

Service Information

Mazda Motor Corporation

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Category S	Repair Guidance	Ref. No. R029/12B	Page 1 of 4
Coverage <input type="checkbox"/> Distributor only <input checked="" type="checkbox"/> Please inform your dealers		Date Issued April 6, 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 October 31, 2013	
Applicable Model CX-5 (KE)		Applicable Countries or Specifications Worldwide	

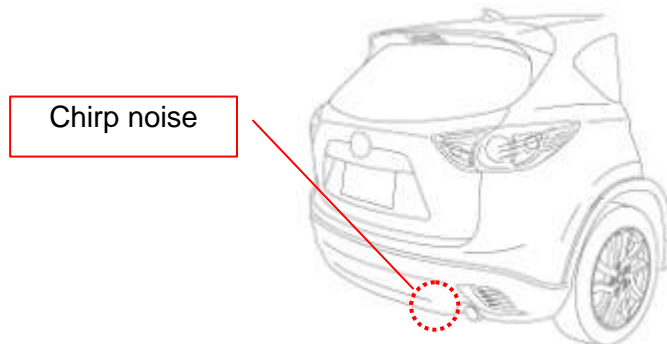
REVISED

Note: "MASS PRODUCTION CHANGE" and "BEGINNING VIN & DATE OF MODIFICATION" have been revised.

Subject: Chirp noise from rear right over 100 km/h (62 MPH)

DESCRIPTION

When driving at 100 km/h (62 MPH) or more, some vehicles may exhibit chirp noise from rear right side.

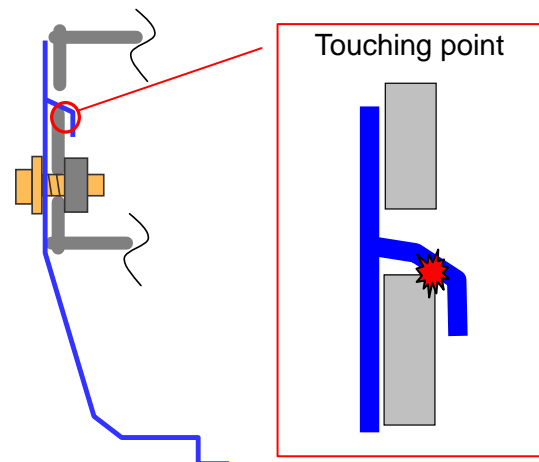
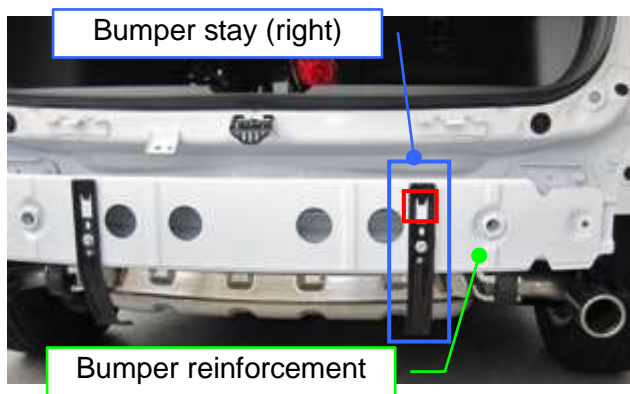


CAUSE

Hook of the right side rear bumper stay and bumper reinforcement is touching in one point. In this case, this may result in a chirp noise by body vibration and wind force at high speed.

<Bumper removed off condition>

<Cross section>



MASS PRODUCTION CHANGE

Pads have been applied to the bumper stay to avoid contact noise.

BEGINNING VIN & DATE OF MODIFICATION

EU Spec.	JMZ KE***** 225476	June 3, 2013
US Spec.	JM3 KE***** 358081	June 3, 2013
ADR Spec.	JM0 KE***** 211377	June 3, 2013
General Spec.	JM6 KE***** 211377	June 3, 2013
	JM8 KE***** 211377	June 3, 2013
Israel Spec.	JMZ KE***** 211377	June 3, 2013
Algeria Spec.	KE**** 211377	June 3, 2013
China Spec.	JM7KE***** 211377	June 3, 2013

REPAIR PROCEDURE

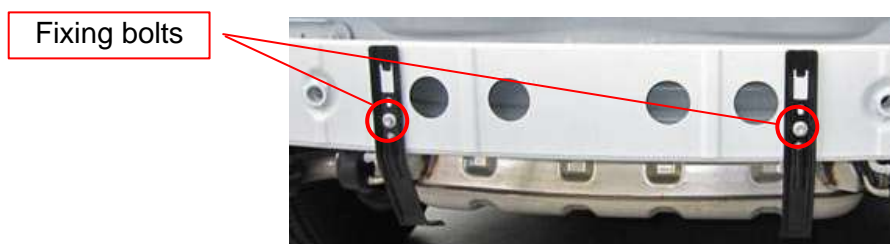
When you encounter a customer complaint on this concern, lightly tap the right side of the rear bumper. If the noise occurs, follow the procedure below to fix the concern.



