

# Service Information

Mazda Motor Corporation

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Category <b>S</b>	<b>Repair Guidance</b>	Ref. No. R016/13A	Page 1 of 3
Coverage <input type="checkbox"/> Distributor only <input checked="" type="checkbox"/> Please inform your dealers		Date Issued February 22, 2013	
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 April 24, 2013	
Applicable Model  CX-5 (KE)		Applicable Countries or Specifications  Worldwide	

**REVISED**

**Revision Note: "WARRANTY INFORMATION" has been revised.**

## Subject: Wind Noise from Rear Door while driving at 40 km/h

### DESCRIPTION

Some customers may complain about a wind noise occurring from around the rear door quarter glass while driving around 40Km/h. In case you receive such a complaint repair the vehicle according to the following repair procedure.



### CAUSE

The noise is caused by a gap between the rear door quarter glass and the rear door garnish.

### MASS PRODUCTION CHANGE

A pad has been attached on the rear door quarter glass guide.

### BEGINNING VIN & DATE OF MODIFICATION

#### **EU Spec.**

JMZ KE\*\*\*\*\* 132391 July 30, 2012

#### **Israel Spec.**

JMZ KE\*\*\*\*\* 119591 July 30, 2012

#### **US Spec.**

JM3 KE\*\*\*\*\* 140662 July 30, 2012

#### **ADR Spec.**

JM0 KE\*\*\*\*\* 119591 July 30, 2012

#### **General Spec.**

JM6KE\*\*\*\*\* 119591 July 30, 2012

JM8KE\*\*\*\*\* 119591 July 30, 2012

#### **China Spec.**

JM7KE\*\*\*\*\* 119591 July 30, 2012

#### **Algeria Spec.**

KE\*\*\*\*\* 119591 July 30, 2012

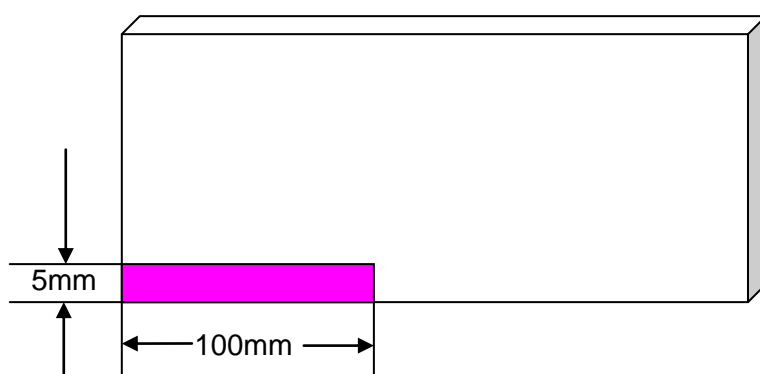
## REPAIR PROCEDURE

Put a masking tape as shown in the figure to cover the gap between the rear door quarter glass and the rear door garnish, and drive the vehicle to verify if the wind noise is gone.

