

Tony Lawrence

From: Tony Lawrence
Sent: Wednesday, March 05, 2014 4:19 PM
To: All Dirs All Rgns - PT; All Dirs All Rgns - SR
Subject: MAZDA DEALER NOTICE - SERVICE BULLETIN RELEASE

SERVICE BULLETIN RELEASE - 03/05/2014

2014 INDEX: http://www.mstore2000.com/PDF_Files/index03-05-14.pdf

The following Service Bulletin has just been issued.

- For latest MS3 postings, click here: <https://portal.mazdausa.com/m173/service/esi/MazdaServiceShop>

- For printable PDF files from MStore, click on the link below each TSB title:

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NEW BULLETIN

05-004/14 - MULTI-MODEL - WHINING NOISE FROM AUTOMATIC TRANSAXLE

http://www.mstore2000.com/PDF_Files/05-004-14-2867.pdf

UPDATED BULLETIN

09-017/14 - 2013-2014 CX-5 - RATTLE NOISE FROM FRONT DOOR GLASS

http://www.mstore2000.com/PDF_Files/09-017-14-2900.pdf

- Please distribute this information to all parts and service personnel.
- If you no longer wish to receive Mazda bulletins, please contact the IT Administrator at your dealership and ask them to remove your email address from under the EMDCS application.

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Subject: WHINING NOISE FROM AUTOMATIC TRANSAXLE	Bulletin No: 05-004/14
	Last Issued: 03/05/2014

APPLICABLE MODEL(S)/VINS

2012-2014 Mazda3 with VINS lower than JM1BM1K73E1144608 (produced before November 11, 2013)

2013-2014 CX-5 with VINS lower than JM3KE2BE3E0415164 (produced before November 11, 2013)

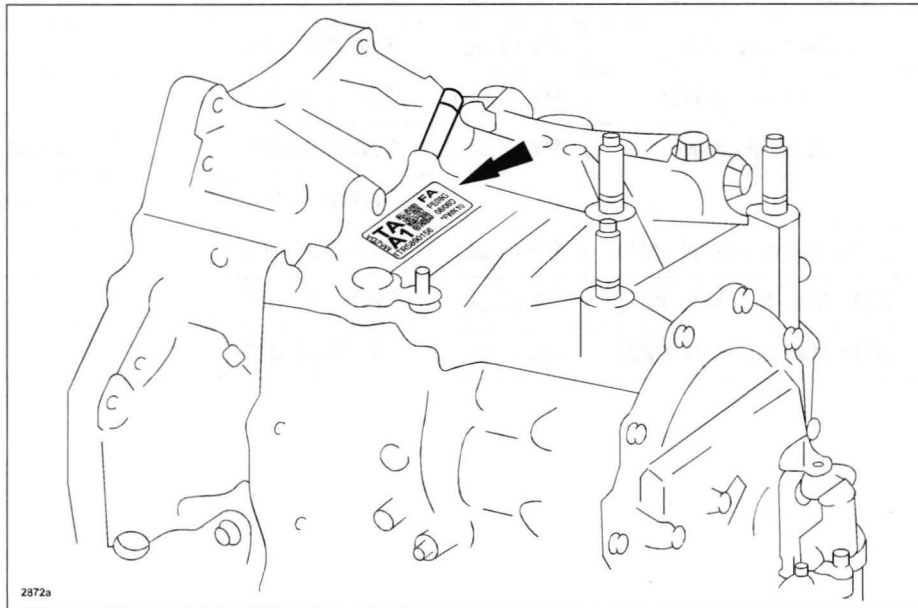
2014 Mazda6 with VINS lower than JM1GJ1U60E1158307 (produced before November 12, 2013)

DESCRIPTION

Some customers may complain of a whining noise from the automatic transaxle when driving at 10 mph and above. The noise:

- Depends on the vehicle's speed only (the more speed, the more noise)
- Occurs with all types of driving (acceleration, deceleration, steady speed)
- Does not depend on rpm, gear, or ATF temperature

This is caused by a damaged bearing in the transaxle due to improper configuration of the transaxle case. A modification has now been implemented on automatic transaxles with the serial number TR1111680 and higher or TD1104906 and higher. The serial number can be found on top of the transaxle case near the manual shaft lever.



Customers having this concern should have their vehicle repaired using the following repair procedure.

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical—including photocopying and recording and the use of any kind of information storage and retrieval system—without permission in writing.

Bulletin No: 05-004/14
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REPAIR PROCEDURE

1. Verify customer concern.
2. Replace the 6AT assembly with a new one according to MS3 online instructions or Workshop Manual section 05-17.
3. Verify repair.

PART(S) INFORMATION

NOTE: SKYACTIV transaxle replacement requires MASH authorization.

Description	Vehicle	Engine	Part Number	Qty.	Notes
6AT SKYACTIV Assembly	2012-13 Mazda3	PE (2.0L)	FWK1-03-000	1	
	2013 CX-5 (2WD)	PE (2.0L)	FWL1-03-000		-9/6/2012 w/out kickdown switch
	2013 CX-5 (4WD)	PE (2.0L)	FW7A-03-000		
	2013 CX-5 (2WD)	PE (2.0L)	FWLC-03-000		9/7/12-11/19/12 w/ kickdown switch
	2013 CX-5 (4WD)	PE (2.0L)	FW78-03-000		
	2014 CX-5 (2WD)	PE (2.0L)	FWL7-03-000		
	2014 CX-5 (4WD)	PE (2.0L)	FW7F-03-000		
	2014 CX-5 (2WD)	PY (2.5L)	FWH4-03-000		
	2014 CX-5 (4WD)	PY (2.5L)	FW7L-03-000		
	2014 Mazda6	PY (2.5L)	FWH3-03-000		w/out i-ELOOP
			FWH9-03-000		w/ i-ELOOP
	2014 Mazda3 (VIN JM1)	PE (2.0L)	FWB2-03-000		
	2014 Mazda3 (VIN JM1)	PY (2.5L)	FWH1-03-000		
	2014 Mazda3 (VIN 3MZ)	PE (2.0L)	FWT6-03-000		

WARRANTY INFORMATION

NOTE:

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's Powertrain Limited Warranty term.
- SKYACTIV transaxle replacement requires MASH authorization. Contact MASH at 888 832-8477, option 2, to obtain prior authorization.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	82
Damage Code	9G
Part Number Main Cause	****-03-000*
Quantity	1
Operation Number / Labor Hours:	XXK23AXRX / 4.5 Hrs. (2014 Mazda3 and Mazda6) XXK23BXRX / 4.4 Hrs. (2012-2013 Mazda3) XXK23CXRX / 4.8 Hrs. (CX-5 2WD) XXK23CXRX / 6.8 Hrs. (CX-5 4WD)