

**Tony Lawrence**

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**From:** Tony Lawrence  
**Sent:** Tuesday, July 29, 2014 3:29 PM  
**To:** All Dirs All Rgns - PT; All Dirs All Rgns - SR  
**Subject:** MAZDA DEALER NOTICE - SERVICE BULLETIN RELEASE

**SERVICE BULLETIN RELEASE - 07/29/2014**

2014 INDEX: [http://www.mstore2000.com/PDF\\_Files/index07-29-14.pdf](http://www.mstore2000.com/PDF_Files/index07-29-14.pdf)

The following Service Bulletin has just been issued.

- For latest MS3 postings, click here: <https://portal.mazdausa.com/m173/service/esi/MazdaServiceShop>

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**UPDATED BULLETIN**

**06-002/14 - MULTI-MODEL - UNUSUAL NOISE WHEN STARTING TO MOVE VEHICLE WHILE STEERING WHEEL IS TURNED TO FULL LEFT POSITION**

[http://www.mstore2000.com/PDF\\_Files/06-002-14-2931.pdf](http://www.mstore2000.com/PDF_Files/06-002-14-2931.pdf)

- Please distribute this information to all parts and service personnel.
- If you no longer wish to receive Mazda service bulletins, please contact the IT Administrator at your dealership and ask them to remove your email address from under the EMDCS application.

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<b>Subject:</b> UNUSUAL NOISE WHEN STARTING TO MOVE VEHICLE WHILE STEERING WHEEL IS TURNED TO FULL LEFT POSITION	<b>Bulletin No:</b> 06-002/14
	<b>Last Issued:</b> 07/29/2014

## BULLETIN NOTE

- This bulletin supersedes the previous bulletin 06-002/13, issued on 10/09/13. The APPLICABLE MODEL(S)/VINS, DESCRIPTION, REPAIR PROCEDURE, PART(S) and WARRANTY INFORMATION have been revised.
- Changes are noted below in Red beside the change bar.

## APPLICABLE MODEL(S)/VINS

2013-2014 Mazda3 vehicles with VINs lower than JM1BM\*\*\*\*\*148473 (produced Nov. 19, 2013)

2014 Mazda6 vehicles with VINs lower than JM1GJ\*\*\*\*\*159769 (produced Nov. 19, 2013)

2013-2014 CX-5 vehicles with VINs lower than JM3KE\*\*\*\*\*417235 (produced Nov. 19, 2013)

## DESCRIPTION

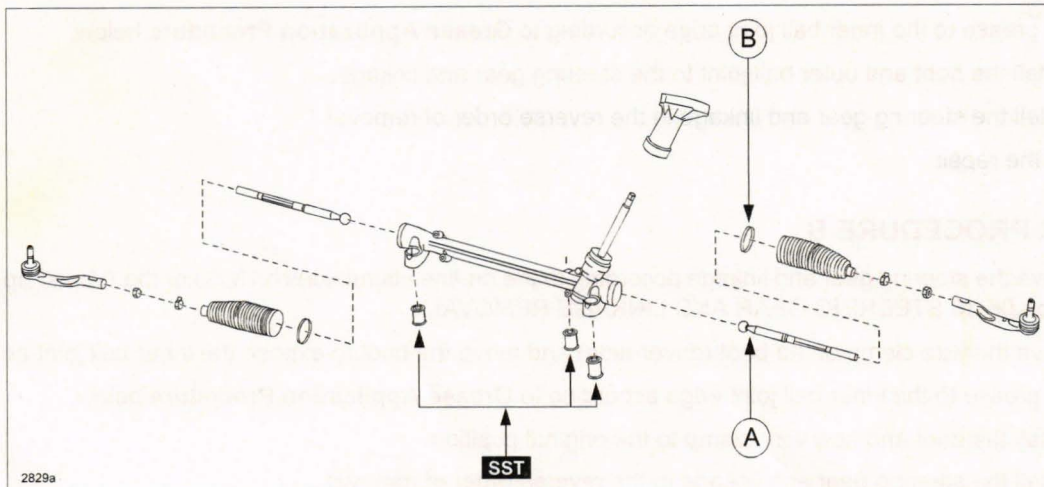
Some vehicles may exhibit an unusual (clacking) noise from under the front of the vehicle. This noise only occurs when starting to move the vehicle while the steering wheel is turned to the full left position.

**NOTE:** The noise will not occur if the steering wheel is in the center or full right position.

The noise is caused when the edge of the left side inner ball joint (A) gets stuck with the steering gear housing.

