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<b>Subject:</b> <b>KNOCKING / RATTLING NOISE FROM PASSENGER SEAT BACK - (MANUAL SEAT ONLY)</b>	<b>Bulletin No:</b> 09-017/12
	<b>Last Issued:</b> 04/20/2012

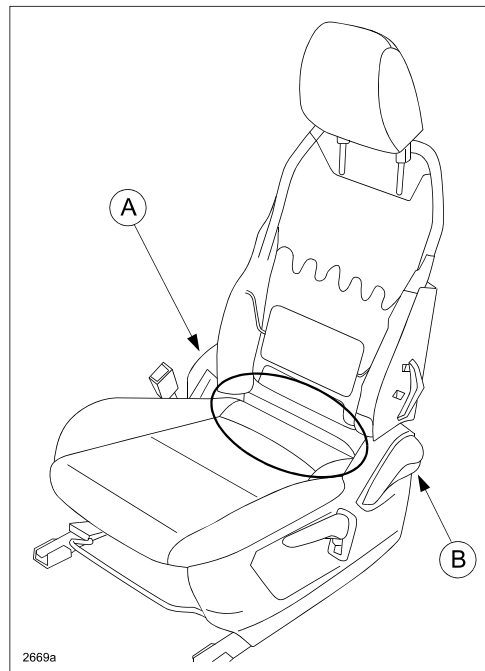
## APPLICABLE MODEL(S)/VINS

2013 CX-5 vehicles (equipped with manual seats only) with VINs lower than JM3 KE\*\*\*\*\* 107960 (produced February 14, 2012)

## DESCRIPTION

Some vehicles equipped with manual seats may exhibit a knocking or rattling noise from the lower side of the passenger seat back (A) while driving the vehicle.

The noise may be caused by a lack of space between the reclining lever (B) rod and seat back frame. To minimize the movement of the rod, the rod and frame have been tied with a band during production.

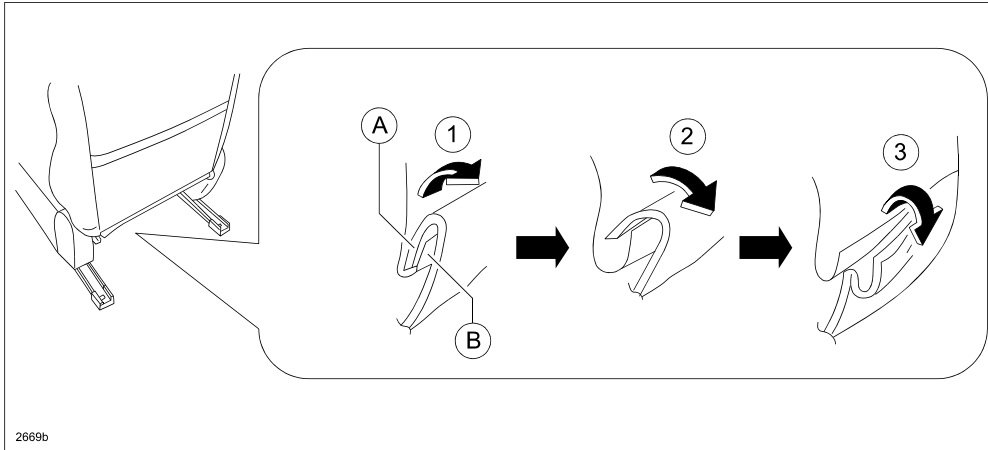


Customers having this concern should have their vehicle repaired using the following repair procedure.

