

Subject: BODY VIBRATION WHEN ENGINE IDLING IN (D)RIVE AND (R)EVERSE	Bulletin No.: 01-017/19
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APPLICABLE MODEL(S)/VINS

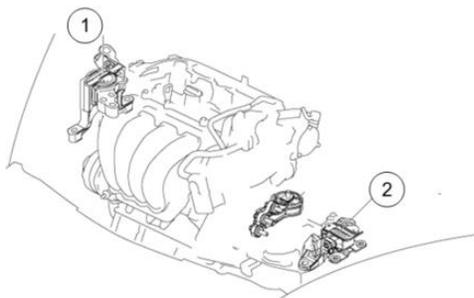
- 2014-2018 Mazda3 (2.0L A/T)
- 2014-2018 Mazda3 (1.5 A/T Mexico spec)
- 2017-2018 CX-5 (2.0L A/T Canadian spec)
- 2018-2019 CX-5 (2.0L A/T Mexico spec)

DESCRIPTION

Some customers may complain about a vibration through the driver and passenger seats at idle in (D)rive and (R)everse when the engine rpm drops down to 550.

This vibration is caused by:

1.5L	The No.3 and No.4 engine mount rubber hardening during vehicle usage at high ambient temperatures which decreases the damping force.
2.0L	Components of the No.3 engine mount rubber melting inside the mount at high ambient temperatures which creates deposits on the engine mount plate that restrict engine mount plate movement.



1	No.3 engine mount
2	No.4 engine mount

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Mass production change has not been determined at this time, but modified No.3 and No.4 engine mounts have been newly established as service parts. Their material and spring characteristic have been changed. Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

1. Verify customer concern.

Is the concerned vibration is felt at around 550 rpm?

- NO: This TSB is not applicable. Refer to MGSS for diagnosis.
- YES: Go to step 2.

2. Perform one of the following based on vehicle and engine.

Mazda3 (1.5L)	Replace both No.3 and No.4 engine mounts with modified ones according to the instructions on MGSS (ENGINE MOUNT DISASSEMBLY/ASSEMBLY [SKYACTIV-G 1.5]).
Mazda3 and CX-5 (2.0L)	Replace the No.3 engine mount with a modified one according to the instructions on MGSS (MOUNT DISASSEMBLY/ASSEMBLY [SKYACTIV-G 2.0, SKYACTIV-G 2.5]).

3. Verify repair.

PARTS INFORMATION

Part Number	Description	Qty.	Notes
B6Y1-39-060	RUB-E/MTG #3	1	Mazda3 (1.5L)
B6Y1-39-070	RUB-E/MTG #4	1	Mazda3 (1.5L)
GHY2-39-060	RUB-E/MTG #3	1	Mazda3 (2.0L)
K1Y0-39-060	RUB-E/MTG #3	1	CX-5 (2.0L)

NOTE: Select the engine mount corresponding to the subject vehicle according to the GEPC.

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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.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	83
Damage Code	9E
Causal Part No.	****-39-060* (Select the part number of No.3 engine mount applicable to the subject vehicle from "Parts Information" and enter it.)
Quantity	1
Operation Number/Labor Hours	Mazda3 with 1.5L (No.3 No.4 Engine mount, RR) XXR62ARX / 1.0 Hrs. (with standard PCM cover bolts) XXR62CRX / 1.1 Hrs. (with shear-off PCM cover bolts) Mazda3 and CX-5 with 2.0L (No.3 Engine mount, RR) XXR62ERX / 0.6 Hrs.

NOTE: Claim DAY0-39-070 or B6Y1-39-070 (RUB-E/MTG #4), Q’ty=1 as a related part.

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