

# Service Alert

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b> <b>VALVE TAPPING OR KNOCKING NOISE HEARD FROM CYLINDER HEAD</b>	<b>Service Alert No.:</b> SA-025/20
	<b>Last Issued:</b> 03/27/2020

## BULLETIN NOTES

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

Previous Service Alert:	Date(s) Issued:
SA-025/20	02/11/20
SA-012/19	11/22/2019, 08/06/19 and 04/01/19

## APPLICABLE MODEL(S)/VINS

2018-2019 CX-5 vehicles (2.5L with cylinder deactivation)  
2018-2019 Mazda6 vehicles (2.5L with cylinder deactivation)

## DESCRIPTION

A valve tapping or knocking noise may be heard from the top end after the engine cools down (the vehicle is parked overnight) or after it has been idling for an extended time. The tapping noise will decrease as the vehicle is being driven or if the rpm is held above 2500 -3000 RPM. This may be caused by the valve Hydraulic Lifters (HLA) bleeding down as the engine cools or when the engine has been idling for an extended period of time, creating excessive valve lash clearance.

[Click here for an example of the noise.](#)

## REPAIR PROCEDURE

1. Verify customer concern and verify the tapping sound is coming from the cylinder head.

**NOTE:** If the symptom cannot be reproduced, allowing the vehicle to sit overnight and inspect it in the morning.

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**Can the tapping or knocking sound be reproduced?**

- Yes: Go to step 2.
- No: Interview the customer when they experienced the condition and try to reproduce the conditions. If unable to reproduce the tapping sound, this SA does not apply.

2. Perform HLA bleeding procedure. **NOTE:** If the vehicle has returned after performing the HLA bleeding procedure, go to step 3.a. Verify oil is at the correct level and in good condition.

**NOTE:** If service is almost due, change the engine oil and filter and then proceed to next step.

b. Hold the engine rpm between 2500-3000 for 5 min, then idle for 5 min. Repeat this 2 times.

**Does the top end tapping noise continue?**

- Yes: Go to step 3.
- No: Repair completed.

3. Before performing repair work, record a video of the engine being started and the tapping noise.

4. Contact Hotline for further instructions.

**NOTE:** Make sure to attach the video to the Hotline file.

**WARRANTY INFORMATION**

Normal Warranty applies.

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