

Service Information

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Category S	Repair Guidance	Ref. No. R017/12C	Page 1 of 5
Coverage ☐ Distributor only ☒ Please inform your dealers		Date Issued February 23, 2012	
Please convey this information to your ☒ Warranty Dept. ☒ Parts Dept. ☐ Director ☒ General Manager ☐ Training Dept. ☐ Field Rep.		Date Revised July 20, 2012	
Applicable Model CX-5 (KE)	Applicable Countries or Specifications Worldwide		

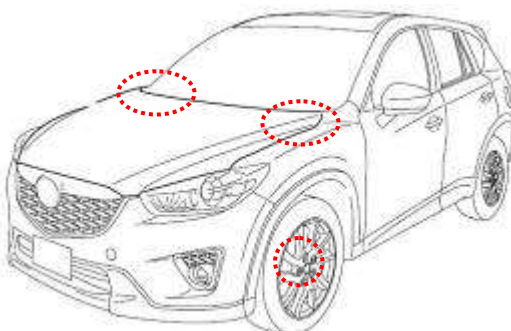
[Revised]

Note: The repair procedure for a creak noise from the bottom of the A-pillar has been added.
Changes are noted in red.

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

DESCRIPTION

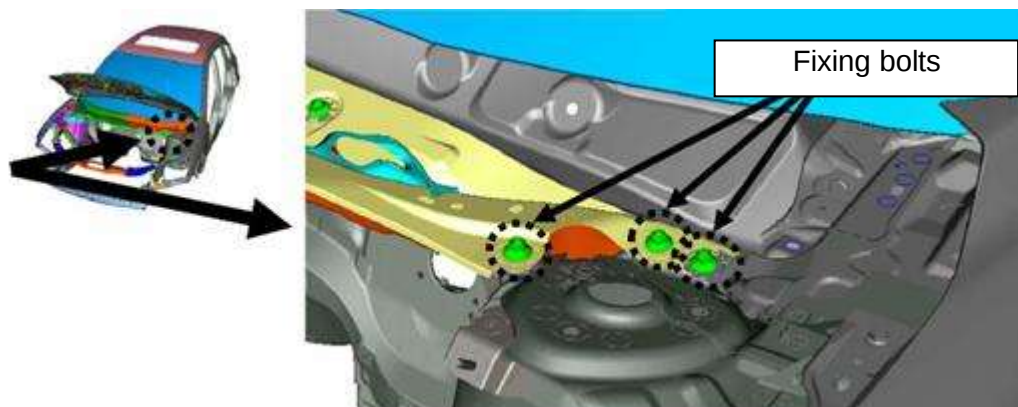
When driving on rough roads or over bumps, some vehicles may exhibit a rattle noise from the front of the instrumental panel **and/or a creak noise from the bottom of the A-pillar**.