1. Remove the rear bumper from the vehicle according to Workshop Manual “REAR BUMPER REMOVAL/INSTALLATION”
 2. Confirm whether there is a chirp noise when hitting the lower side of right bumper stay by hand, and confirm the left side also by the same way.
- * **Even if there is no chirp noise on the left side, please perform this repair at both sides.**



3. Remove the stay fixing bolts, then remove the bumper stays (both sides).



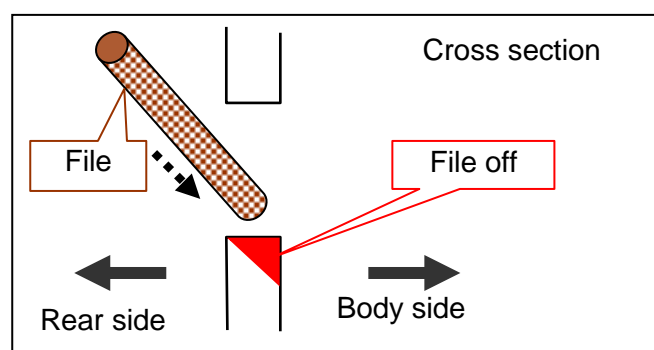
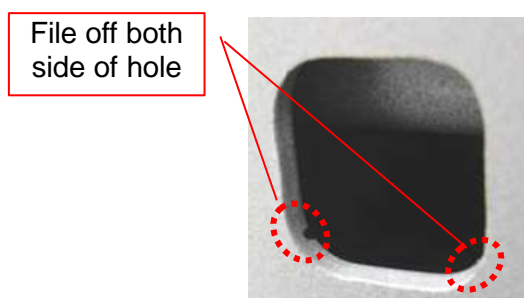
Depending on the VIN of vehicle in repair, go to the following steps.

- **Vehicles of Group A** ⇒ Go to step 4 through 11.
- **Vehicles of Group B** ⇒ Go to step 6 through 11. (Skip the step 4 and 5.)

		Go to step 4 – 11.	Go to step 6 – 11.
		Group A	Group B
EU Spec.	JMZ KE*****	100001 ~ 113950	113951 ~ 225475
US Spec.	JM3 KE*****	100001 ~ 111092	111093 ~ 358080
ADR Spec.	JM0 KE*****	100001 ~ 104715	104716 ~ 211376
General Spec.	JM6 KE*****	100001 ~ 104720	104721 ~ 211376
	JM8 KE*****	100001 ~ 104624	104625 ~ 211376
Israel Spec.	JMZ KE*****	100001 ~ 104714	104715 ~ 211376
Algeria Spec.	KE****	100001 ~ 104714	104715 ~ 211376
China Spec.	JM7KE*****	100001 ~ 104714	104715 ~ 211376

4. File off the inside of both corners of the hole as below.

- * **File off until there is no contact to the hook of the bumper stay.**
- * **Clean the dust by air blow.**

