

# Service Information

Mazda Motor Corporation

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Category <b>K</b>	<b>Repair Guidance</b>	Ref. No. R109/13 <b>C</b>	Page 1 of 3
Coverage <input type="checkbox"/> Distributor only <input checked="" type="checkbox"/> Please inform your dealers		Date Issued December 20, 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 <b>March 26, 2015</b>	
Applicable Model CX-5(KE), Mazda6(GJ), Mazda3(BM): with SKYACTIV-DRIVE		Applicable Countries or Specifications Worldwide	

**REVISED**

**Revision Note: "Automatic transaxle serial number" has been added.**

## Subject: Whining Noise from Automatic Transaxle

### DESCRIPTION

Some customers may complain of a whining noise from the automatic transaxle when driving at 15 km/h (10MPH) or above.

### CAUSE

The bearing in the transaxle may be damaged due to improper configuration of the transaxle case.

### BEGINNING VIN & DATE OF MODIFICATION

#### **Mazda3 (BL) (not for Europe):**

Mass-production is completed.

#### **Mazda3 (BM)**

Spec.	Beginning VIN	Date of Modification
ADR	JM0 BM **** **	December 01, 2013
General	JM6 BM **** **	
	JM7 BM **** **	
Israel	JMZ BM **** **	November 11, 2013
EC	JMZ BM **** **	
US	JM1 BM **** **	

#### **Mazda6 (GJ)**

Spec.	Beginning VIN	Date of Modification
ADR	JM0 GJ **** **	December 1, 2013
General	JM6 GJ **** **	
	JM7 GJ **** **	
Algerian	GJ **** **	November 12, 2013
Israel	JMZ GJ **** **	
EC	JMZ GJ **** **	
US	JM1 GJ **** **	

**CX-5(KE)**

Spec.	Beginning VIN	Date of Modification
ADR	JM0 KE **** **	<b>December 01, 2013</b>
General	JM6 KE **** **	
	JM8 KE **** **	
China	JM7 KE **** **	
Algerian	KE **** **	
Israel	JMZ KE **** **	
EC	JMZ KE **** **	<b>263391</b>
UK	JMZ KE **** **	<b>165800</b>
US	JM3 KE **** **	<b>415164</b>
		<b>November 11, 2013</b>

**Note:** The modification has been implemented on automatic transaxles with the serial number **3TR111680** and higher, or **3TD1104906** and higher.

<How to read out the serial number>  
Below table shows the rule of the serial number.  
Example, 3TR111680 is Nov. 2013 production.

<b>3</b> Year	<b>TR</b> Production line	<b>11</b> Month	<b>11680</b> Number
1=2011		01=Jan.	
2=2012		02=Feb.	
3=2013		03=Mar.	
4=2014		04=Apr.	
...		...	

**REPAIR PROCEDURE**

When you encounter a customer complaint on this concern, verify if the noise is the same as the one in the attached sound file. Record the noise at the customer's vehicle and attach the sound file to the prior approval request.

After prior approval request was accepted replace the 6AT assembly with a new one according to the workshop manual.

**PART INFORMATION**

Part Number	Part Name	Q'ty	Remark
****-03-000*	6AT assembly	1	Confirm the part number in the EPC for the subject VIN.

WARRANTY INFORMATION

**Mazda3 (BM) and Mazda6 (GJ):**

Assembly group	K - Automatic transmission
Subassembly group	01 - TRANSMISSION COMPLETE (AUTOMATIC TRANSMISSION)
Symptom Code	82
Damage Code	9G
Causal Part No.	****-03-000*
Q'ty	1
Operation No.	XXK23ARX
Labor Hours	4.5 Hrs.
Period Covered	Normal Warranty Period
Prior Approval necessary	YES

**CX-5 (KE):**

	2WD	4WD
Assembly group	K - Automatic transmission	
Subassembly group	01 - TRANSMISSION COMPLETE (AUTOMATIC TRANSMISSION)	
Symptom Code	82	82
Damage Code	9G	9G
Causal Part No.	****-03-000*	****-03-000*
Q'ty	1	1
Operation No.	XXK23CRX	XXK23CRX
Labor Hours	4.8 Hrs	6.8 Hrs
Period Covered	Normal Warranty Period	
Prior Approval necessary	YES	

**Mazda3 (BL) (not for Europe):**

Symptom Code	82
Damage Code	9G
Causal Part No.	****-03-000*
Q'ty	1
Operation No.	XXK23BRX
Labor Hours	4.4Hrs
Period Covered	Normal Warranty Period

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2C31451419 (MC Internal Use)