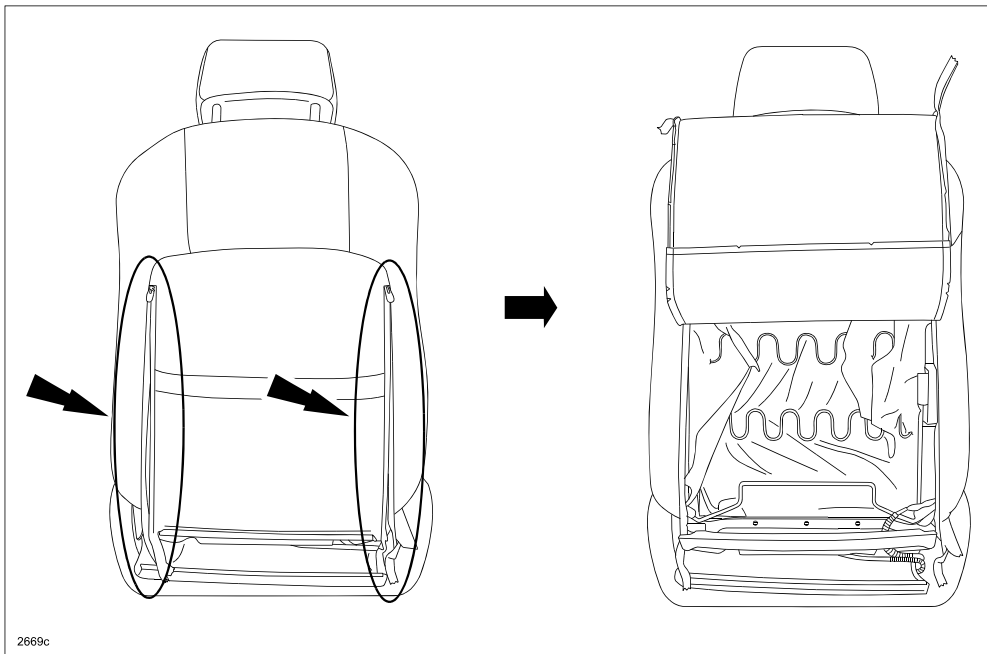
**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." 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.

## REPAIR PROCEDURE

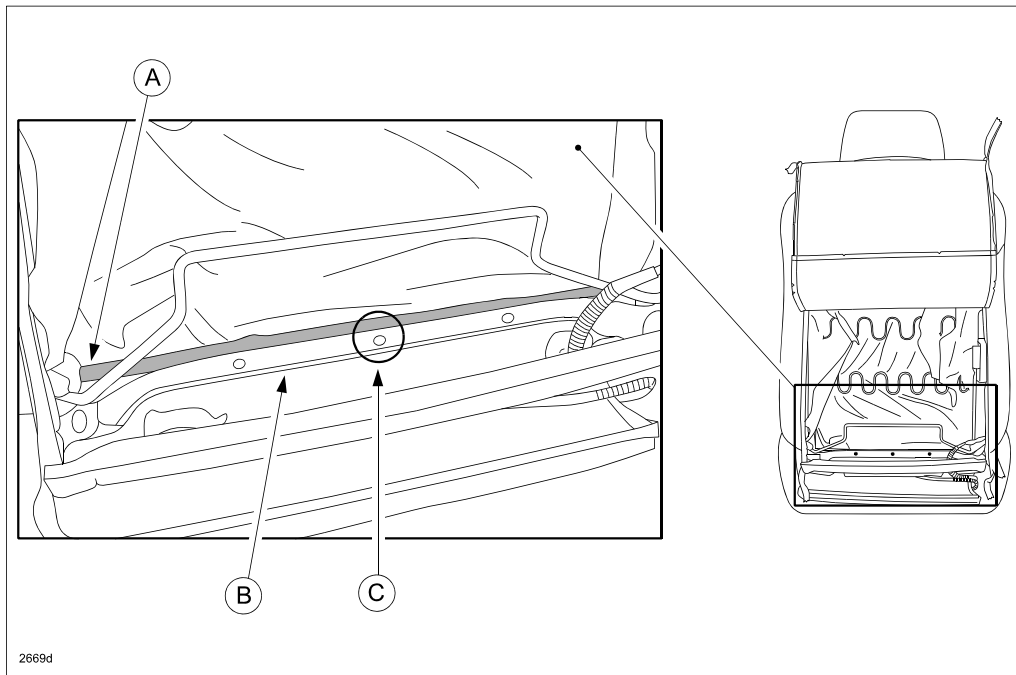
1. Verify the customer concern by wiggling the reclining lever left and right while the vehicle is stationary.
2. Move the passenger seat bottom forward, then fold the seat back forward.
3. Disconnect the seat trim hooks (A and B) on the lower end of the seat back as shown below (1, 2, 3).