CAUSE

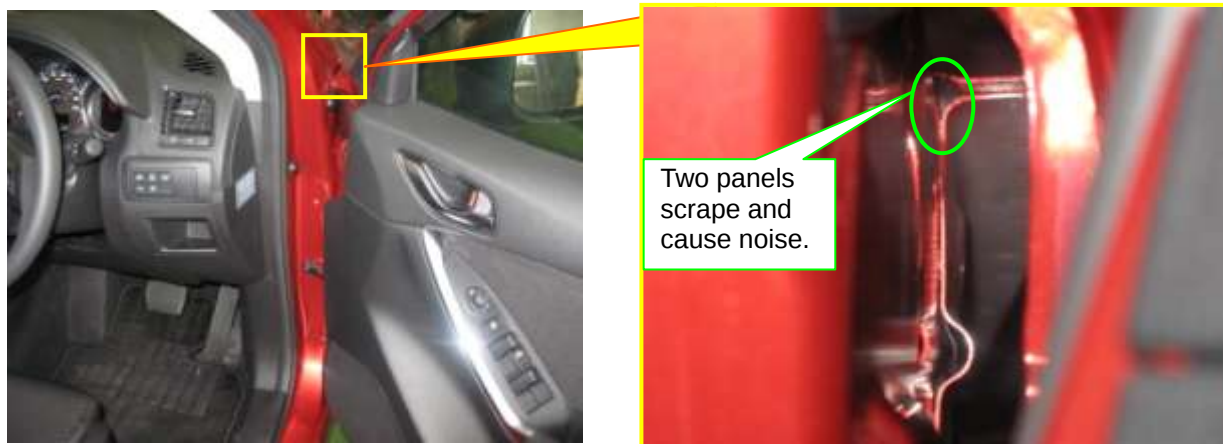
<RATTLE NOISE>

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>

Torque control and inspection at production process has been improved.

US Spec.

JM3 KE ***** 107376 February 10, 2012

EU Spec.

JMZ KE ***** 111856 February 10, 2012

ADR Spec.

JM0 KE**** ** 102417 February 10, 2012

General Spec. (LHD)

JM8 KE**** ** 102417 February 10, 2012

JMZ KE**** ** 102440 February 10, 2012

<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

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 “RATTLE NOISE”].

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

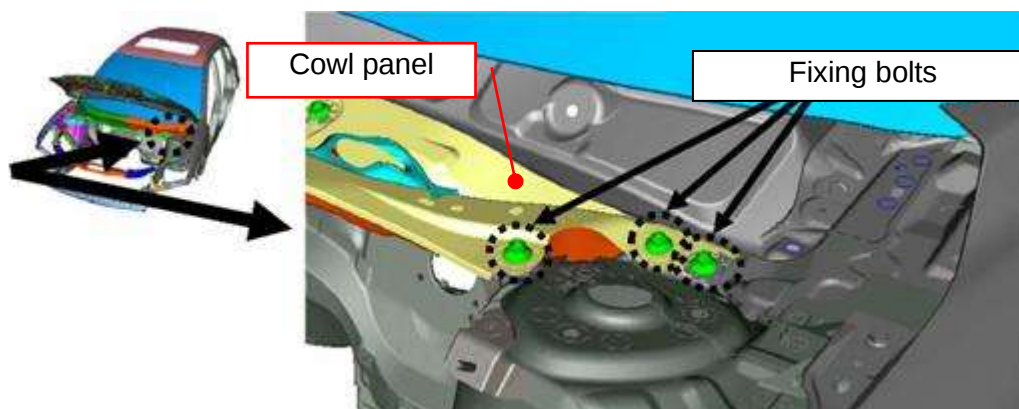
Repair “CREAK NOISE” only.

NOTE: Identify from which side, right or left, the noise comes and repair the problem side(s) 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 flat-blade screwdriver).



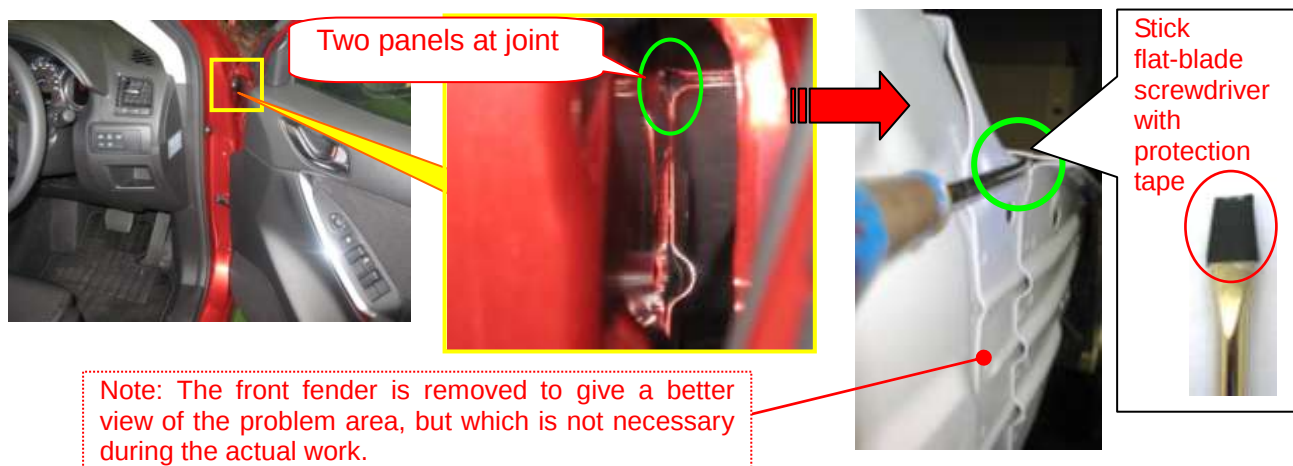
NOTE: In the picture, the front fender is removed to give a better view of the problem area. During the actual work, the removal is not necessary.

