

Service Information

Mazda Motor Corporation

3-1, Shinchi, Fuchu-cho, Aki-gun
Hiroshima 730-8670, Japan
TEL : 81(82)287-5323
FAX : 81(82)287-5220

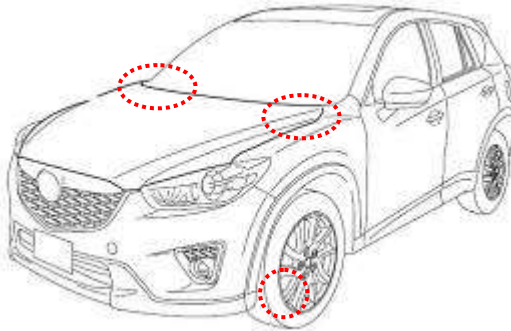


Category S	Repair Guidance	Ref. No. R017/12	Page 1 of 2
Coverage <input type="checkbox"/> Distributor only <input checked="" type="checkbox"/> Please inform your dealers		Date Issued February 23, 2012	
Please convey this information to your <input type="checkbox"/> Director <input checked="" type="checkbox"/> General Manager <input checked="" type="checkbox"/> Warranty Dept. <input checked="" type="checkbox"/> Parts Dept. <input checked="" type="checkbox"/> Training Dept. <input checked="" type="checkbox"/> Field Rep.		Date Revised	
Applicable Model CX-5 (KE)		Applicable Countries or Specifications North America, Europe	

Subject: Rattle noise from instrumental panel when driving on rough roads or over bumps

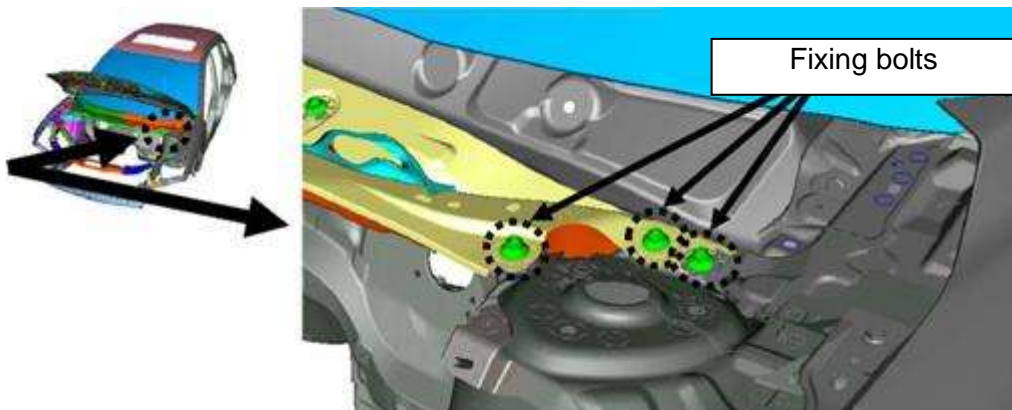
DESCRIPTION

When driving on rough roads or over bumps, some vehicles may exhibit rattle noise from the front of instrumental panel.



CAUSE

Low torque of cowl panel fixing bolts.



MASS PRODUCTION CHANGE

Torque control and inspection at production process has been improved.

BEGINNING VIN & DATE OF MODIFICATION

US Spec.

JM3 KE***** 100083 December 16, 2011

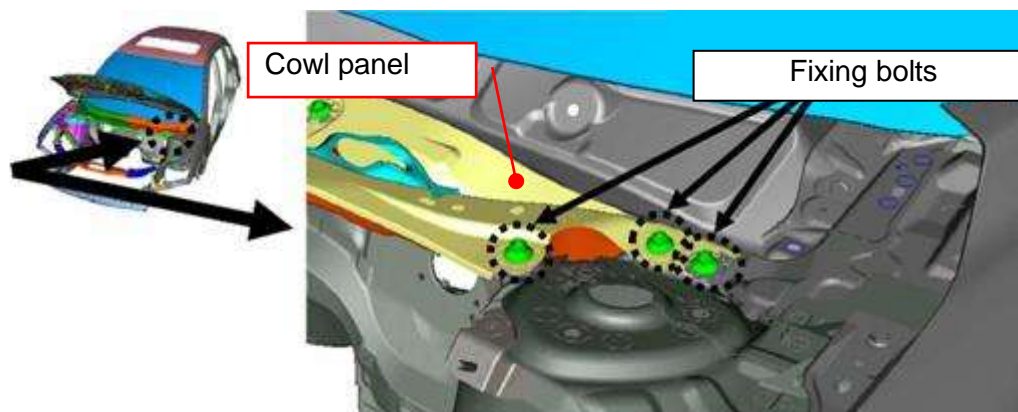
EU Spec.

JMZ KE***** 100900 December 16, 2011

REPAIR PROCEDURE

When you encounter a customer complaint on this concern, fix the concern according to the following procedure.

1. Remove the cowl grille according to Workshop Manual "COWL GRILLE REMOVAL / INSTALLATION".
2. Retighten the cowl panel fixing bolts (both sides, total 6pcs).
Tightening torque: 22 - 30 Nm



3. Attach the cowl grille according to Workshop Manual "COWL GRILLE REMOVAL / INSTALLATION".

WARRANTY INFORMATION

Assembly group	S - Body
Subassembly group	06 - BODY PANEL & FLOOR ATTACHMENT
Symptom Code	82
Damage Code	9G
Causal Part No.	9KD80-0816B (bolt)
Q'ty	0
Operation No.	XXH2HXRX
Labor Hours	0.3H
Period Covered	Normal warranty period

Shinji Kanai
Manager, Technical Information Gr.
Technical Service Dept.
Mazda Motor Corporation
2C20651035 (MC Internal Use)