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Subject: VIBRATION FELT THROUGH FLOOR / SEAT / STEERING WHEEL AT APPROX. 25 - 30 MPH	Bulletin No: 03-003/16
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APPLICABLE MODEL(S)/VINS

2013-2016 CX-5 vehicles equipped with automatic transmission

DESCRIPTION

Some customers may complain about a vibration that is felt through the floor, seat and/or steering wheel while driving under moderate acceleration, at speeds of approx. 25 - 30 mph (40 - 50 km/h). The vibration is more noticeable when driving on smooth, flat roads.

The vibration may be caused by wear on the inner surface of the tripod joint case (inner side of front drive shaft). To eliminate this concern, a coating has been applied to the inner surface of the tripod joint case to improve wear resistance.

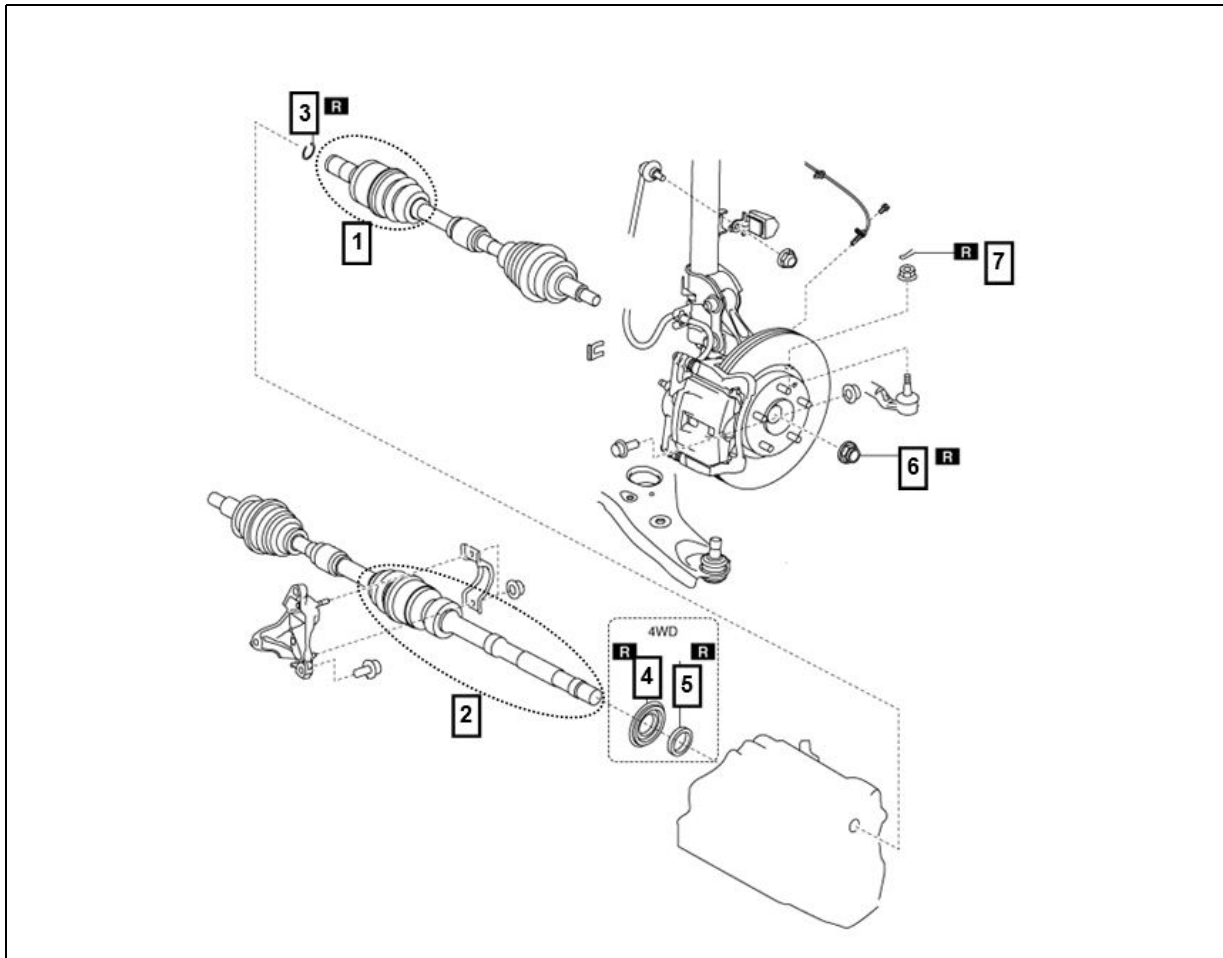
Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

1. Verify the customer concern.
2. Replace the inner joint set for the left and right drive shafts with modified service parts according to the instructions on MS3 online (FRONT DRIVE SHAFT REMOVAL/INSTALLATION) and (FRONT DRIVE SHAFT (TRIPOD JOINT) DISASSEMBLY/ASSEMBLY).
3. Verify the repair.

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.

Parts Location:



No.	Description	No.	Description
1	Inner Joint Set (L)	5	Oil Seal, Transmission (4WD)
2	Inner Joint Set (R)	6	Lock Nut
3	Clip, Drive Shaft (L)	7	Snap Pin, Ball Joint
4	Oil Seal, Transmission (4WD)		

PART(S) INFORMATION

Part Number	Description	Qty.	Notes
FTY0-22-620	Inner Joint Set (L)	1	All
FTY0-22-520	Inner Joint Set (R)	1	2.0L, A/T, 2WD
FTY1-22-520	Inner Joint Set (R)	1	2.0L, A/T, 4WD
FTY2-22-520	Inner Joint Set (R)	1	2.5L, A/T, 2WD
FTY3-22-520	Inner Joint Set (R)	1	2.5L, A/T, 4WD
H010-25-421A	Clip, Drive Shaft (L)	1	Replacement part
CN01-27-397	Oil Seal, Transmission (4WD)	1	
KN01-27-398	Oil Seal, Transmission (4WD)	1	
D651-33-042A	Lock Nut	2	
T060-26-169A	Snap Pin, Ball Joint	2	

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

	2WD	4WD
Warranty Type	A	A
Symptom Code	83	83
Damage Code	9C	9C
Part Number Main Cause	FTY0-22-620 (Inner Joint Set (L))	FTY0-22-620 (Inner Joint Set (L))
Quantity	1	1
Operation Number / Labor Hours:	XXM59ARX / 2.4 Hrs. Inner Joint Set, R&R (Both sides) Includes: Two (2) road tests	XXM59BRX / 2.5 Hrs. Inner Joint Set, R&R (Both sides) Includes: Two (2) road tests

NOTE: Claim the inner joint set (R) and replacement parts as Related Parts.