

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: ENGINE RUNS ROUGH AND/OR LACK OF POWER WITH DTCs P0340:00, P0304:00, P3400:00, P349B:00, P3498:00	Service Alert No.: SA-041/18
	Last Issued: 12/06/2018

APPLICABLE MODEL(S)/VINS

2018 CX-5 with cylinder deactivation

2018 Mazda6 with cylinder deactivation

DESCRIPTION

If you receive a customer complain of lack of power, rough idle, engine noise with stored DTC's P0340:00, P0304:00, P3400:00, P349B:00, and/or P3498:00, perform the following.

REPAIR PROCEDURE

INSPECTION PROCEDURE

1. Remove cylinder head cover and inspect valvetrain area.
2. Inspect for fallen or broken rocker arm, especially in cylinder deactivation area (cylinders 1 and 4).
3. Verify engine oil change records.
4. Submit pictures of fallen rocker arm, camshaft trigger wheel and engine oil filter cartridge to Siebel.

REPAIR PROCEDURE

1. Collect ODR.
2. Contact Technical Assistance Hotline for engine replacement authorization via MASH.
3. Collect and secure all broken pieces into a bag when shipping.

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