

# 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 <b>S</b>	<b>Repair Guidance</b>	Ref. No. R027/13A	Page 1 of 4
Coverage <input type="checkbox"/> Distributor only <input checked="" type="checkbox"/> Please inform your dealers		Date Issued April 4, 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 June 18, 2013	
Applicable Model  CX-5 (KE)	Applicable Countries or Specifications  Worldwide		

**REVISED**

**Revision Note: "DATE OF MODIFICATION" has been revised.**

## Subject: Rattle noise from front door window glass

### DESCRIPTION

When driving a vehicle with the front door window glass partially opened for about 1 to 10 cm from the closed position, the door window glass causes a rattle noise.



### CAUSE

The holding force of glass run channel is not sufficient.

### MASS PRODUCTION CHANGE

The shape of glass run channel has been changed to increase the holding force.

### BEGINNING VIN & DATE OF MODIFICATION

#### **EU Spec.**

JMZ KE\*\*\*\* \*\* 150422 **November 28, 2012**

#### **US Spec.**

JM3 KE\*\*\*\* \*\* 300112 **November 28, 2012**

#### **ADR Spec.**

JM0 KE\*\*\*\* \*\* 134693 **November 28, 2012**

#### **General Spec.**

JM6 KE\*\*\*\* \*\* 134693 **November 28, 2012**

JM8 KE\*\*\*\* \*\* 134693 **November 28, 2012**

#### **Israel Spec.**

JMZ KE\*\*\*\* \*\* 134693 **November 28, 2012**

#### **Algeria Spec.**

KE\*\*\*\* 134693 **November 28, 2012**

#### **China Spec.**

JM7KE\*\*\*\* \*\* 134693 **November 28, 2012**

## REPAIR PROCEDURE

Verify that the rattle noise disappears when holding the partly opened window glass or closing the window completely.

If the noise is gone, apply non-woven fabric sheets on the glass run channel according to the following repair procedure..

### <Repair procedure>

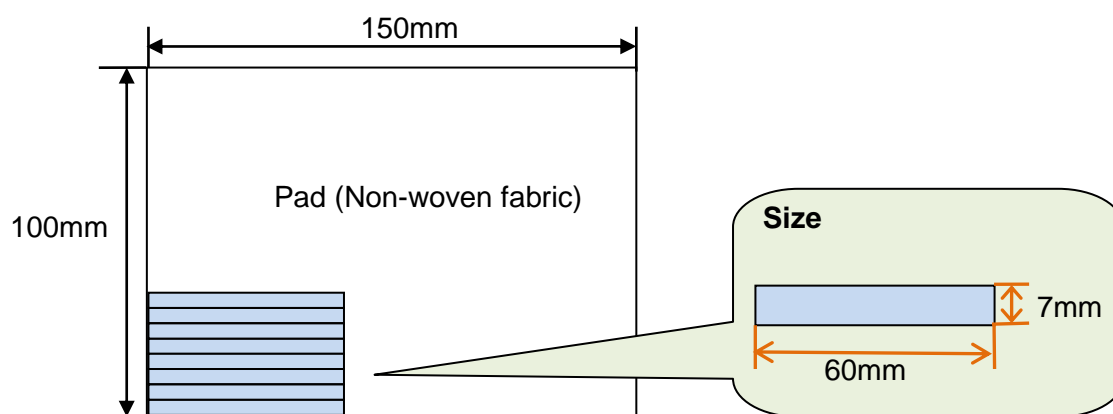
\* The following procedure shows right side glass run channel.