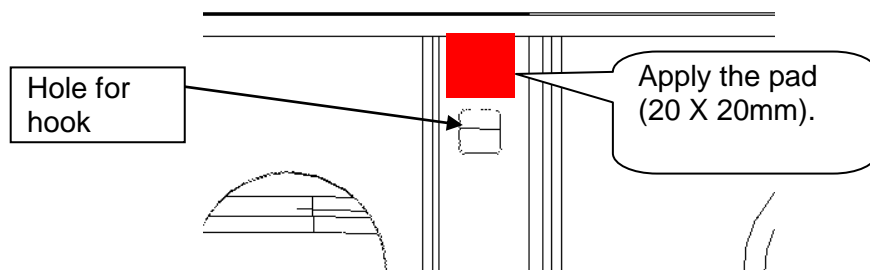


5. Apply touch-up paint to prevent rust, and also apply grease there.

6. Select a sheet of pad in 0.25mm thickness from the “Noise Parts Set” and cut 6 pieces to the following size.

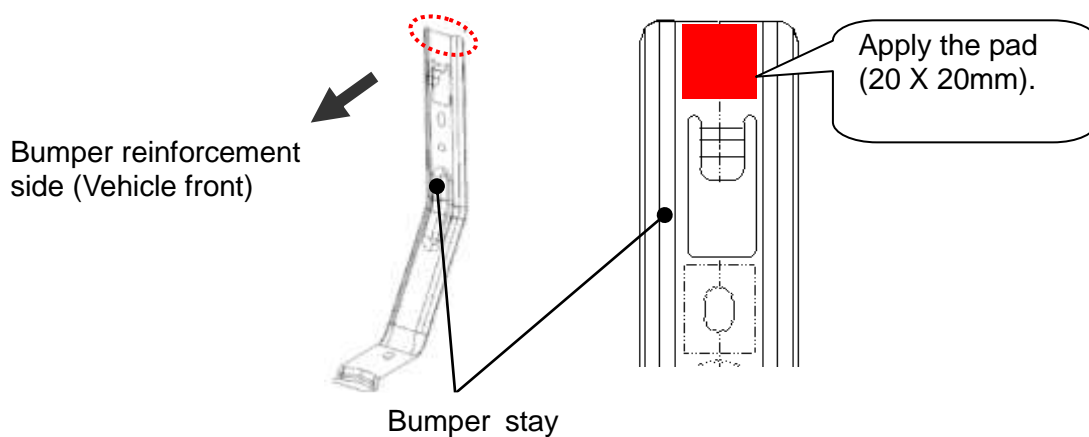
- 4 pieces of 20 X 20mm size
- 2 pieces of 20 X 10mm size

7. Apply two pads (20 X 20mm) along the upper edge of the bumper reinforcement (above the hole for hook) as shown in the figure, one pc. each side.

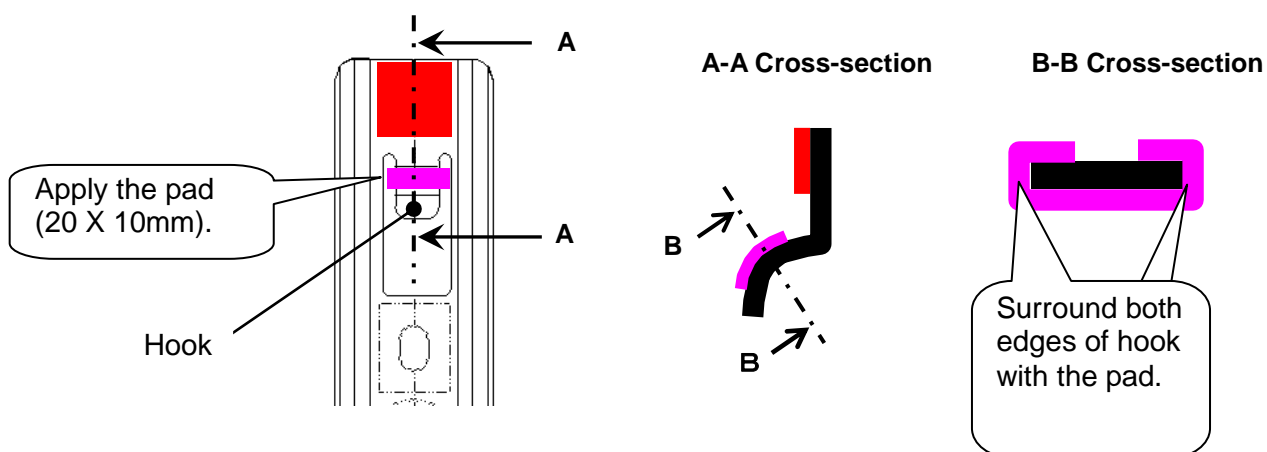


8. Apply two pads on the front side (bumper reinforcement side) of bumper stay.

- (1) Apply the pad (20 X 20mm) on the upper part of bumper stay as shown in the figure, one pc. each side.



- (2) Apply two pads (20 X 10mm) on the hook of bumper stay as shown in the figure, one pc. for each hook.



9. Install the bumper stay. (Tightening Torque : 9 – 13Nm)
10. Install the rear bumper according to Workshop Manual "REAR BUMPER REMOVAL / INSTALLATION"
11. Lightly tap the rear bumper and confirm the noise is disappeared.

PARTS INFORMATION

Part Number	Part Name	Q'ty	Remark
TA01-76-100	Noise Repair Kit	1	Use 0.25mm thickness non-woven fabric (One sheet can repair 7 vehicles)

WARRANTY INFORMATION

Assembly group	S – Body
Subassembly group	02 - BUMPER
Symptom Code	82
Damage Code	97
Causal Part No.	KD53-52-B22 (Bumper Stay)
Q'ty	0
Operation No. & Labor Hours	XXH27XRX & 0.9H (Group A) XXHB6XRX & 0.8H (Group B)
Period Covered	Normal warranty period

Note: For noise part set, claim as related part at first time repair.

Ryu Shimizugawa
Manager, Technical Information Gr.
Technical Service Dept.
Mazda Motor Corporation
2CA1010707 (MC Internal Use)