

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: ENGINE RUNS ROUGH AND/OR LACK OF POWER WITH DTCs P0340:00, P0304:00, P3400:00, P349B:00, P3498:00	Service Alert No.: SA-022/19
	Last Issued: 05/29/2019

BULLETIN NOTES

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

Previous Service Alerts:	Date(s) Issued:
SA-041/18	12/06/2018

APPLICABLE MODEL(S)/VINS

2018-2019 CX-5 with cylinder deactivation
2018-2019 Mazda6 with cylinder deactivation

DESCRIPTION

If you receive a customer complain of lack of power, rough idle, engine noise with stored DTC's P0340:00, P0304:00, P3400:00, P349B:00, and/or P3498:00, perform the following.

REPAIR PROCEDURE

INSPECTION PROCEDURE

1. Remove cylinder head cover and inspect valvetrain area.
2. Inspect for fallen or broken rocker arm, especially in cylinder deactivation area (cylinders 1 and 4).
3. Verify engine oil change records.
4. Submit pictures of fallen rocker arm, camshaft trigger wheel and engine oil filter cartridge to Siebel.

REPAIR PROCEDURE

1. Collect ODR.
2. Contact Technical Assistance Hotline for engine replacement authorization via MASH.

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.



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