

© 2013 Mazda Motor of America, Inc.

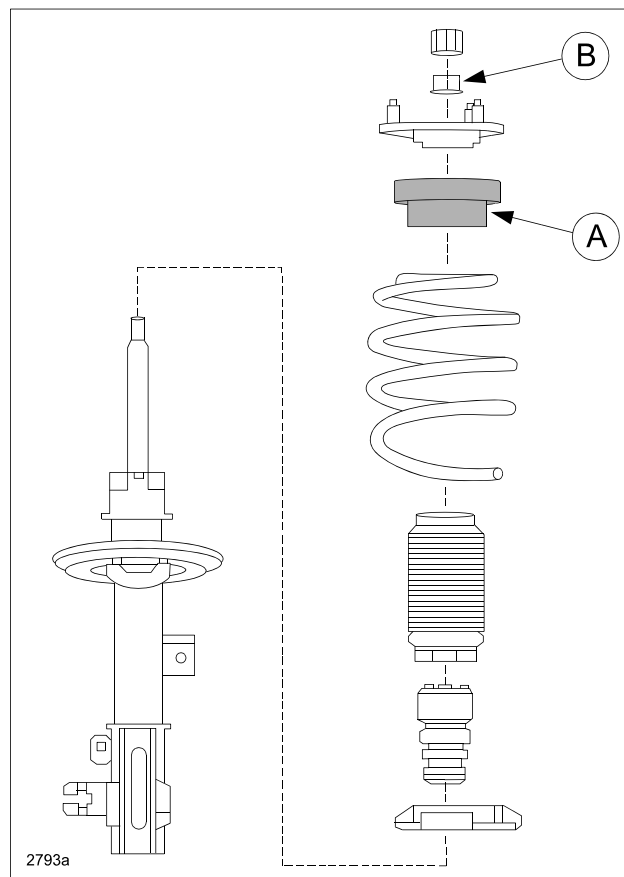
Subject: KNOCKING / SQUEAKING NOISE FROM FRONT STRUT BEARING	Bulletin No: 02-005/13
	Last Issued: 05/24/2013

APPLICABLE MODEL(S)/VINS

2013-2014 CX-5 vehicles with VINs lower than JM3KE*****343674 (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.

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 noise is coming from the upper part of front shock absorber when turning the steering wheel.
2. 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).
3. 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)