

Service Information

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Category S	Repair Guidance	Ref. No. R027/13B	Page 1 of 7
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 February 21, 2014	
Applicable Model CX-5 (KE)		Applicable Countries or Specifications Worldwide	

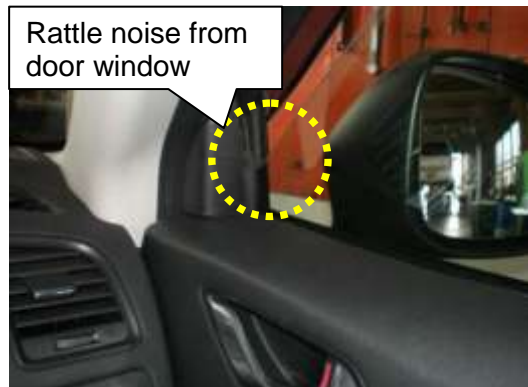
REVISED

Revision Note: BEGINNING VIN & DATE OF MODIFICATION , REPAIR PROCEDURE and MASS PRODUCTION CHANGE have been changed.

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**** ** 271974 January 13, 2014 (LHD)

JMZ KE**** ** 158496 January 13, 2014 (RHD)

US Spec.

JM3 KE**** ** 433172 January 13, 2014

ADR Spec.

JM0 KE**** ** 237892 January 13, 2014

General Spec.

JM6 KE**** ** 237892 January 13, 2014

JM8 KE**** ** 237892 January 13, 2014

Israel Spec.

JMZ KE**** ** 237892 January 13, 2014

Algeria Spec.

KE**** 237892 January 13, 2014

China Spec.

JM7KE**** ** 237892 January 13, 2014

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>

Perform the applicable repair procedure (A or B) according to the following VIN range.

Repair procedure A.

EU Spec.

JMZ KE**** ** 100001 to 150422

US Spec.

JM3 KE**** ** 100001 to 300112

ADR Spec.

JM0 KE**** ** 100001 to 134693

General Spec.

JM6 KE**** ** 100001 to 134693

JM8 KE**** ** 100001 to 134693

Israel Spec.

JMZ KE**** ** 100001 to 134693

Algeria Spec.

KE**** 100001 to 13469

China Spec.

JM7KE**** ** 100001 to 134693

Repair procedure B.

EU Spec.

JMZ KE**** ** 150423 to 271973 (LHD)

JMZ KE**** ** 150423 to 158496 (RHD)

US Spec.

JM3 KE**** ** 300113 to 433171

ADR Spec.

JM0 KE**** ** 134694 to 237891

General Spec.

JM6 KE**** ** 134694 to 237891

JM8 KE**** ** 134694 to 237891

Israel Spec.

JMZ KE**** ** 134694 to 237891

Algeria Spec.

KE**** 134694 to 237891

China Spec.

JM7KE**** ** 134694 to 237891

Repair procedure A

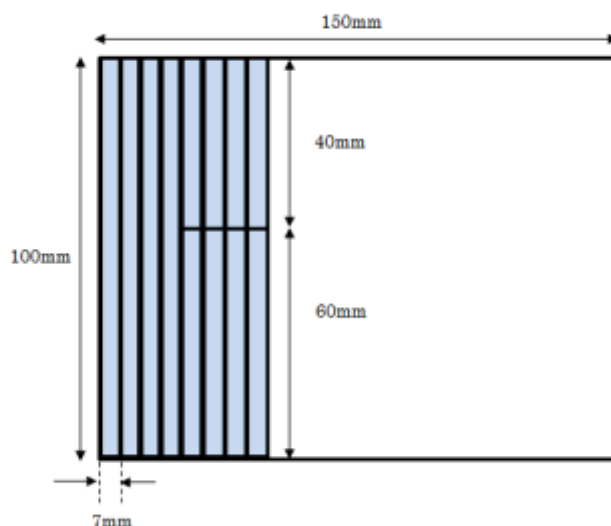
* The following procedure shows right side glass run channel.

