

Service Information

Mazda Motor Corporation

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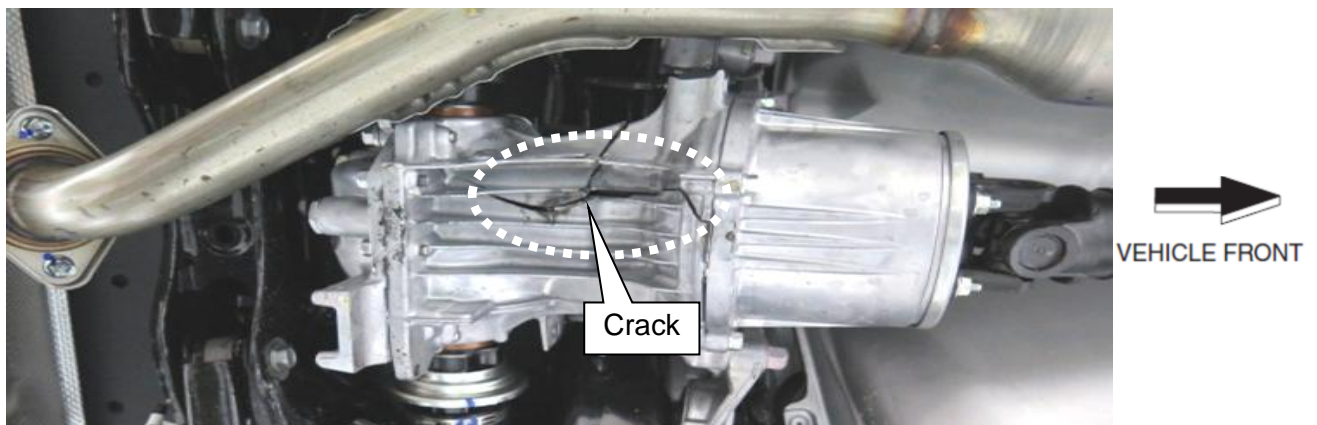


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| Category M | Technical | Ref. No. E006/18 | Page 1 of 2 |
| Coverage <input type="checkbox"/> Distributor only <input checked="" type="checkbox"/> Please inform your dealers | | Date Issued April 17, 2018 | |
| Please convey this information to your <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 | |
| Applicable Model All Models equipped with i-ACTIV AWD | | Applicable Countries and/or Vehicle Specifications Worldwide | |

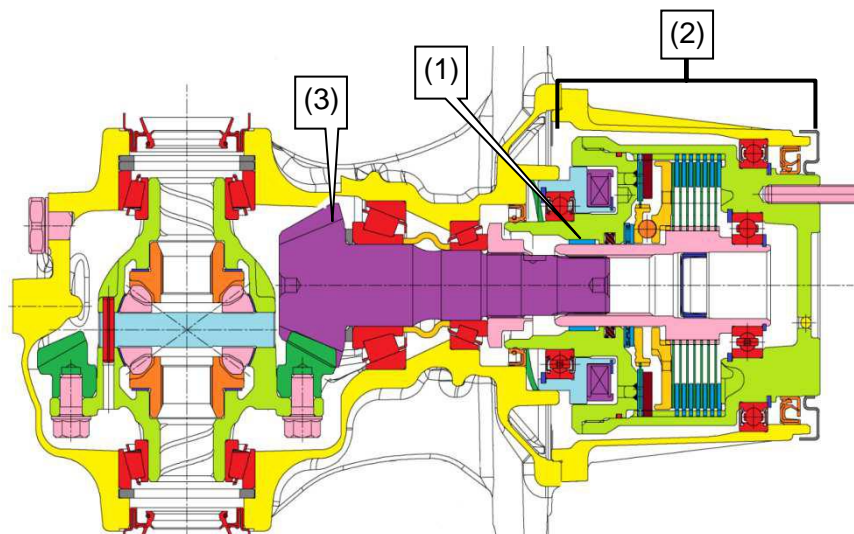
Subject: Rear Differential Case broken due to improper handling of new vehicles

DESCRIPTION

Some cases have been reported on new vehicles with i-ACTIV AWD just delivered to dealer or being in dealer stock that the rear differential case (1) is cracked as shown in figure.



Upon investigation, the sliding bearing (1) in the coupling (2) is seized causing the coupling component to have loose fit. Then the pinion shaft head (3) contacts the differential case to crack.



The damage to the sliding bearing may be caused by improper handling of new vehicles and therefore this Service Information is to provide the following cautions to prevent recurrence.

Caution when driving AWD vehicles

1. **Be sure to release Electric Parking Brake (EPB) before starting the vehicle.** If a vehicle is started aggressively with the EPB applied, a higher torque and slipping occur in the coupling component causing damage to the sliding bearing.

To release the EPB manually, firmly depress the brake pedal and press the EPB switch.

NOTE: The EPB can be released while the ignition is switched ON or the engine is running.

To release the EPB automatically, depress the accelerator pedal with the EPB applied in the following conditions.

- The engine is running.
- **The driver's door is closed.**
- **The driver's seat belt is fastened.**
(Manual transaxle)
- The shift lever is in a position other than neutral.
- The clutch pedal is depressed halfway.
(Automatic transaxle)
- Selector lever is in the D, M, or R position

IMPORTANT: These conditions may not be followed during new vehicles transportation operation.

When the AUTOHOLD system is turned ON, the EPB is automatically applied and the AUTOHOLD is released under the following conditions. Do not forget to release the EPB when this happens.

- The driver's seat belt is unfastened.
- The driver's door is opened.
- When about 10 minutes or longer have passed since the AUTOHOLD operation started.

2. **When unloading a vehicle from trailer, be sure that tire bands are removed and avoid aggressive start to prevent slipping in the coupling by a large difference of rotation between the front and rear wheels.**

NOTE: If a vehicle is left for a long period of time on trailer with the front end lifted, oil in the rear differential unit moves to the rear side and thus the sliding bearing in the coupling (front side) gets a lack of lubrication. If the vehicle is started aggressively in this condition, it causes damage to the sliding bearing.

This Service Information is applicable to customer vehicles as well. If the vehicle is parked on an inclined surface with the front end up for a long period of time and started aggressively later on, the same situation as described in the above NOTE is likely to occur.

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