

# Service Information

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Category <b>S</b>	<b>Repair Guidance</b>	Ref. No. R017/12E	Page 1 of 5
Coverage <input type="checkbox"/> Distributor only <input checked="" type="checkbox"/> Please inform your dealers		Date Issued February 23, 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 <b>December 13, 2013</b>	
Applicable Model  CX-5 (KE)	Applicable Countries or Specifications  Worldwide		

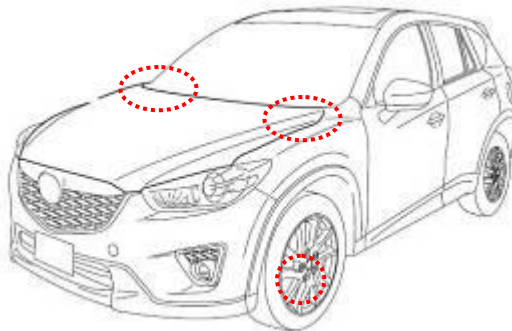
**REVISED**

**Revision Note: "MASS PRODUCTION CHANGE", "REPAIR PROCEDURE" and "WARRANTY INFORMATION" have been changed.**

**Subject: Rattle noise from instrumental panel and/or creak noise from A-pillar when driving on rough roads or over bumps**

## DESCRIPTION

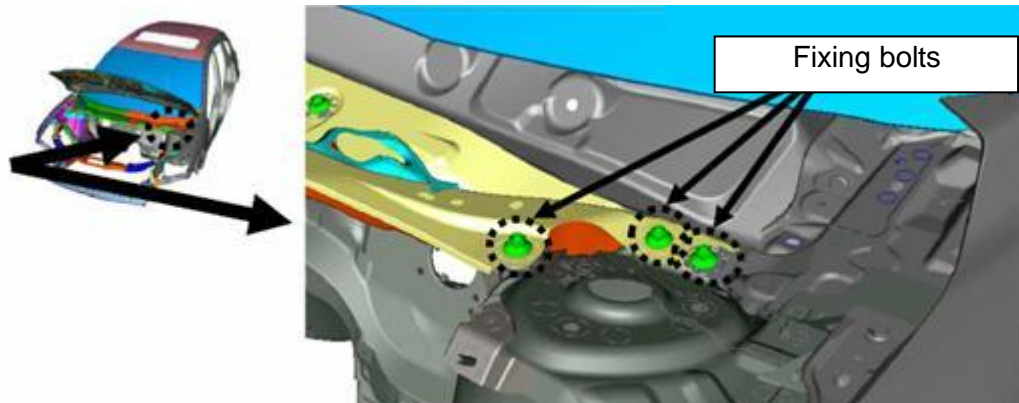
When driving on rough roads or over bumps, some vehicles may exhibit a rattle noise from the front of the instrumental panel and/or a creak noise from the bottom of the A-pillar.



## CAUSE

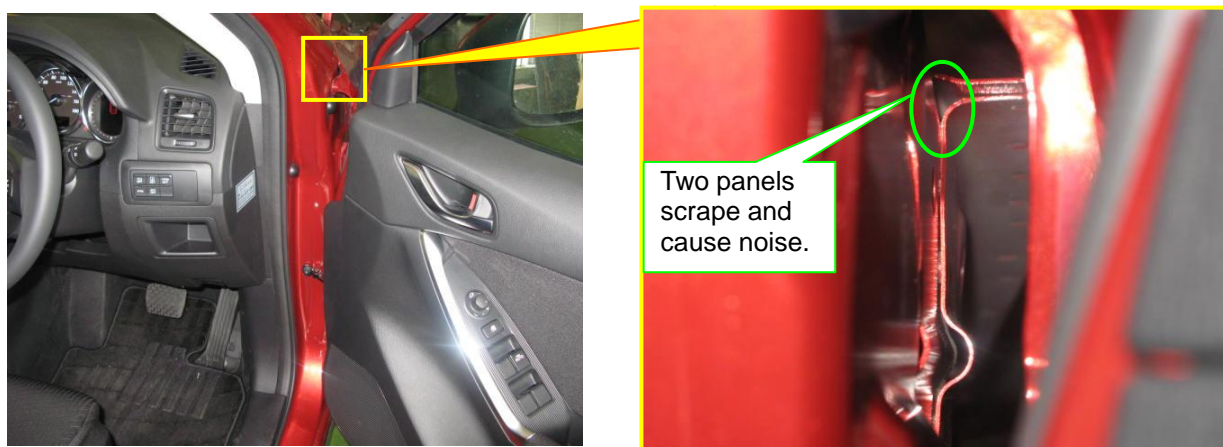
### <RATTLE NOISE>

Low torque of cowl panel fixing bolts.



<CREAK NOISE>

Two panels jointing at the bottom of the A-pillar scrape each other causing the noise.



MASS PRODUCTION CHANGE & BEGINNING VIN & DATE OF MODIFICATION

<RATTLE NOISE>

TBD

<CREAK NOISE>

The welding area has been optimized.

