

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b> <b>SQUEAK NOISE FROM REAR BRAKES DURING LIGHT BRAKING</b>	<b>Bulletin No.:</b> 04-005/20
	<b>Last Issued:</b> 12/10/2020

## BULLETIN NOTES

This bulletin supersedes the previously issued bulletin(s) listed below. The changes are noted in Red text.

Previous TSBs:	Date(s) Issued:
04-005/20	03/06/19
04-004/19	09/16/19

## APPLICABLE MODEL(S)/VINS

**US Spec.:**  
2016-2021 CX-5

**Mexico Spec.:**  
2017-2021 CX-5

## DESCRIPTION

Some vehicles may exhibit a squeak noise from the rear brakes while braking lightly. The squeak noise may occur more frequently when driving at slow speeds. The noise is caused by poor contact between the guide plate and the mounting support.

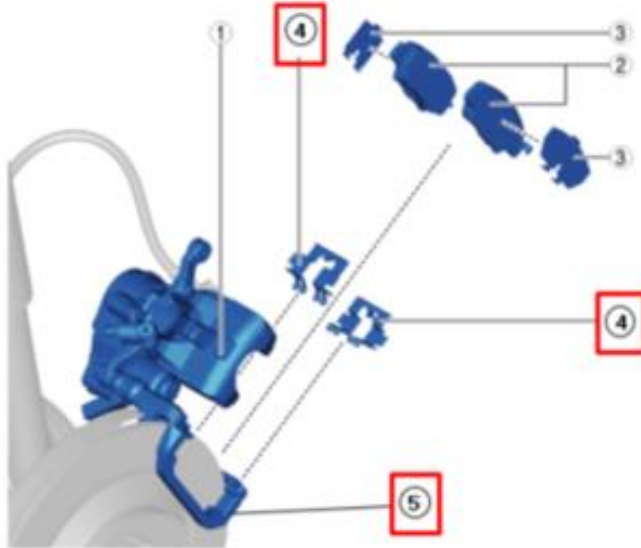
Customers having this concern should have their vehicle repaired using the following repair procedure.

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**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.

## REPAIR PROCEDURE

1. Verify the customer concern.
2. Remove the rear brake pads according to the instructions on MGSS online (REAR BRAKE DISC PAD REMOVAL/INSTALLATION).
3. Apply dual adhesive tape (8 pieces per vehicle) between the guide plate (4) and the mounting support (5) according to the "APPLYING DUAL ADHESIVE TAPE" procedure below.

