

<b>Subject:</b>  <b>CREAKING NOISE FROM ENGINE COMPARTMENT</b>	<b>Bulletin No:</b> 01-021/15
	<b>Last Issued:</b> 09/08/2015

## APPLICABLE MODEL(S)/VINS

2014-15 Mazda3 (Mexico built) vehicles with VINs lower than 3MZBM1U73FM142551 (produced before August 21, 2014)

## DESCRIPTION

Some vehicles may exhibit a creaking noise from the engine compartment when the vehicle starts moving and/or during transmission shifting.

Due to production tolerances, some No. 4 engine mount rubbers were filled with excess oil. This may cause higher than normal pressures and a narrower internal gap. As a result, a stick-slip noise may occur at the contact surfaces when the engine shakes back and forth.

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

## REPAIR PROCEDURE

1. Verify customer concern.
2. Replace the No. 4 engine mount with new one according to the instructions on MS3 online or the Workshop Manual (section 01-10 ENGINE MOUNT DISASSEMBLY/ASSEMBLY [SKYACTIV-G 2.0, SKYACTIV-G 2.5]).
3. Verify repair.

## PART(S) INFORMATION

Part Number	Description	Qty.
BJS7-39-070	No. 4 Engine Mount	1

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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 Warranty 60 month / 60,000 miles.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	82
Damage Code	97
Part Number Main Cause	BJS7-39-070
Quantity	1
Operation Number / Labor Hours:	XXL6PXRX / 0.8 Hrs.