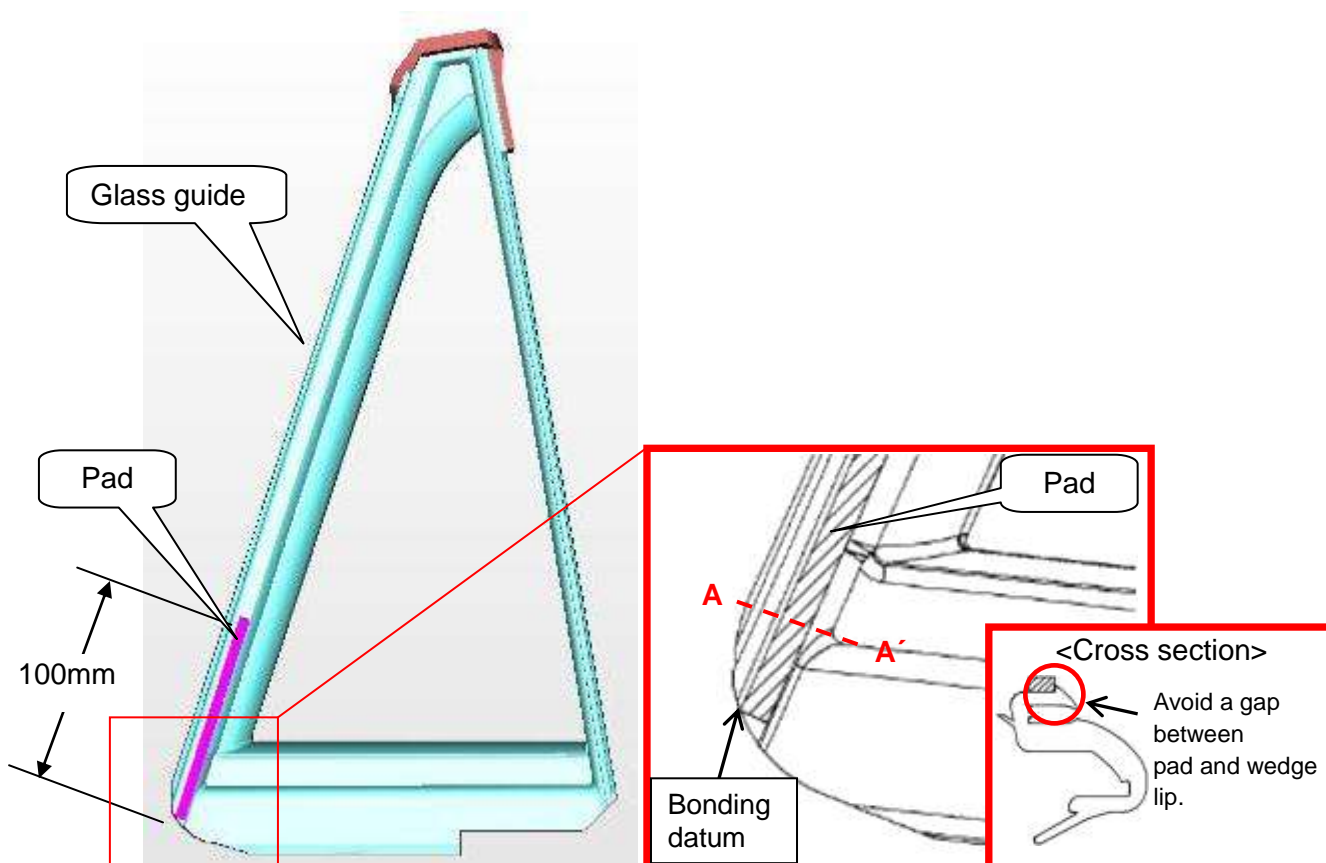
If the noise has stopped, go to the repair procedure below. If the noise has not stopped, this Service Information is not applicable. Therefore proceed with diagnosis for different root cause.



1. Remove the rear door quarter glass and the rear door quarter glass guide. Refer to Workshop Manual "REAR DOOR QUARTER GLASS REMOVAL/INSTALLATION".
2. Cut the pad (NCY1-R1-433) into 5 mm x 100 mm rectangle.



3. Degrease the shaded area of the rear door quarter glass guide as indicated in the figure and attach the pad.



4. Install the rear door quarter glass and its guide. Refer to Workshop Manual "REAR DOOR QUARTER GLASS REMOVAL/INSTALLATION".

PARTS INFORMATION

Part Number	Part Name	Q'ty	Remark
NCY1-R1-433	Soft pad	1	Thickness=3mm 47 vehicles can be repaired for the both sides by one pad.

WARRANTY INFORMATION

Assembly group	S - Body
Subassembly group	97 - WIND NOISE
Symptom Code	82
Damage Code	9H
Causal Part No.	KD53 72 651(RH) or KD53 73 651(LH)
Q'ty	0
OperationNo. & Labor Hours	XXJ3JXRX & 0.4H(One side) <b>w/o : i-stop</b> XXJ6HXRX & 0.5H (One side) <b>with : i-stop</b> XXJ3KXRX & 0.7H(Both sides) <b>regardless of i-stop</b>
Period Covered	Normal warranty period

**NOTE:** Claim the soft pad as related part at first time repair. 47 vehicles can be repaired by one pad.

Ryu Shimizugawa  
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2C50731817 (MC Internal Use)