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

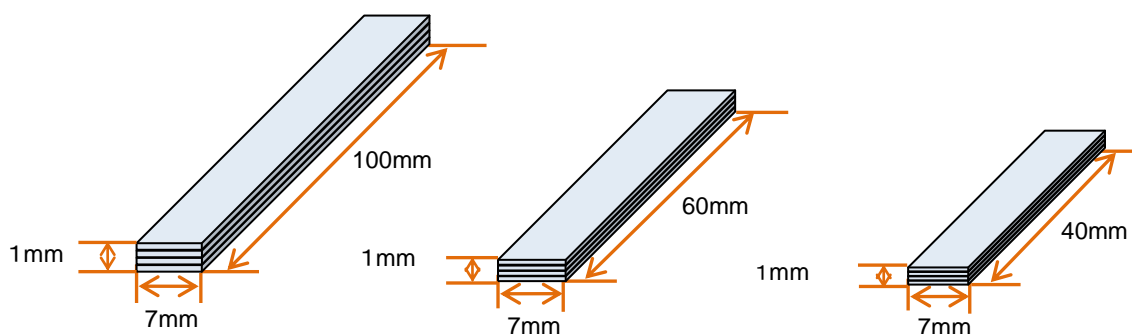


3. Select a sheet of pad in 0.25 mm thickness from the “Noise Parts Set” and cut it to the following size.

*** 4 pieces of 7 X 100 mm, 4 pieces of 7 X 60 mm and 4 pieces of 7 X 40 mm size.
And prepare 3 sets of 4 pieces in layer as shown in the below pictures.**



(Prepare 3 sets of 4 pieces in layer.)



