Technical Service Bulletin

Mazda North American Operations Irvine, CA 92618-2922



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Subject:

NOISE FROM FRONT DOOR PANEL WHEN PLAYING AUDIO SYSTEM

Bulletin No.: 09-012/17

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BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2013-2016 CX-5 with VINS lower than JM3KE*****754115 (produced before December 12, 2015) 2014-2016 Mazda3 (Japan built) with VINS lower than JM1BM*****315486 (produced before December 12, 2015)

2014-2016 Mazda6 with VINS lower than JM1GL******464015 (produced before December 12, 2015)

DESCRIPTION

Some vehicles may experience unusual noise coming from inside the front door panel when playing the audio system. This is caused by the damper coming off the speaker frame due to corrosion on the speaker back frame. To correct the issue, a plating process was added at the supplier beginning on November 13, 2015.

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

REPAIR PROCEDURE

- 1. Verify customer concern.
- 2. Check if the noise occurs when the bass is turned up.
 - If the noise occurs with the bass turned up, replace both speakers with exchanged ones from UNITED RADIO according to the instructions on MGSS "FRONT DOOR SPEAKER REMOVAL/INSTALLATION".

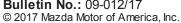
NOTE:

Verify the modified part according to the production date shown on the label.

Example: 3/13/2014 = MM/DD/YYYY

DO NOT replace the speaker if the date is 11/13/2015 or later.

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- If the noise does not occur with the bass turned up, refer to MGSS for troubleshooting procedures.
- 3. Verify repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
KD45-66-A60	SPEAKER, LOUD-FRONT	2	${\bf Place\ the\ order\ through\ United\ Radio\ exchange\ program}.$

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 New Vehicle Limited Warranty.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	А
Symptom Code	58
Damage Code	9W
Part Number Main Cause	KD45-66-A60
Quantity	0
Operation Number / Labor Hours:	XXN2TARX, 0.4 Hrs.