

© 2014 Mazda Motor of America, Inc.

<b>Subject:</b>  CHIRP NOISE FROM REAR SHOCK ABSORBERS	<b>Bulletin No:</b> 02-003/14
	<b>Last Issued:</b> 10/23/2014

## BULLETIN NOTE

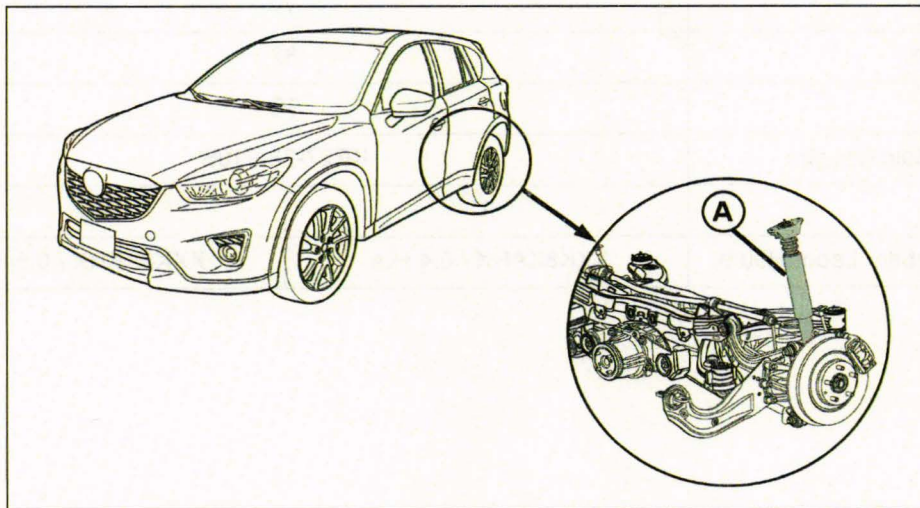
- This bulletin supersedes the previous bulletin 02-003/14, issued on 09/18/2014. The **APPLICABLE MODEL(S)/VINS INFORMATION** has been revised.
- Changes are noted below in Red beside the change bar.

## APPLICABLE MODEL(S)/VINS

2014-**2015** CX-5 vehicles with VINs between JM3 KE \*\*\*\*\* 387092 and JM3 KE \*\*\*\*\* 490721 (**produced between September 2, 2013 and June 05, 2014**)

## DESCRIPTION

Some vehicles may exhibit a chirp noise from the rear shock absorbers (A) when driving on a rough road or passing over a speed bump. Visual inspection of the shock absorbers show no external damage or oil leakage.



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

## REPAIR PROCEDURE

1. Verify customer concern.
2. Replace the rear shock absorber. Refer to MS3 online or Workshop Manual (section 02-14 REAR SHOCK ABSORBER REMOVAL/INSTALLATION).

**NOTE:** Only replaced the affected side.

3. Verify repair.

**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.

**Bulletin No:** 02-003/14  
© 2014 Mazda Motor of America, Inc.

**Last Issued:** 10/23/2014

### PART(S) INFORMATION

Part Number	Description	Qty.	Notes
KR27-28-910B	Rear Shock Absorber	1 or 2	Only replaced the affected side

### 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.
- Only replaced the affected side.

	Replace 1 rear shock absorber	Replace 2 rear shock absorbers
Warranty Type	A	
Symptom Code	82	
Damage Code	9G	
Part Number Main Cause	KR27-28-910B	
Quantity	1	2
Operation Number / Labor Hours:	XXK8KARX / 0.4 Hrs.	XXK8KBRX / 0.5 Hrs.