

Subject: NOISE FROM REAR DIFFERENTIAL MOUNT(S)	Bulletin No: 03-007/15
	Last Issued: 10/14/2015

APPLICABLE MODEL(S)/VINS

2007-2015 CX-9 AWD with VINs lower than JM3TB*****468329 (produced before Aug. 1, 2015)

DESCRIPTION

Some vehicles may experience vibration during acceleration and/or noise coming from the rear of the vehicle.

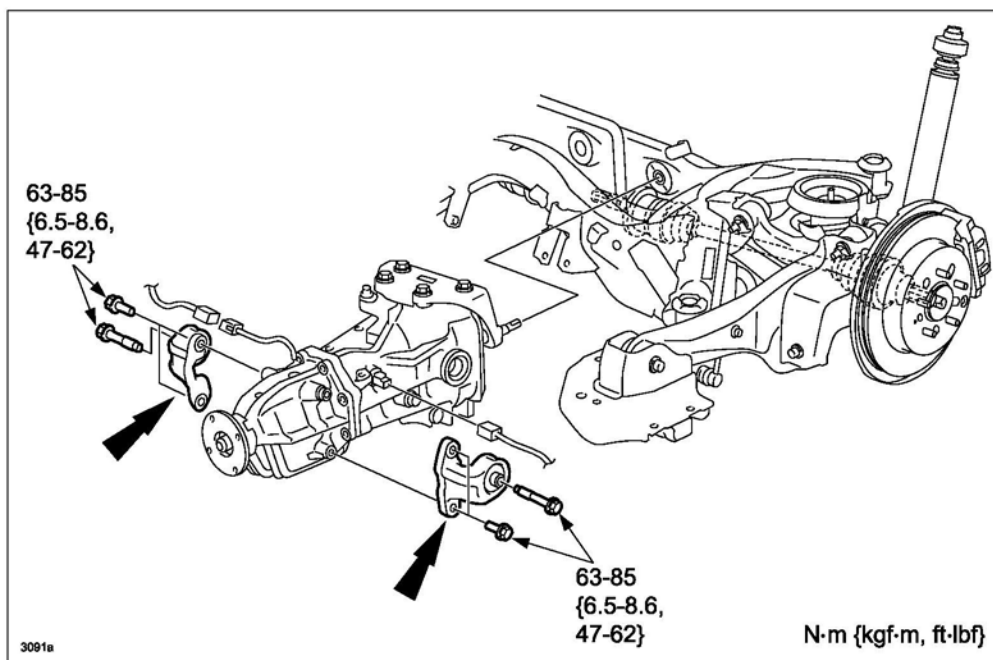
Due to environmental heat and heat from the exhaust system, the rear differential mounting rubber may become hardened and cracked, resulting in vibration and/or noise.

To eliminate this concern, the rubber material has been improved.

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

REPAIR PROCEDURE

1. Verify the customer concern.
2. Inspect the left and right side mounts for cracks in the rubber.
 - If cracks are found in either side mounting rubber, proceed to Step 3.
 - If no cracks are found in either side mounting rubber, this service bulletin does not apply. Refer to MS3 online or the Workshop Manual for further troubleshooting.



3. Replace the mounting rubber(s) with a modified one according to the instructions on MS3 online or the Workshop Manual (section 03-14 REAR DIFFERENTIAL REMOVAL/INSTALLATION).

NOTE:

- Mounting rubber(s) can be replaced without removing the rear differential or propeller shaft from the vehicle.
- Replace only the affected side mounting rubber.

4. Verify the repair.

PART(S) INFORMATION

Part Number	Description	Qty.	Notes
L214-28-68XB	Differential Mounting Rubber (Right)	1	---
L214-28-68YB	Differential Mounting Rubber (Left)	1	---

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	82
Damage Code	9A
Part Number Main Cause	L214-28-68XB or L214-28-68YB
Quantity	1
Operation Number / Labor Hours:	XXL7XXRX / 0.3 Hrs. (One side) XXL7XXRX / 0.4 Hrs. (Both sides)

NOTE: If necessary, claim other side Rubber, Differential Mount (L214-28-68*B; Qty.=1) as related part.