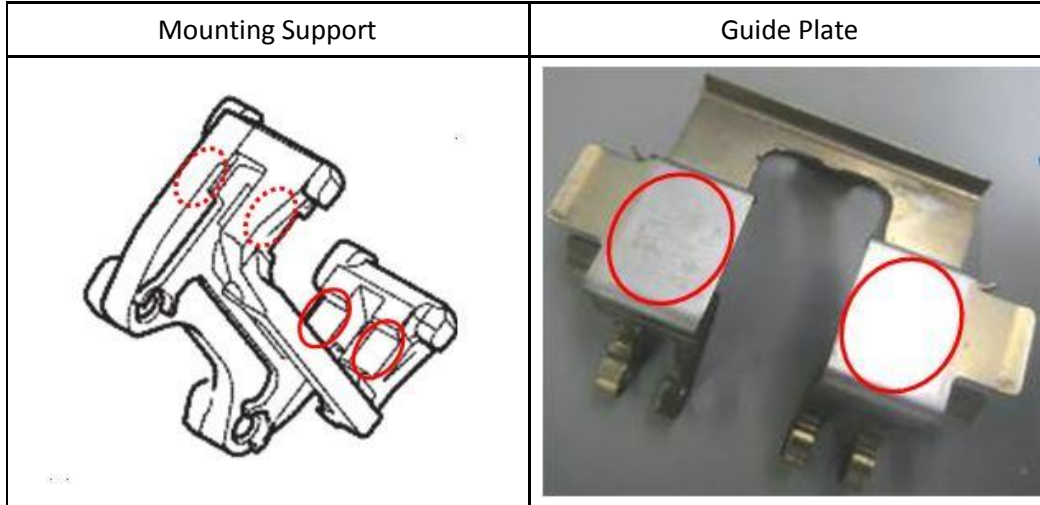


1	Rear brake caliper
2	Disc pad
3	Shim
4	<b>Guide plate</b>
5	<b>Mounting support</b>

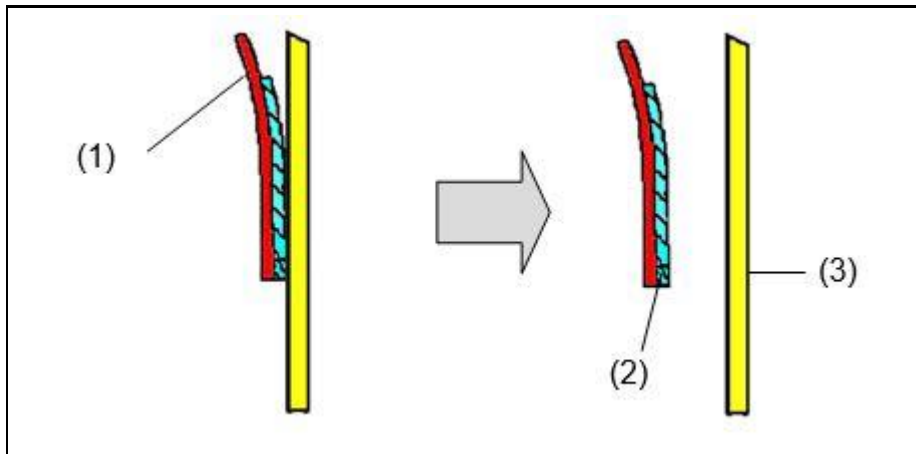
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**APPLYING DUAL ADHESIVE TAPE:**