The following modifications have been made to eliminate the noise:

1. The shape of the inner ball joint edge has been changed.
2. Grease has been applied to the inner ball joint edge.



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

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## REPAIR PROCEDURE

1. Verify the customer concern by turning the steering wheel full left, then start moving the vehicle.
    - If the noise is not present, this service information does not apply.
    - If the noise is present, identify the model and VIN, then perform the appropriate repair according to the table below:
- Repair Procedure A: Inner Ball-Joint Replacement (left side)
  - Repair Procedure B: Grease Application to Inner Ball Joint

Model	VIN Range / Prod. Date	Action
Mazda3	Vehicles with VINs lower than JM1BM*****148473 (Prod. Date: Nov. 19, 2013)	Perform Repair Procedure B only
Mazda6	Vehicles with VINs lower than JM1GJ*****130604 (Prod. Date: Jul. 1, 2013)	Perform Repair Procedure A only
Mazda6	Vehicles with VINs between JM1GJ*****130605 to 159769 (Prod. Date: Nov. 19, 2013)	Perform Repair Procedure B only
CX-5	Vehicles with VINs lower than JM3KE*****369145 (Prod. Date: Jul. 3, 2013)	Perform Repair Procedure A only
CX-5	Vehicles with VINs between JM3KE*****369146 to 417235 (Prod. Date: Nov. 19, 2013)	Perform Repair Procedure B only

### REPAIR PROCEDURE A

1. Remove the steering gear and linkage according to the on-line instructions on MS3 or the Workshop Manual (section 06-13 STEERING GEAR AND LINKAGE REMOVAL).
2. Replace the left inner ball joint according to the on-line instructions on MS3 or the Workshop Manual (section 06-13 STEERING GEAR AND LINKAGE DISASSEMBLY).
3. Apply grease to the inner ball joint edge according to **Grease Application Procedure** below.
4. Reinstall the boot and outer ball joint to the steering gear and linkage.
5. Reinstall the steering gear and linkage in the reverse order of removal.
6. Verify the repair.

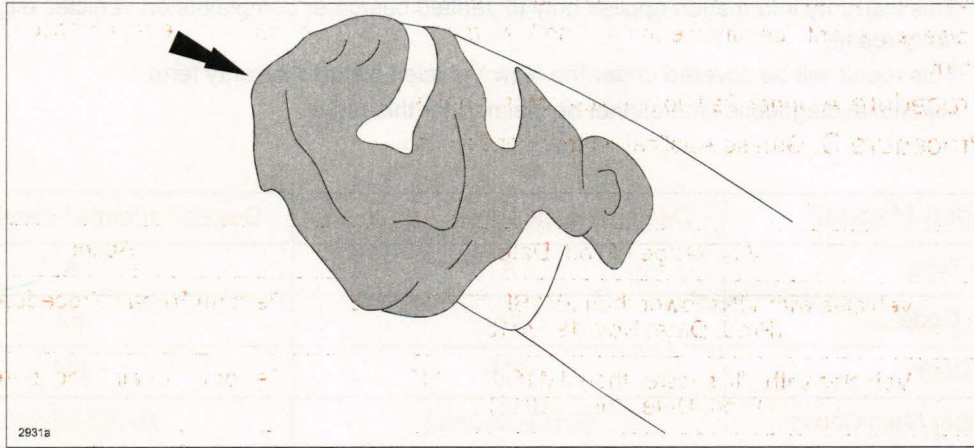
### REPAIR PROCEDURE B

1. Remove the steering gear and linkage according to the on-line instructions on MS3 or the Workshop Manual (section 06-13 STEERING GEAR AND LINKAGE REMOVAL).
2. Remove the wire clamp of the boot (driver-side) and move the boot to expose the inner ball joint edge.
3. Apply grease to the inner ball joint edge according to **Grease Application Procedure** below.
4. Reinstall the boot and new wire clamp to the original position.
5. Reinstall the steering gear and linkage in the reverse order of removal.
6. Verify the repair.

