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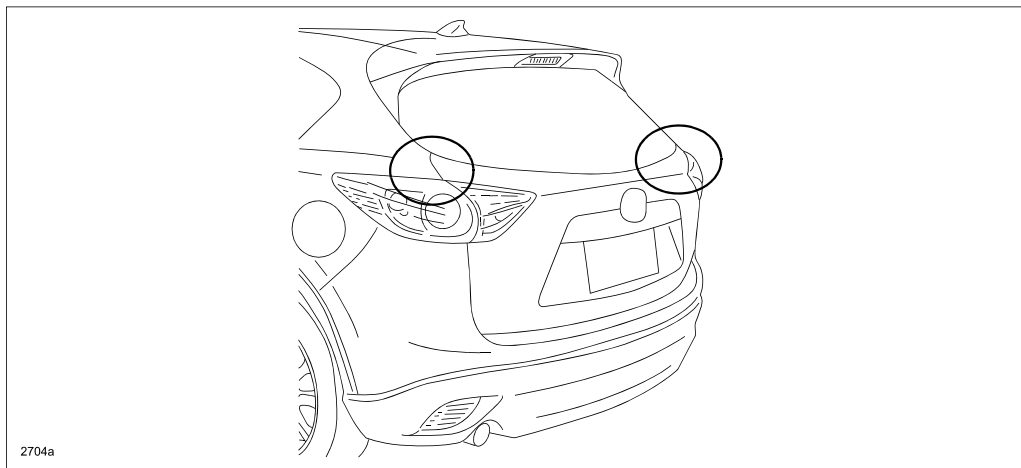
Subject: RATTLING NOISE FROM LIFTGATE WHEN GOING OVER A BUMP	Bulletin No: 09-031/12
	Last Issued: 08/02/2012

APPLICABLE MODEL(S)/VINS

2013 CX-5

DESCRIPTION

Some vehicles may exhibit a rattling noise from the liftgate when going over a bump. The noise may be caused by an incorrect liftgate adjustment tolerance.

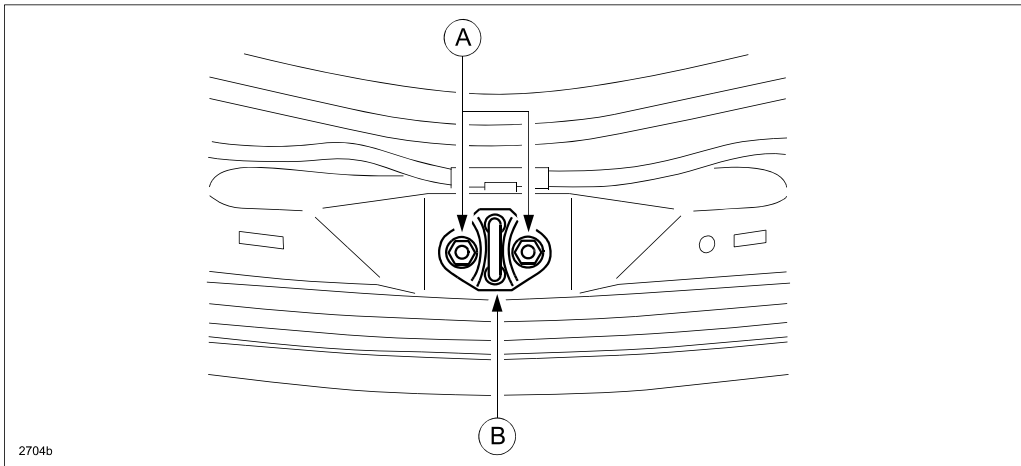


Customers having this concern should have their vehicle repaired using the following repair procedure.