4. Degrease the glass run channel where the pads are applied (3 places) as shown below.

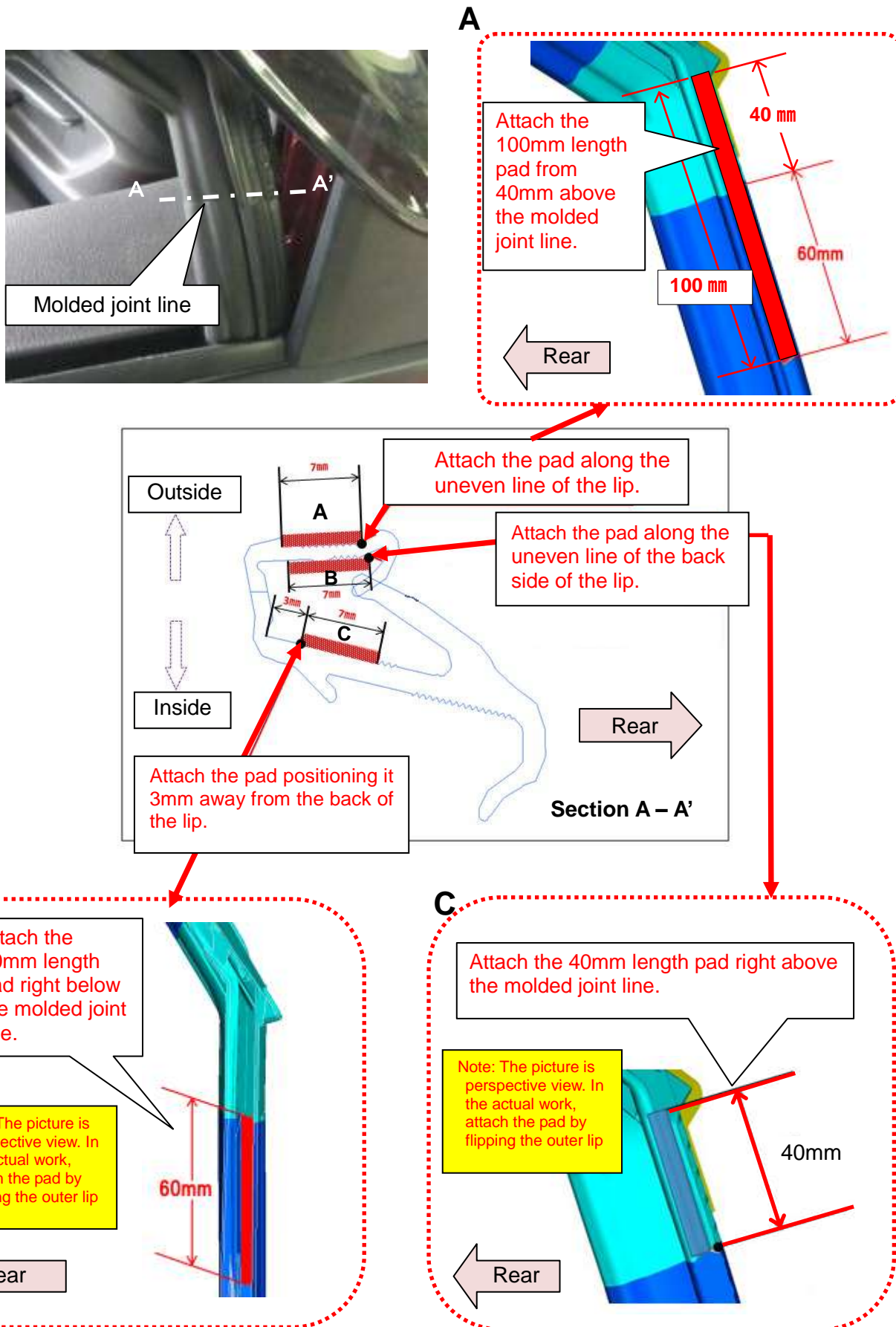


5. Apply primer (silicone remover) to the area where the pads are attached.

* 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.

6. *Attach the 3 pads on the glass run channel as shown in the below picture.



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

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

Repair procedure B

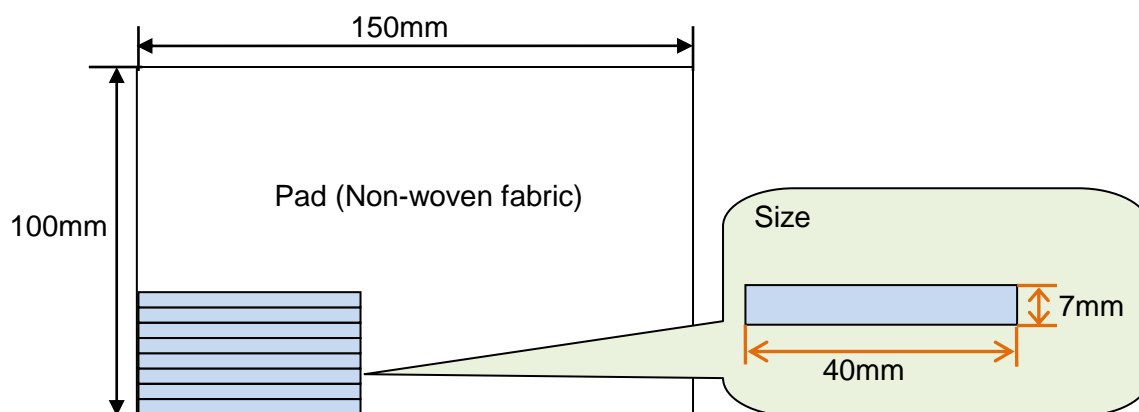
* The following procedure shows right side glass run channel.

