

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 S	Repair Guidance	Ref. No. R098/13	Page 1 of 4
Coverage <input type="checkbox"/> Distributor only <input checked="" type="checkbox"/> Please inform your dealers		Date Issued November 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 type="checkbox"/> Field Rep.		Date Revised	
Applicable Model CX-5 (KE)		Applicable Countries or Specifications Europe	

[REVISED]

Note: This Service Information supersedes the previous Service Information Ref. No.R052/12. The new Ref. No. R098/13 is established for Europe only. Following the implementation of the mass-production change, REPAIR PROCEDURE and WARRANTY INFORMATION have been revised and PARTS INFORMATION has been added.

Subject: Bonnet vibrates when driving at more than 110Km/h

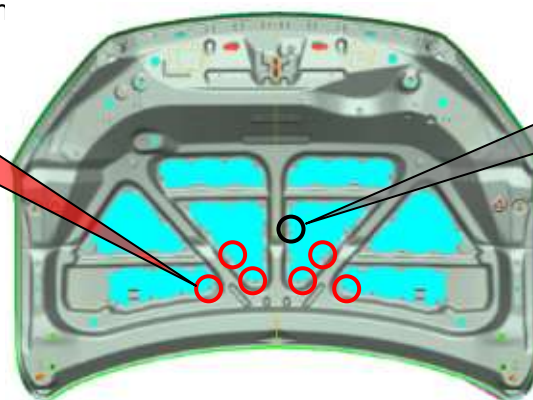
DESCRIPTION

Some vehicles may exhibit a condition that the bonnet vibrates when driving at vehicle speeds of more than 110Km/h.

CAUSE

1. Adhesive filled in the space between the outer panel and the inner frame at the back of the bonnet may be not adequate and separating leading to bonnet vibration. **In addition to this, the adhesive may be separating by high pressurized water being applied when cleaning the bonnet at the production line.**
2. **The preload forces of the cowl grill seal may be insufficient which can also affect the bonnet vibration adversely.**

<Defective adhesive condition
(It is coming off.)>



<Proper adhesive condition>
(It adheres to panel and frame.)>



MASS PRODUCTION CHANGE

In addition to the recent improvement to the above Cause No. 1 (increase of applied adhesive amount), as a measure for the Cause No. 2 the preload force of the cowl grill seal has been increased to reduce bonnet vibration.

BEGINNING VIN & DATE OF MODIFICATION

(Modification of the cowl grill seal)

EU Spec.

JMZ KE***** 244690

September 1, 2013

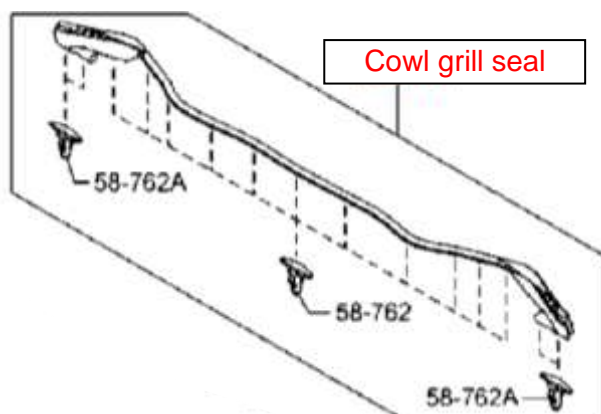
REPAIR PROCEDURE

OUTLINE

1. Verify customer complaint.
2. Replace the cowl grill seal with a modified one with increased preload force.
3. Inspect the factory applied adhesive between the outer panel and the inner frame at the rear of the bonnet whether it has separated or not.
 - If the adhesive is separated, go to STEP 3 and apply additional adhesive in between the outer panel and inner frame at the rear of the bonnet.
 - If the factory applied adhesive is not separated, go to STEP 5.

DETAILS

1. Replace the cowl grill seal with a modified one with increased preload force.
Note: The cowl grill seal is attached to the cowl grill with 15 clips.