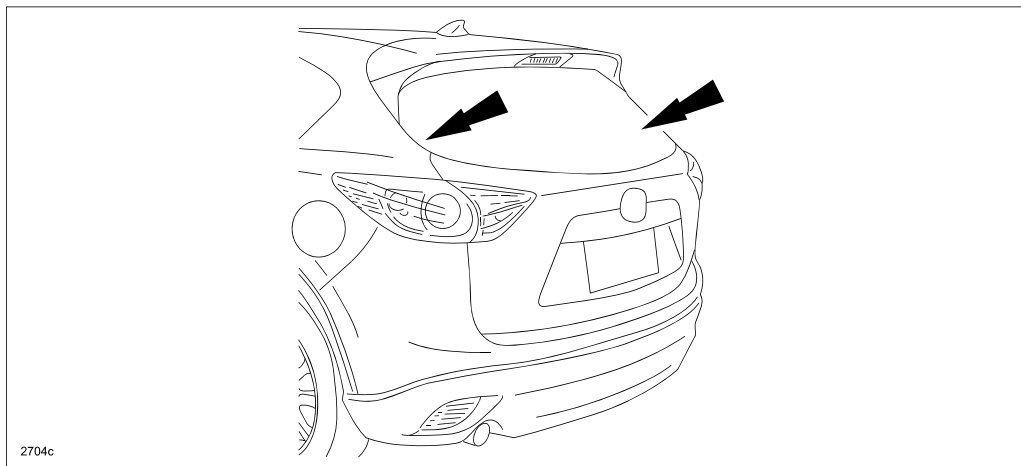
CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers 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.
2. Remove the trunk end trim according to the MS3 online instructions or the Workshop Manual (section 09-17 TRUNK END TRIM REMOVAL/INSTALLATION).
3. Mark the current position of the liftgate lock striker (B).
4. Loosen the bolts (A) so the striker (B) can move.

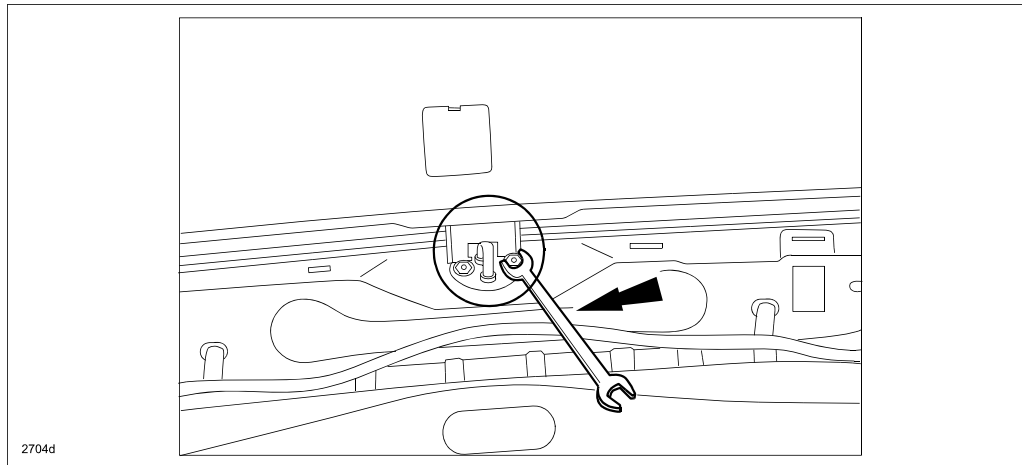


5. Close the liftgate and press both sides of the liftgate glass inward.



NOTE: This step should be performed with the aid of another technician.

6. While one technician applies inward pressure on the liftgate glass from outside the vehicle, the other technician temporarily tightens the bolts from inside the vehicle.



7. Verify the position of the striker has changed inward (toward the vehicle cabin) by 1.0 mm – 1.5 mm.
8. Open the liftgate and tighten the bolts to the specified torque.
Tightening Torque: 14-18 ft. lbf. {19-25 N-m, 1.9-2.5 kgf-m}
9. Ensure the standard liftgate clearance values are met according to the MS3 online instructions or the Workshop Manual (section 09-11 LIFTGATE ADJUSTMENT).
10. Reinstall the trunk end trim according to the MS3 online instructions or the Workshop Manual (section 09-17 TRUNK END TRIM REMOVAL/INSTALLATION).
11. Verify the repair.

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	9H
Part Number Main Cause	D652-62-361 (Striker)
Quantity	0
Operation Number / Labor Hours:	XXH62XAX / 0.3 Hrs.