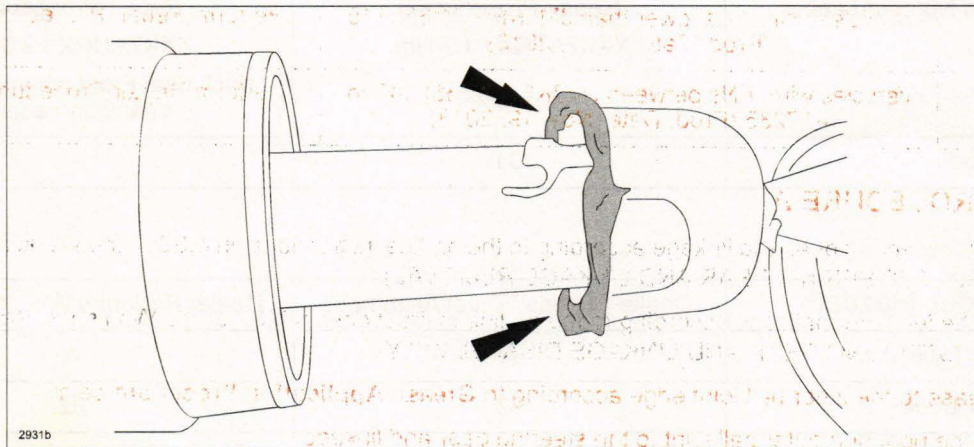


**Grease Application Procedure:**

1. Squeeze approx. 1cc of grease out of the tube onto your finger.



2. Apply the grease all the way around the inner ball joint edge.



**PART(S) INFORMATION**

Part Number	Description	Qty.	Notes
GHT2-32-240A	Inner Ball Joint	1	Mazda6
KD31-32-240A	Inner Ball Joint	1	CX-5
BBM4-32-127	Wire Clamp	1	(B) (Replace part / See illustration)
B455-32-099B	Joint Bolt	1	Mazda6 and CX-5
KD31-32-099	Joint Bolt	1	Mazda3
T060-26-169A	Snap Pin	2	Replace part
BHY1-32-GR1	Grease	1	One (1) tube repairs twenty (20) vehicles



**WARRANTY INFORMATION**

**NOTE:**

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under the New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

Model: Mazda3:	Dealer Sublets Wheel Alignment	Dealer Performs Wheel Alignment
Warranty Type	A	A
Symptom Code	82	82
Damage Code	9M	9M
Part Number Main Cause	GHT2-32-240A	GHT2-32-240A
Quantity	0	0
Operation Number / Labor Hours	Repair Procedure B XXK7ATRX / 1.7 Hrs.	Repair Procedure B XXK7AURX / 2.6 Hrs. (Includes: Front wheel alignment check and adjust)
Sublet Code	C1	---

Model: Mazda6:	Dealer Sublets Wheel Alignment	Dealer Performs Wheel Alignment
Warranty Type	A	A
Symptom Code	82	82
Damage Code	9M	9M
Part Number Main Cause	GHT2-32-240A	GHT2-32-240A
Quantity	1 (Repair Procedure A) 0 (Repair Procedure B)	1 (Repair Procedure A) 0 (Repair Procedure B)
Operation Number / Labor Hours	Repair Procedure A XXK7AGRX / 1.8 Hrs.	Repair Procedure A XXK7AJRX / 2.7 Hrs. (Includes: Front wheel alignment check and adjust)
	Repair Procedure B XXK7AHRX / 1.7 Hrs.	Repair Procedure B XXK7AKRX / 2.6 Hrs. (Includes: Front wheel alignment check and adjust)
Sublet Code	C1	---

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<b>Model: CX-5</b>	<b>Dealer Sublets Wheel Alignment</b>	<b>Dealer Performs Wheel Alignment</b>
Warranty Type	A	A
Symptom Code	82	82
Damage Code	9M	9M
Part Number Main Cause	KD31-32-240A	KD31-32-240A
Quantity	1 (Repair Procedure A) 0 (Repair Procedure B)	1 (Repair Procedure A) 0 (Repair Procedure B)
Operation Number / Labor Hours	Repair Procedure A (2WD) XXK7ALRX / 2.0 Hrs.	Repair Procedure A (2WD) XXK7APRX / 2.9 Hrs. (Includes: Front wheel alignment check and adjust)
	Repair Procedure A (4WD) XXK7AMRX / 1.9 Hrs.	Repair Procedure A (4WD) XXK7ARRX / 2.8 Hrs. (Includes: Front wheel alignment check and adjust)
	Repair Procedure B XXK7ANRX / 1.8 Hrs.	Repair Procedure B XXK7ASRX / 2.7 Hrs. (Includes: Front wheel alignment check and adjust)
Sublet Code	C1	

**NOTE:**

- Vehicles applicable to "Repair Procedure A" require replacement of the left inner ball joint and must be claimed.
- Vehicles applicable to "Repair Procedure B" already have a modified inner ball joint installed. Replacement of the inner ball joint will not be accepted.



# Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



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<b>Subject:</b> DTC B2278 STORED IN THE POWER STEERING CONTROL MODULE	<b>Bulletin No:</b> 06-001/14
	<b>Last Issued:</b> 07/14/2014

## BULLETIN NOTE

- SERVICE BULLETIN 06-001/14, "2008-2011 TRIBUTE - DTC B2278 STORED IN THE POWER STEERING CONTROL MODULE", IS NO LONGER VALID.
- SERVICE BULLETIN 06-001/14 HAS BEEN SUPERSEDED BY SAFETY RECALL 7614E, "2008-2011 TRIBUTE - ELECTRIC POWER-ASSISTED STEERING (EPAS)."

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