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

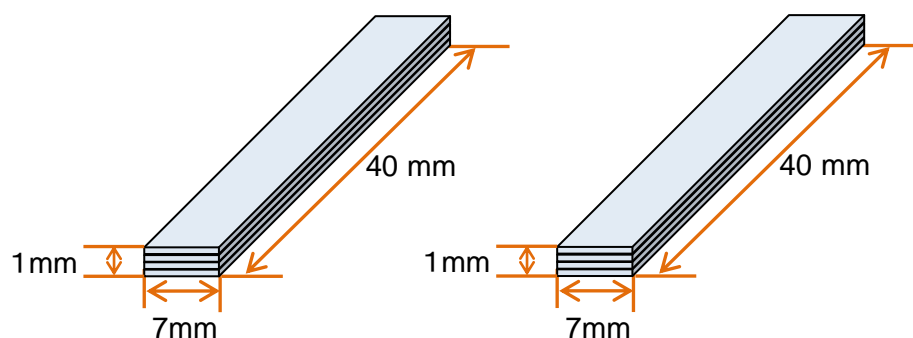


3. Select a sheet of pad in 0.25 mm thickness from the "Noise Parts Set" and cut it to the following size.

*** 8 pieces of 7 X 40 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.



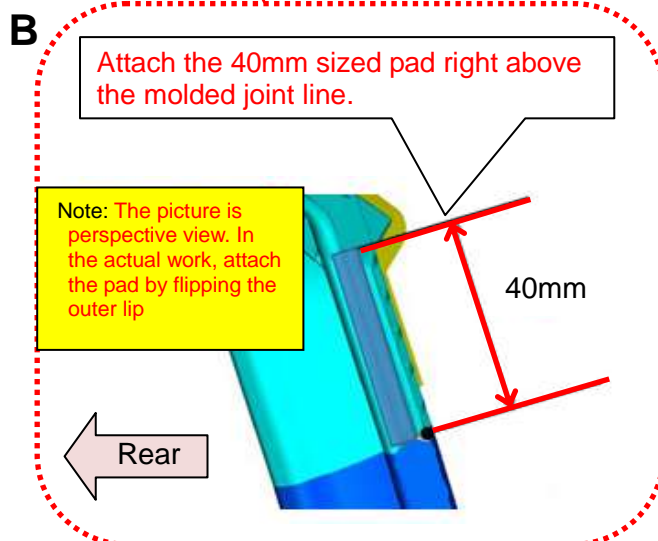
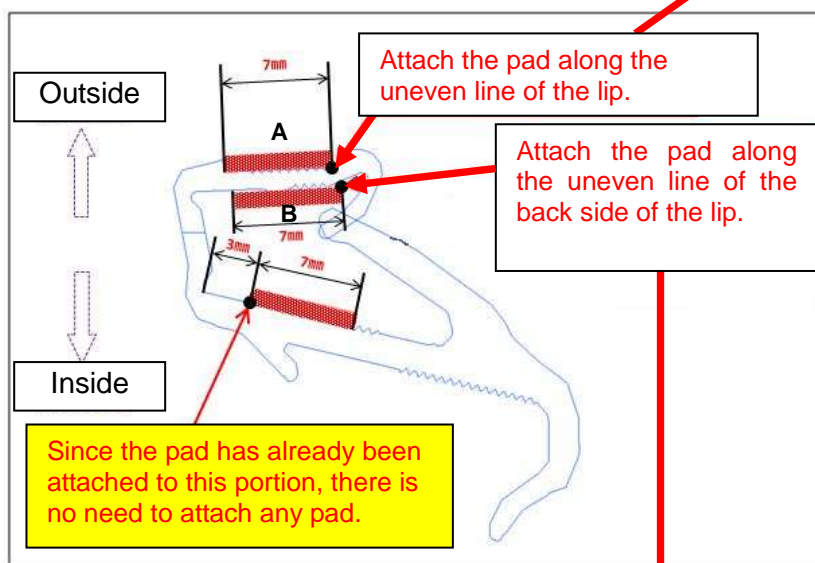
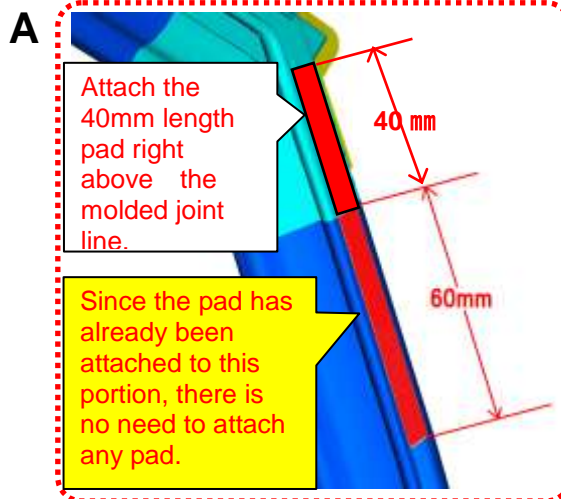
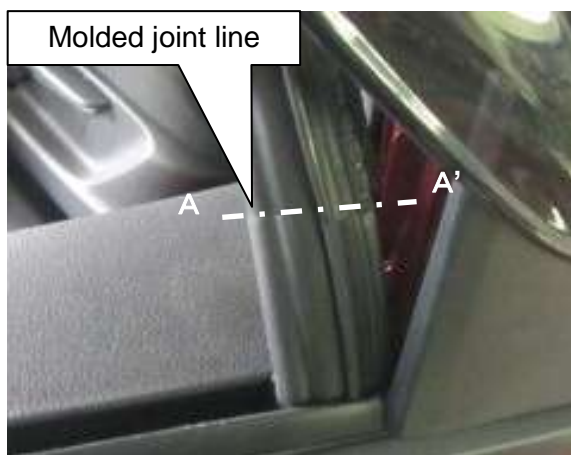
5. Apply primer (silicone remover) to the area where the pads are attached.

* 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.

6. *Attach the 2 pads on the glass run channel as shown in the below picture.

*** Attach the 2 pads on the glass run channel (position above the molded joint line).**



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

8. 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 (Procedure A: One sheet can repair 2 vehicles, Procedure B: One sheet can repair 5 vehicles)

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)