1. Degrease and clean the guide plates and contact surfaces of the both mounting supports with brake cleaner.



2. Peel off the red release film (1) and the dual adhesive tape (2) from the release paper (3).

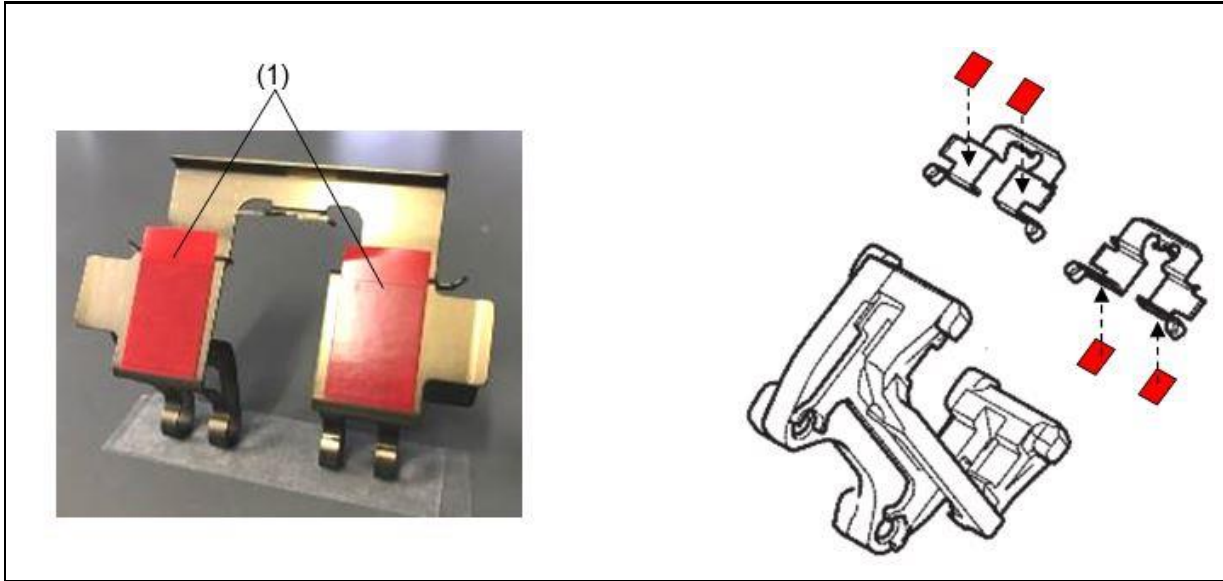


**NOTE:**Do not touch the sticky surface of the dual adhesive tape.

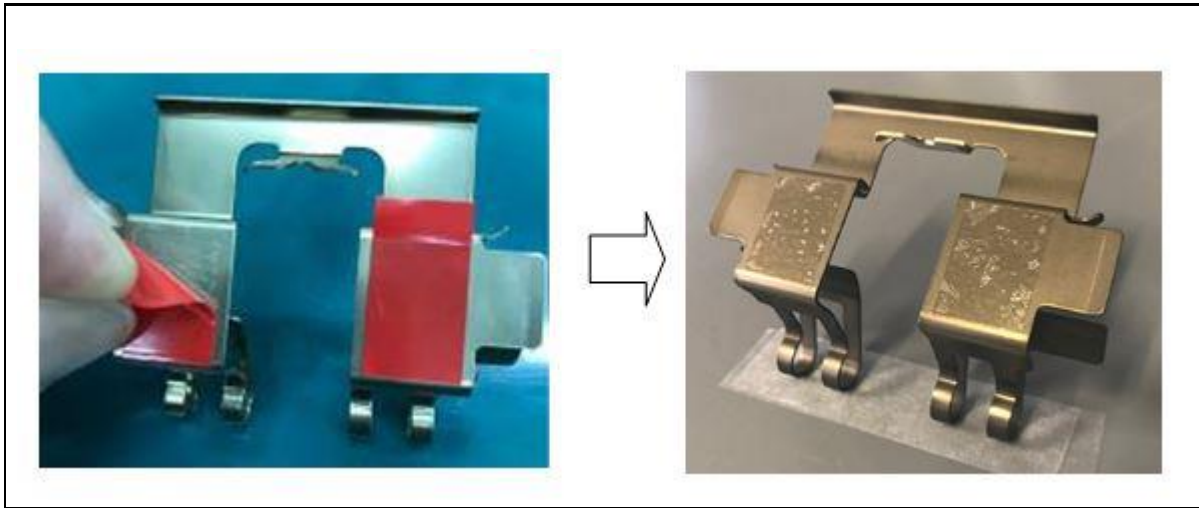
3. Apply the dual adhesive tape to the contact surfaces of the guide plates as shown below.

**NOTE:**Do not apply the dual adhesive tape beyond the contact surfaces of the guide plates.

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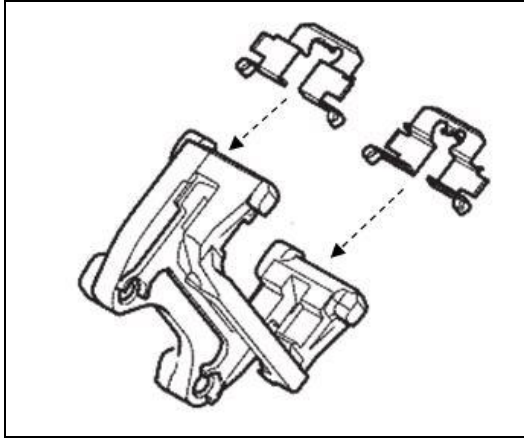
4. Peel off the red release film from the dual adhesive tape.



5. Reinstall the guide plates to both mounting supports.

**NOTE:**When reinstalling the guide plates, do not allow a gap between the guide plate and mounting support.

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6. Reinstall the rear brake pads according to the instructions on MGSS online (REAR BRAKE DISC PAD REMOVAL/INSTALLATION).

7. Step on the brake pedal several times to verify the brakes operate properly before moving the vehicle.

8. Verify the repair.

**PARTS INFORMATION**

Part Number	Description	Qty.	Note
D6Y1-33-23XA	Dual Adhesive Tape Set	1	Contains 8 pieces

**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 New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	35
Damage Code	97
Part Number Main Cause	KAY0-26-28X
Part Quantity	0

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Labor Operation Number / Labor Hours	XXR8GARX / 0.5 Hr. Includes: Applying dual adhesive tape
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**NOTE:** Claim Dual Adhesive tape set (D6Y1-33-23XA, Qty. = 1) as a related part.

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