

<b>Subject:</b>  <b>KNOCKING / SQUEAKING NOISE FROM FRONT STRUT BEARING</b>	<b>Bulletin No:</b> 02-005/13
	<b>Last Issued:</b> 11/11/2013

## BULLETIN NOTE

- This bulletin supersedes the previous bulletin 02-005/13, issued on 08/24/13. The APPLICABLE MODEL(S)/VINS, and REPAIR PROCEDURE have been revised.
- Changes are noted below in Red beside the change bar.

## APPLICABLE MODEL(S)/VINS

2013-2014 CX-5 vehicles with VINs lower than JM3KE\*\*\*\*\*343674 (Produced before April 16, 2013)

2014 Mazda6 vehicles with VINs lower than JM1GJ\*\*\*\*\*121430 (Produced before April 16, 2013)

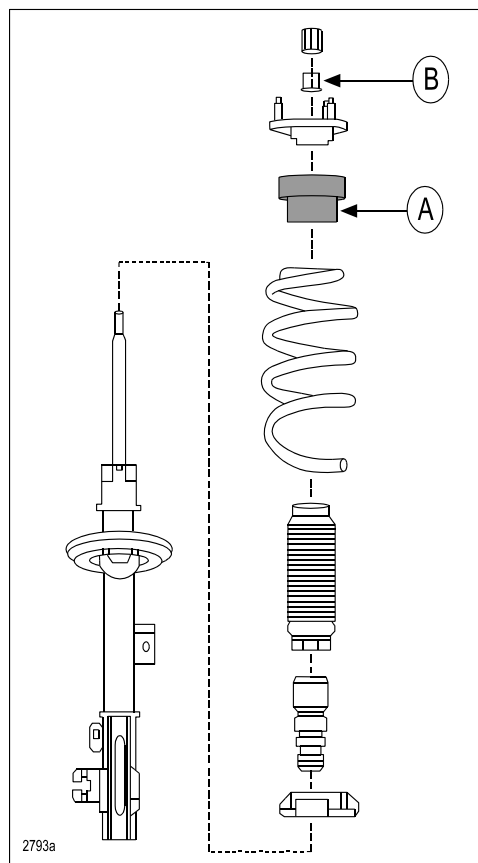
## DESCRIPTION

Some vehicles may exhibit a knocking / squeaking noise from the front strut bearing (A) due to front strut bearing damage when driving on rough roads and/or when turning the steering wheel while the vehicle is stopped.

The noise may be due to the upper housing of the front strut bearing being damaged when applying excessive force to the bearing during customer use. To eliminate the noise, the material and production method of the front strut bearing has been changed.

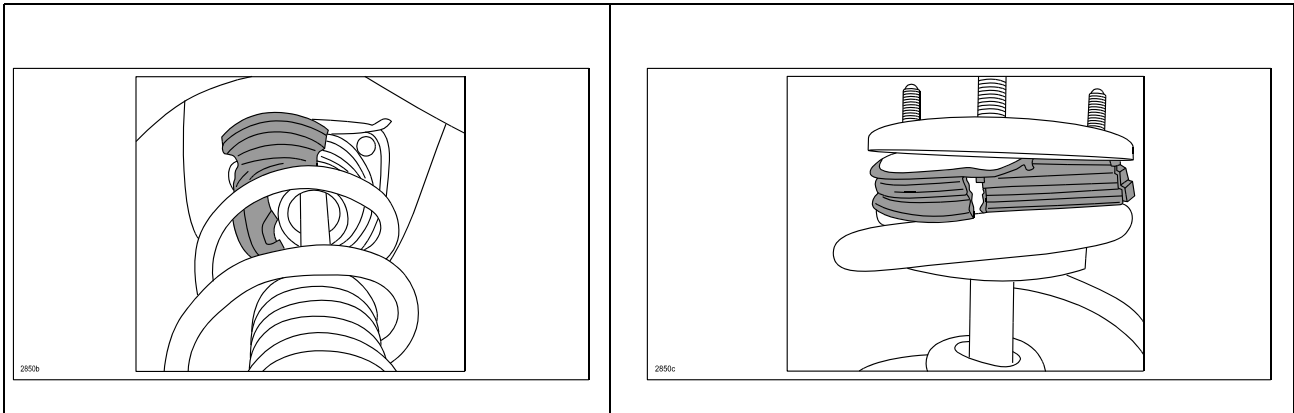
**NOTE:** The piston rod nut (B) requires replacement when the front strut bearing is replaced.