1. Open the door window glass fully.
2. Pull out the glass run channel from the door frame.

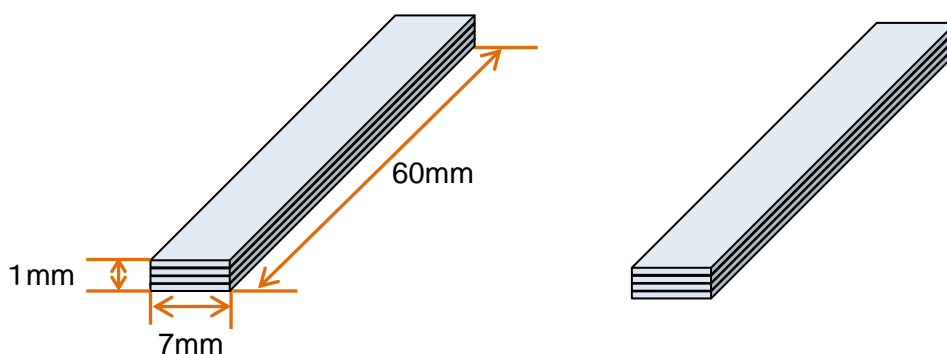


3. Select a sheet of pad in 0.25 mm thickness from the "Noise Parts Set" and cut it to the following size.

\* **8 pieces of 7 X 60 mm size. And prepare 2 sets of 4 pieces in layer.**



**(Prepare 2 sets of 4 pieces in layer.)**



4. Degrease the glass run channel where the pads are applied (2 places) as shown below.

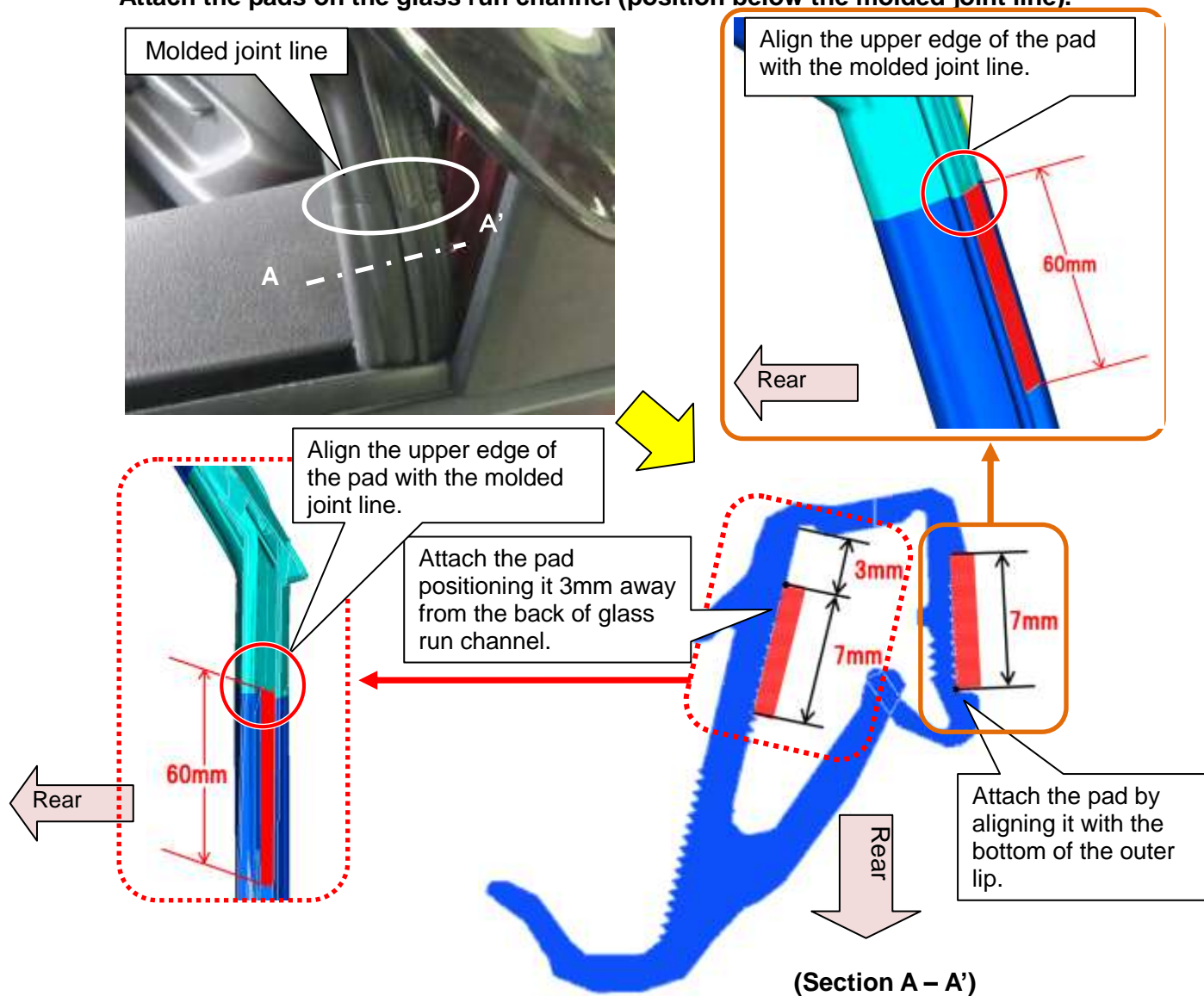


5. Apply primer (silicone remover) to the area where the pads are attached.

\* Procure the primer locally.

\* Recommended primer: 3M product K-540NT, K-500 or 4298UV. If this product cannot be procured any silicone remover suitable for plastics can be used.

\* **Attach the pads on the glass run channel (position below the molded joint line).**



6. Install the glass run channel to the original position.

7. Verify there is no abnormality when door glass is operated up and down.

**\* Repair the left side glass run channel if needed in the same way.**

PART INFORMATION

Part Number	Part Name	Q'ty	Remark
TA01-76-100	Noise parts set	1	Use 0.25mm thickness non-woven fabric (One sheet can repair 4 places)

WARRANTY INFORMATION

Assembly group	S – Body
Subassembly group	14 – WINDOW GLASSES
Symptom Code	82
Damage Code	97
Causal Part No.	KD53 59 605
Q'ty	0
Operation No.& Labor Hours	XXJ5CXRX:0.3H (one side)
	XXJ5DXRX:0.4H (both sides)
Period Covered	Normal warranty period

Note:

- For noise part set, claim as related part at first time repair.
- For the primer, please submit them at first claim as sublet amount with the sublet code “Z9” or “X”.

Ryu Shimizugawa  
Manager, Technical Information Gr.  
Technical Service Dept.  
Mazda Motor Corporation  
2C71701431 (MC Internal Use)