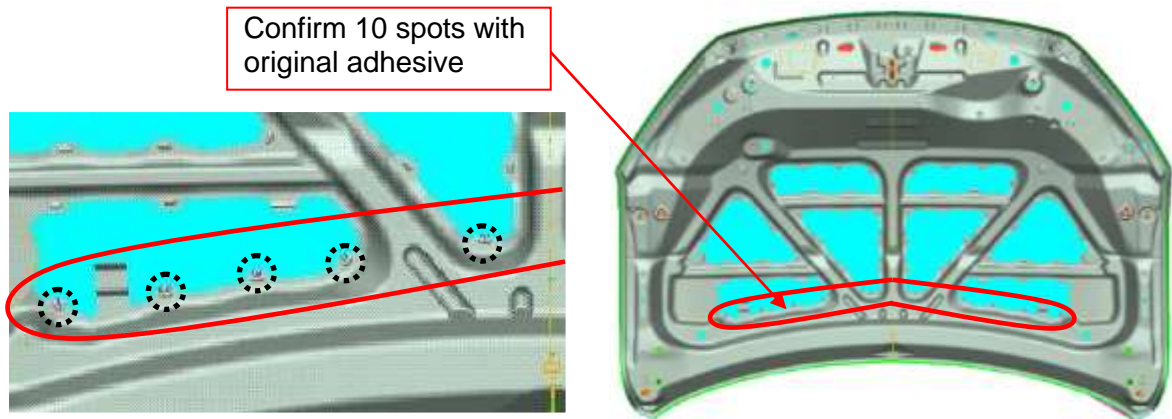


2. Remove the bonnet insulator according to the instruction in the workshop manual [BONNET DISASSEMBLY/ASSEMBLY].
3. Inspect if the factory applied adhesive between the outer panel and the inner frame at the back of the bonnet is separated.
 - If the adhesive is separated, go to STEP 4 and apply additional adhesive in between the outer panel and the inner frame at the back of the bonnet.
 - If the factory applied adhesive is not separated, go to STEP 5.

4. Fill additional adhesive into the gap between the outer panel and the inner frame at the back of the bonnet according to the following procedure.



- (1) Confirm the 10 spots with the adhesive shown in the figure. Additional adhesive should be applied between these 10 original adhesive spots.

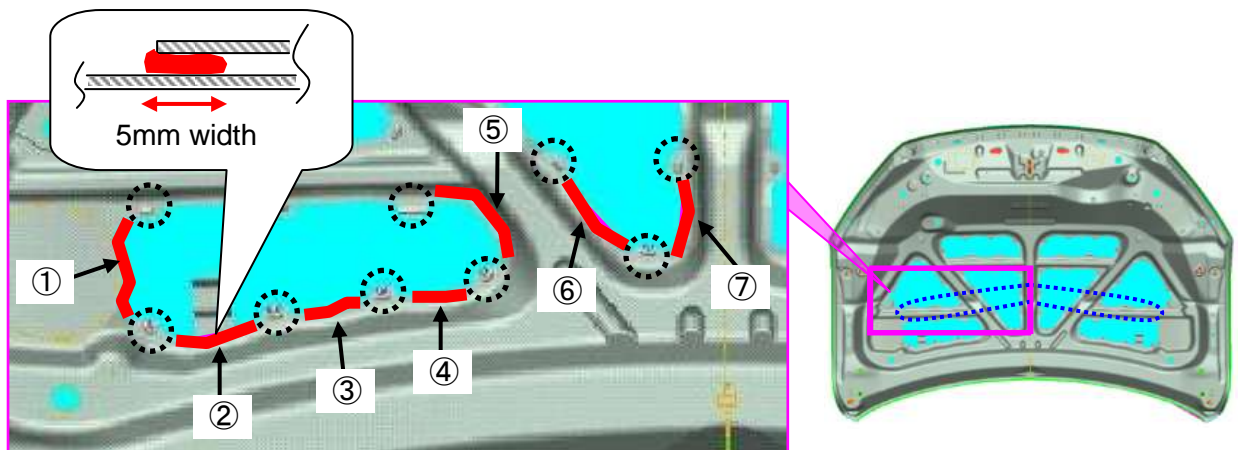
NOTE: For other original adhesive spots, it is not necessary to apply additional adhesive even if the adhesive is already separated because it does not influence the bonnet vibration.



- (2) Apply 5mm width additional adhesive spots by filling in the gaps in between the outer panel and the inner frame between the factory applied adhesive spots. (Apply adhesive at ①~⑦ spots in the figure).

NOTE: It is not necessary to apply additional adhesive over the factory applied adhesive spots even when they are already separated.

-  : Spots where additional body adhesive must be applied.
 : Spots where original adhesive is applied.



NOTE: The illustration shows the right half of the bonnet. For the left half, apply adhesive at the same 7 spots in the same manner as on the right half. Adhesive must be applied at total 14 spots.

NOTE: Any surplus adhesive dripping off should be removed or smoothed with a spatula.

5. Road test the vehicle and check if the bonnet vibration has disappeared or come to an acceptable level.

NOTE: Before test driving, allow the adhesive to dry for minimum 4hrs. Otherwise there is a potential risk for outer panel and inner frame to separate again.

6. Install the bonnet insulator.

PARTS INFORMATION

Part Number		Part Name	Q'ty
New	Old		
KD53-56-760A	KD53-56-760	Cowl Grill Seal	1
TB12-27-C00		Adhesive	1

WARRANTY INFORMATION

Assembly group	S - Body
Subassembly group	05 - BONNET (HOOD) & TRUNK LID
Symptom Code	83
Damage Code	97
Causal Part No.	KD53-56-760A (Cowl Grill Seal)
Q'ty	1
Operation No. Labor Hours	<p>■ Cowl Grill Seal, R&R & Adhesive, Inspection XXK18XRX & 0.2H</p> <p>■ Cowl Grill Seal, R&R by Adhesive, Application XXK19XRX & 0.3H</p>
Period Covered	Normal warranty period

Note: Claim adhesive sealant as related part. (TB12-27-C00; Qty=1)

Ryu Shimizugawa
Manager, Technical Information Gr.
Technical Service Dept.
Mazda Motor Corporation
2CA1810802 2C32713927
(MC Internal Use)