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



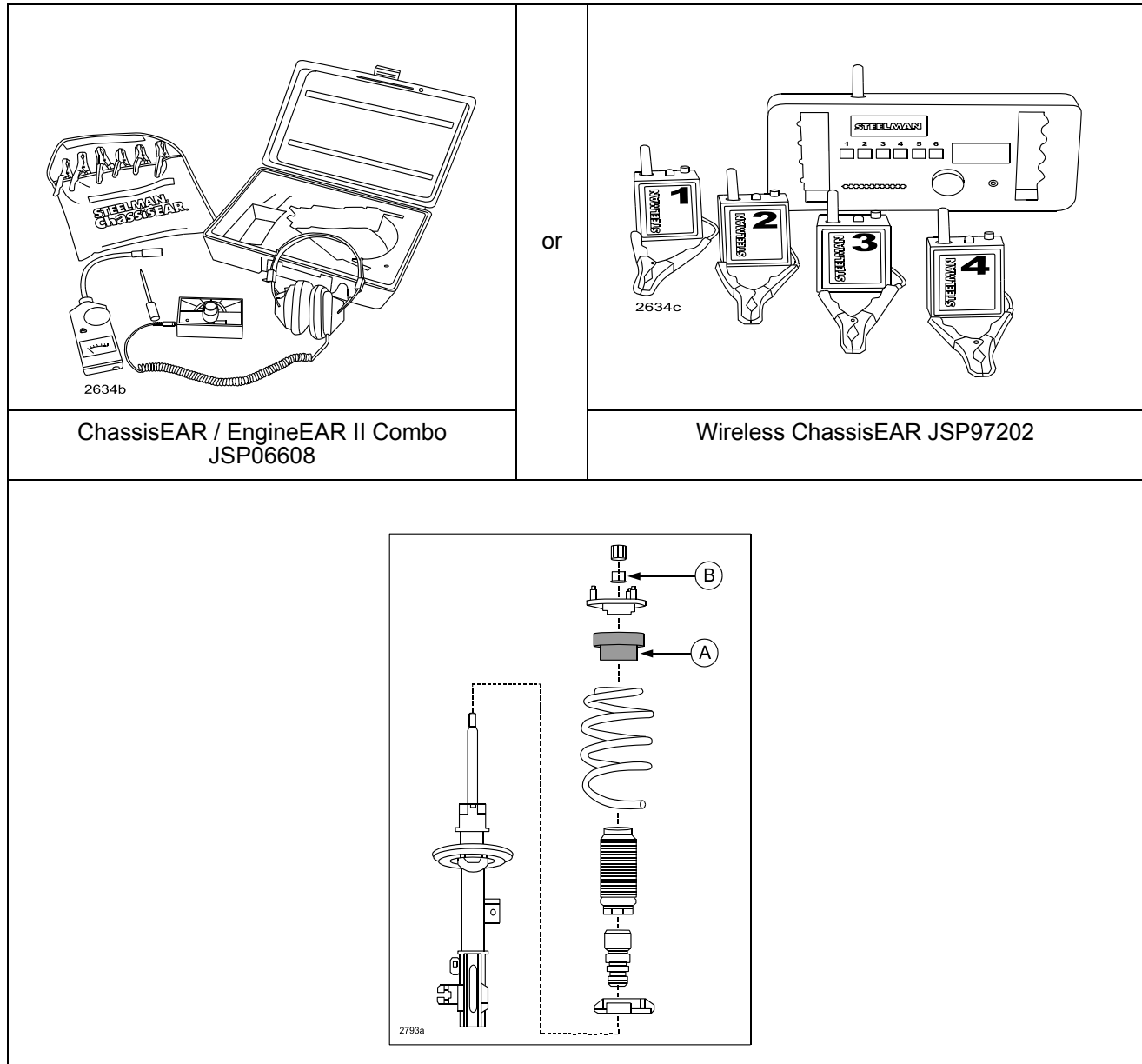
## REPAIR PROCEDURE

1. Verify customer concern.
2. Is the noise is coming from the upper part of front shock absorber when turning the steering wheel?
  - Yes - Proceed to step 3.
  - No - This bulletin does not apply.
3. Is the strut bearing broken as shown below?
  - Yes - Proceed to step 6.
  - No - Proceed to step 4.



4. Use Special Service Tool (SST) ChassisEAR / EngineEAR II Combo JSP06608 or Wireless ChassisEAR JSP97202 to confirm noise is coming from the upper part of front shock absorber (A) (shown below):

**NOTE:** SST JSP06608 and JSP97202 are available for purchase on M-Store.



5. Using ChassisEAR SST, is the noise is coming from the upper part of front shock absorber?
- Yes - Proceed to step 6.
  - No - This bulletin does not apply.
6. Replace the front strut bearing with a new one according to MS3 online instructions or the Workshop Manual (section 02-13 FRONT SHOCK ABSORBER AND COIL SPRING DISASSEMBLY/ASSEMBLY).
7. Verify repair.

## PART(S) INFORMATION

Part Number	Description	Qty.	Notes
KD35-34-38XA	Front Strut Bearing	1 or 2	---
9YB0-41-237	Piston Rod Nut	1 or 2	Replace nut when front strut bearing is replaced.

## 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	82
Damage Code	9A
Part Number Main Cause	KD35-34-38XA
Quantity	1 or 2
Operation Number / Labor Hours	XXJ7CXRX / 1.6 Hrs. (one side; includes wheel alignment, check and adjust) XXJ7DXRX / 1.8 Hrs. (both sides; includes wheel alignment, check and adjust)