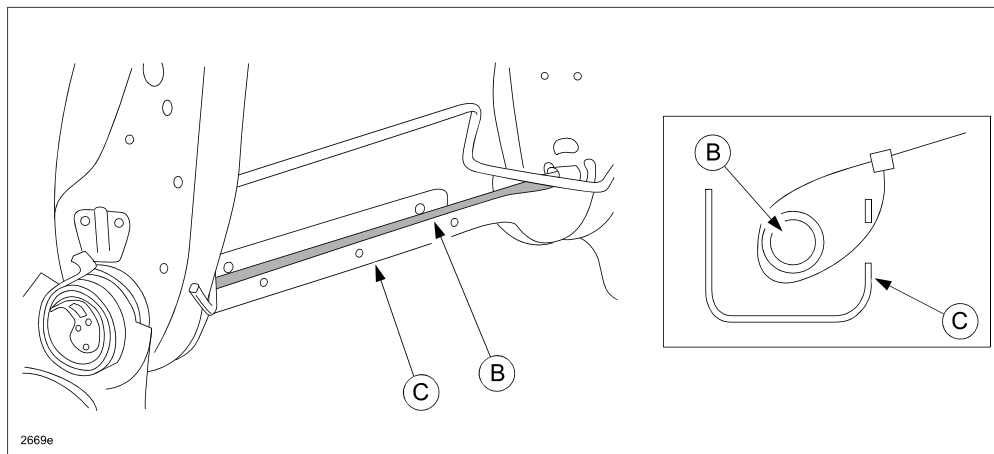
4. Unzip the fasteners (A) on both sides. Open the trim and fold it up and out of the way.



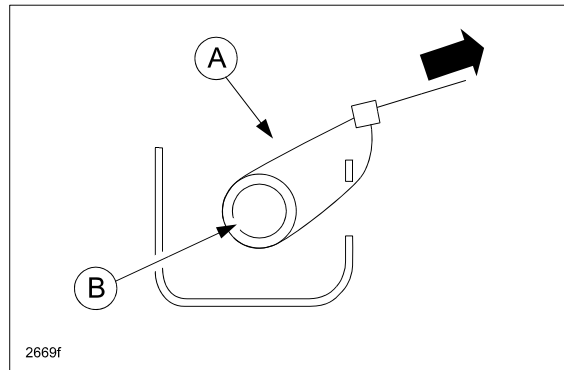
5. Tie the rod (A) and frame (B) with the band (or tie-wrap).
  - a. Insert the band (or tie-wrap) through the center hole (C) in the seat frame.



- b. Tie the rod (B) and frame (C) as shown below.



- c. Pull the band (A) tightly to limit rod (B) vibration.



- d. Cut off the excess portion of the band with scissors.
6. Re-assemble the seat trim in the reverse order of removal.
7. Verify repair.

## PART(S) INFORMATION

Part Number	Description	Qty.	Notes
H380-88-225	Band	1	Or locally sourced tie-wrap

## 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	82
Damage Code	97
Part Number Main Cause	H380-88-225
Quantity	1 or 0 (if locally source tie-wrap used)
Operation Number / Labor Hours:	XXH3BXRX / 0.2 Hrs.

**NOTE:** This service bulletin does not apply to vehicles equipped with power seats. Only vehicles equipped with manual seats are applicable to this repair.