

Subject: FLUID LEAKS AND CLUNKING NOISE FROM REAR SHOCK ABSORBER	Bulletin No: 02-002/13
	Last Issued: 01/24/2013

APPLICABLE MODEL(S)/VINS

2010-2011 Mazda3

DESCRIPTION

Some vehicles with the rear shock absorber (part number BBM3-28-910 with any suffix) may exhibit fluid leakage, and sometimes a clunking noise. This is caused by the inner seal of the rear shock absorber being damaged by a strong force and/or dust from the outside. To correct the problem, the structure of the rear shock absorber has been changed.

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

REPAIR PROCEDURE

1. Verify customer concern.
 - If there is fluid leakage and noise at the rear shock absorber (part number BBM3-28-910 with any suffix), replace the shock absorber with a modified one.

CAUTION: The clunking noise should come from the rear shock absorber that shows heavy fluid leakage, not seepage. Refer to Service Bulletin 02-001/13 for distinction between leakage and seepage.

NOTE: It is not necessary to replace the shocks in pairs because replacement of the leaking shock absorber is sufficient. Prior approval from DSM is necessary if both shock absorbers need to be replaced.

2. Verify repair.

PART(S) INFORMATION

Part Number	Description	Qty.	Notes
BGV9-28-910	Rear shock absorber	1 or 2	US and Canada
BHB6-28-910	Rear shock absorber	1 or 2	Mexico

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	76
Damage Code	9D
Part Number Main Cause	BGV9-28-910 (US and Canada) BHB6-28-910 (Mexico)
Quantity	1 or 2
Operation Number / Labor Hours:	XXHB4XRX / 0.3 Hrs. (one side) XXHB5XRX / 0.5 Hrs (both sides)