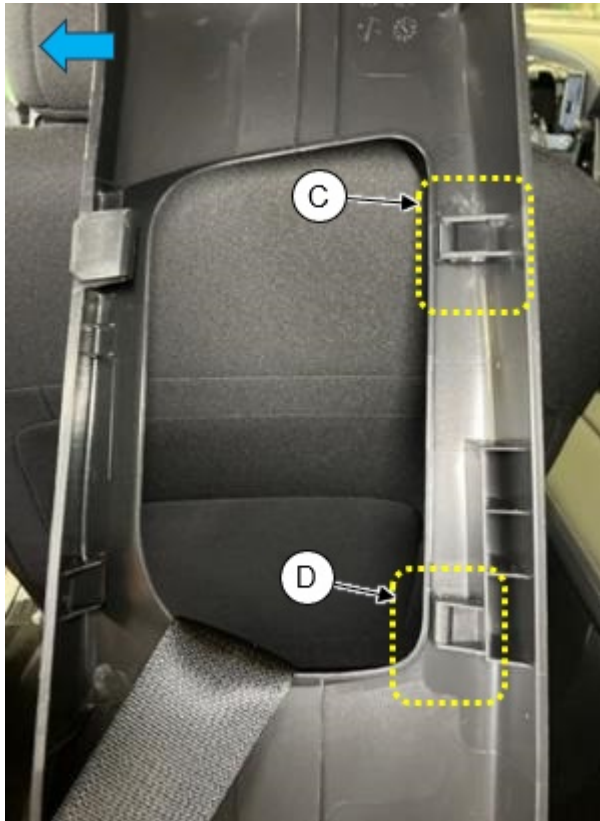
Vehicle Front

Vehicle Rear

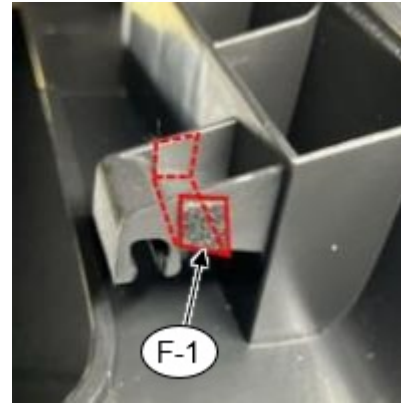


Detail of C

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← Vehicle Front



Detail of D

5. Remove the adjuster cover knob.

5-1. Remove the spring (yellow arrow) from the back side of the adjuster cover.



Detail of A

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5-2. Flex the adjuster cover in the direction indicated by the blue arrows below (1), then disengage the upper and lower retaining tabs on either the left or right side of the knob fitting tabs (yellow frames) (2).

5-3. Pull up the knob on the side where the tabs have been disengaged and remove it from the adjuster cover.



5-2 (1)

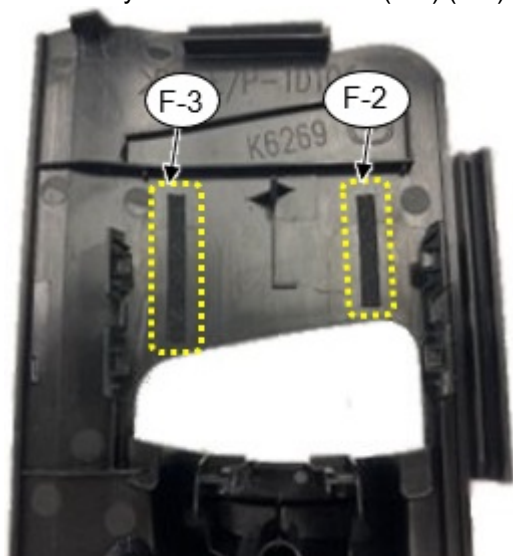


5-2 (2)

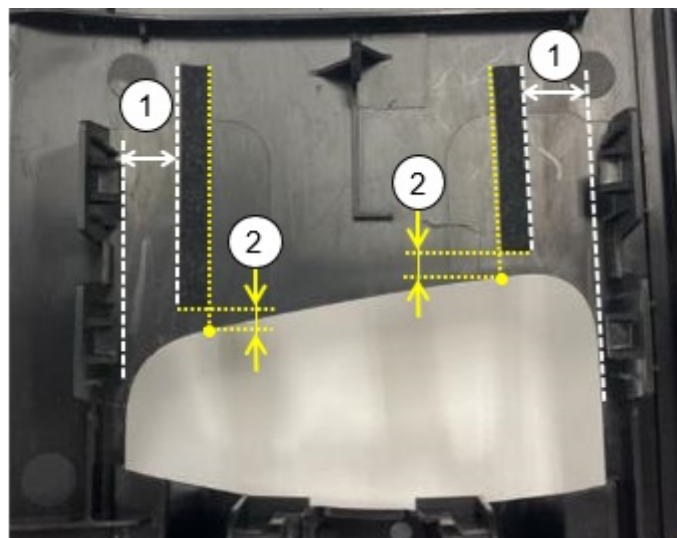


5-3

6. Apply the two-layer nonwoven fabrics (F-2) (F-3) to the back side of the adjuster cover knob.



F-2: 5 x 30 mm, two-layer
F-3: 5 x 40 mm, two-layer



Detailed of Attachment Location

- (1) Approx. 10 mm from the tab engagement area
(2) Approx. 5 mm clearance from the upper edge of the hole
(To prevent visibility from the front side.)

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7. Reinstall the adjuster cover knob and verify its operation.

7-1. Install the knob to the adjuster cover and then install the spring.



7-2: Verify the following:

- The knob returns smoothly by spring force.
- The knob slides smoothly without excessive resistance.

NOTE: If any problem is found, reinstall the adjuster cover knob.



8. Install the removed parts in the reverse order of removal.

9. Verify the repair.

PARTS INFORMATION

Parts Number	Description	Q'ty	Notes
K001-W0-225	Interior Noise Repair Kit	1	This repairs multiple vehicle

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		s. DO NOT claim the kit for one repair.
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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.

Symptom Code	82	
Damage Code	97	
Causal Part No.	7777-SP-A32	
Quantity	0	
Operation No. and Labor Hours	One Side	XXX85ARX / 0.6 Hrs.
	Both Sides	XXX85BRX / 1.2 Hrs.

NOTE:

- Claim a portion of the Interior Noise Repair Kit (K001-W0-225) using 5555-25-003B.
- This repairs multiple vehicles. DO NOT claim the kit for one repair.
- The cost of the felt used is factored into the labor time.
- Submit claims for maintenance and adjustments according to the "Suggested Repair Time (SRT)" in MGSS if required.

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