**EU Spec.**

JMZ KE\*\*\*\*\*124355 June 1, 2012

**Israel Spec.**

JMZ KE\*\*\*\*\*113365 June 1, 2012

**US Spec.**

JM3 KE\*\*\*\*\*128359 June 1, 2012

**ADR Spec.**

JM0 KE\*\*\*\*\*113365 June 1, 2012

**General Spec.**

JM6KE\*\*\*\*\*113365 June 1, 2012

JM8KE\*\*\*\*\*113365 June 1, 2012

**China Spec.**

JM7KE\*\*\*\*\*113365 June 1, 2012

**Algeria Spec.**

KE\*\*\*\*113365 June 1, 2012

REPAIR PROCEDURE

It may be difficult to distinguish between the two noises, the “RATTLE NOISE” and the “CREAK NOISE”, so proceed the repair in the following way.

**[Vehicles assembled before production change for “CREAK NOISE”].**

Repair “CREAK NOISE” if it is not done yet and “RATTLE NOISE”.

**NOTE:** For “CREAK NOISE”, identify from which side, right or left, the noise comes and repair the problem side(s) only.

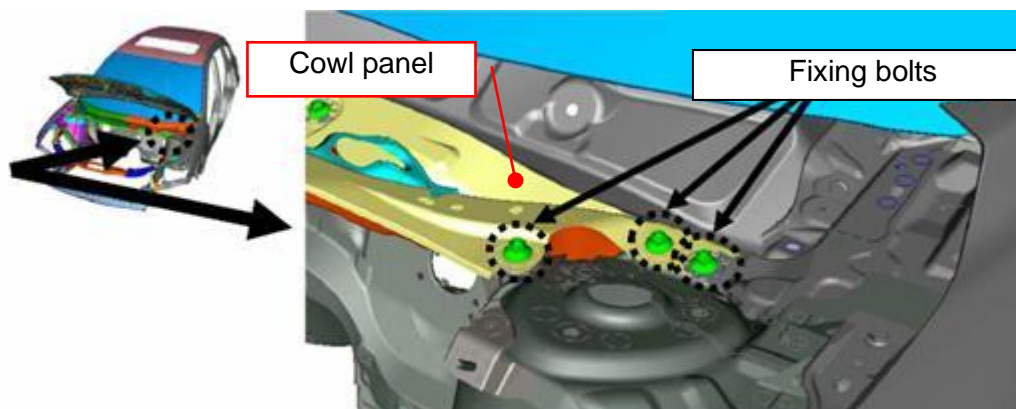
**[Vehicles assembled after mass-production change of “CREAK NOISE”].**

Repair “RATTLE NOISE” only.

### <RATTLE NOISE>

When you encounter a customer complaint on this concern, fix the concern according to the following procedure.

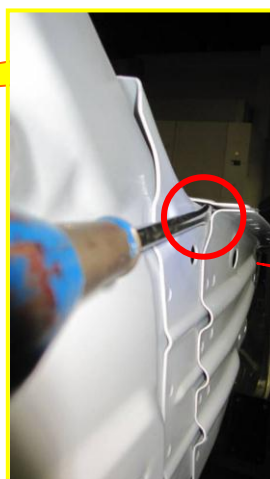
1. Remove the cowl grille according to Workshop Manual "COWL GRILLE REMOVAL / INSTALLATION".
2. Retighten the cowl panel fixing bolts (both sides, total 6pcs).  
※Tightening torque: 22 - 30 Nm



3. Attach the cowl grille according to Workshop Manual "COWL GRILLE REMOVAL / INSTALLATION".

### <CREAK NOISE>

Enlarge the clearance between two panels at the problem side using an appropriate tool (a covered flat-blade screwdriver).



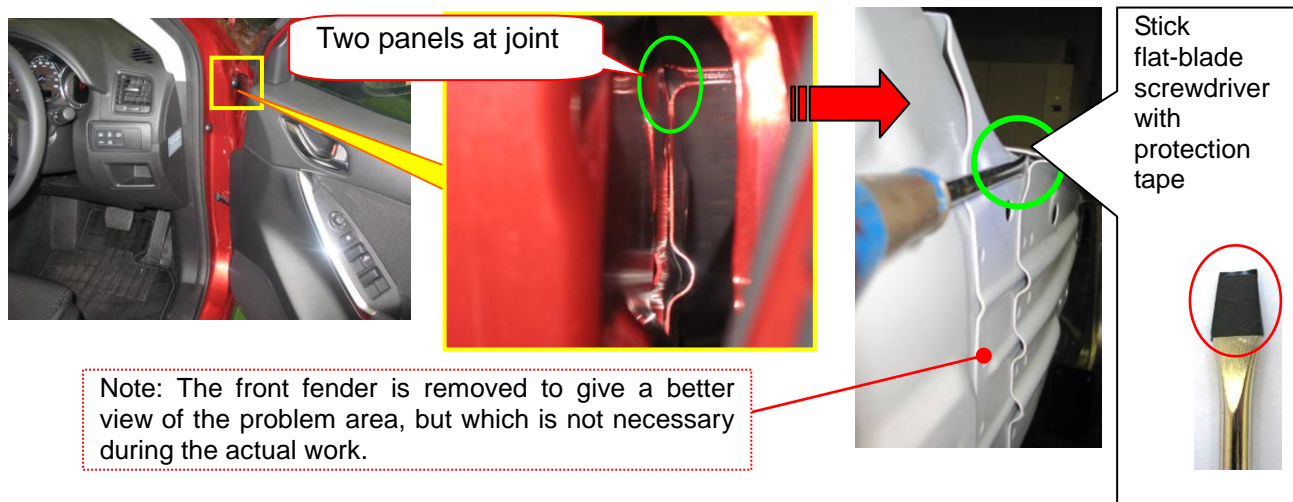
NOTE: In the picture, the front fender is removed to give a better view of the problem area. During the actual work, the removal is not necessary.

