

Subject: UNUSUAL NOISE FROM REAR OF VEHICLE	Bulletin No.: 02-015/18
	Last Issued: 11/30/2018

BULLETIN NOTES

This bulletin supersedes the previously issued bulletin(s) listed below. The changes are noted in Red.

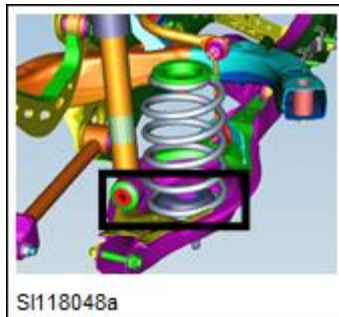
Previous TSBs:	Issued Dates:
02-015/18	09/27/18

APPLICABLE MODEL(S)/VINS

- 2014-2016 Mazda3 (Japan built)
- 2017-2018 Mazda3 (Japan built) vehicles with VINs lower than JM1BN*****179073 (produced before Dec 1,2017)
- 2013-2016 CX-5
- 2017-2018 CX-5 vehicles with VINs lower than JM3KF*****370951 (produced before Mar. 1,2018)

DESCRIPTION

Some vehicles may exhibit a knocking noise from the rear coil spring and/or the vehicle body sits lower in the rear. These symptoms may be caused by a broken rear coil spring at its lower side.



This is caused by corrosion from dust between the rear coil spring and the spring sheet, resulting in a broken rear coil spring. To eliminate this concern, the shape of the rear coil spring has been modified. Customers having this concern should have their vehicle repaired using the following repair procedure.

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REPAIR PROCEDURE

1. Verify customer concern
2. Replace the rear coil spring(s) with modified one(s) according to the instructions on MGSS (REAR COIL SPRING REMOVAL/INSTALLATION).
 - Mazda3 (REAR COIL SPRING REMOVAL/INSTALLATION)
 - 2013-2016 CX-5 (REAR COIL SPRING REMOVAL/INSTALLATION)
 - 2017-2018 CX-5 (REAR COIL SPRING REMOVAL/INSTALLATION)
3. Verify repair.

PARTS INFORMATION

Part Number	Description	Qty.	Notes
BHN1-28-011C	Rear Coil Spring	1	Mazda3
BHN5-28-011C	Rear Coil Spring	1	Mazda3
KF57-28-011C	Rear Coil Spring	1	CX-5
KF61-28-011C	Rear Coil Spring	1	CX-5
KF72-28-011C	Rear Coil Spring	1	CX-5
KB8B-28-011A	Rear Coil Spring	1	CX-5

NOTE:

- Select the applicable rear coil spring according to the GEPC and order 2 pieces if both are broken.
- **DSM authorization is required if both springs need to be replaced.**

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.
- **DSM authorization is required if both springs need to be replaced.**

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Warranty Type	A
Symptom Code	82
Damage Code	9A
Part Number Main Cause	****-28-011*
Quantity	1 or 2
Operation Number / Labor Hours:	XXP5ZARX / 0.4 Hrs. (One side) XXP5ZBRX / 0.6 Hrs. (Both sides)

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