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.

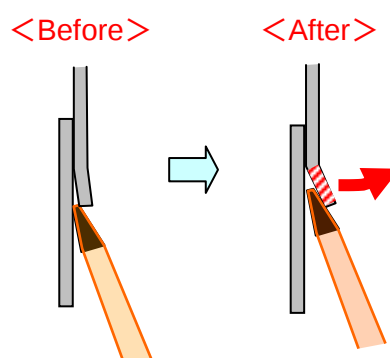
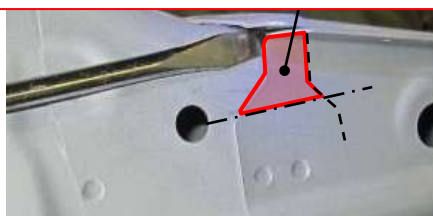


3. Open the front door and stick a flat-blade screwdriver between the two panels at joint.



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.



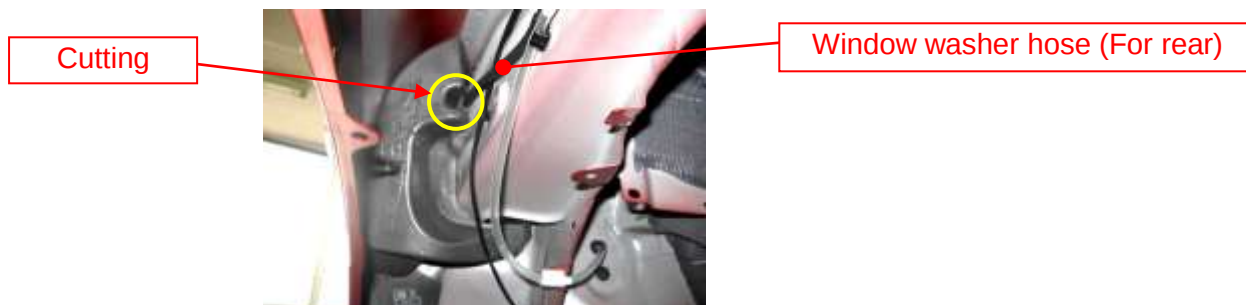
NOTE:

- 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.

<1. 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.	9KD80-0816B (bolt)
Q'ty	0
Operation No. & Labor Hours	XXH60XRX & 0.7H (One side) XXH61XRX & 1.1H (Both sides)
Period Covered	Normal warranty period

<2. CREAK NOISE only>

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	97
Causal Part No.	KD53-53-210A (RH wheel apron panel assy) or KD53-54-210A (LH wheel apron panel assy)
Q'ty	0
Operation No. & Labor Hours	XXH5WXRX & 0.5H (On side) XXH5XXRX & 0.9H (Both sides)
Period Covered	Normal warranty period

Mitsunori Tokunaga
Manager, Technical Information Gr.
Technical Service Dept.
Mazda Motor Corporation