Produce clearance between two panels here.

1. Remove the mud guard according to the instruction in the Workshop Manual [MUD GUARD REMOVAL/INSTALL].
2. Remove the cowl side seal plate and the fender seal plate.

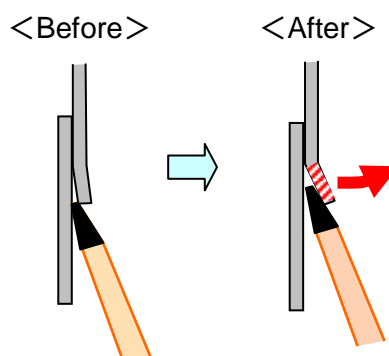
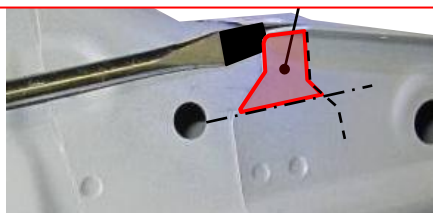


3. Open the front door and stick a covered flat-blade screwdriver between the two panels at joint.



Force bent the cowl side reinforcement panel to make a clearance more than 1mm between the opposite panel.

Force bent the panel in the red tinted to apart from the opposite panel providing a clearance more than 1mm.



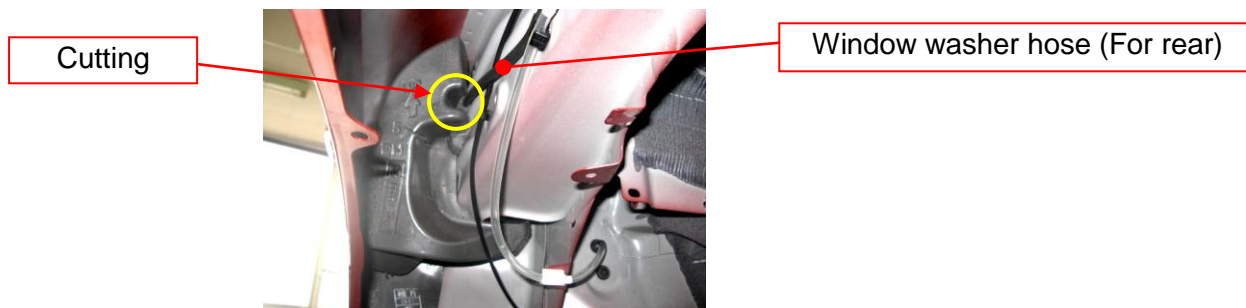
**NOTE:**

- To avoid damaging paint, wrap protection tape on the tip of the flat-blade screwdriver.
- If there are scratches on the panels, apply appropriate corrosion protection primer.

4. Install the removed parts in the reverse order of removal.

**NOTE:**

When installing the cowl side seal plate, make sure to install the rear window washer hose in the cutting to avoid damage to the hose.



**WARRANTY INFORMATION**

Select one according to the work you performed.

**Type A: RATTLE NOISE and CREAK NOISE**

Retighten fixing bolts of cowl panel and enlarge clearance between two panels at A-pillar bottom.

Assembly group	S – Body
Subassembly group	06 - BODY PANEL & FLOOR ATTACHMENT
Symptom Code	82
Damage Code	9G
Causal Part No.	9KD8-00-816B (bolt)
Q'ty	0
Operation No. & Labor Hours	XXK28ARX & 0.7H (One side) XXK28BRX & 1.1H (Both sides)
Period Covered	Normal warranty period

**Type B: RATTLE NOISE only**

Retighten fixing bolts of cowl panel.

Assembly group	S – Body
Subassembly group	06 - BODY PANEL & FLOOR ATTACHMENT
Symptom Code	82
Damage Code	9G
Causal Part No.	9KD8-00-816B (bolt)
Q'ty	0
Operation No. & Labor Hours	XXK29XRX & 0.3H
Period Covered	Normal warranty period