# Service Bulletin

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Mazda North American Operations Irvine, CA 92618-2922



Subject: CREAK / SQUEAK NOISE FROM REAR WHEN DRIVING OVER BUMPS	Bulletin No:	02-002/14
	Last Issued:	07/11/2014

#### **BULLETIN NOTE**

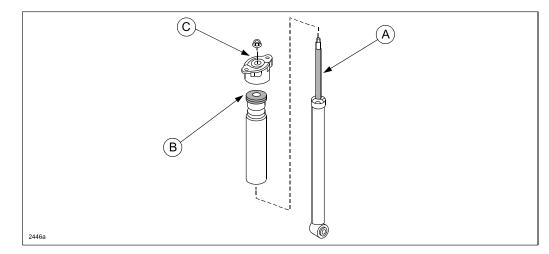
- This bulletin supersedes the previous bulletin 02-001/11, issued on 04/18/2011, 02-007/10, issued on 12/10/ 2010 and 11/18/2010. The APPLICABLE MODEL(S)/VINS has been revised.
- · Changes are noted below in Red beside the change bar.

### **APPLICABLE MODEL(S)/VINS**

2011-2014 Mazda2

### DESCRIPTION

Some vehicles may exhibit a creak/squeak type noise coming from the rear of the vehicle when driving over bumps. Noise may be caused by the rear shock absorber rod surface (A) sticking to the bump stopper (B) and/ or the bump stopper sticking to the mounting base (C).



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

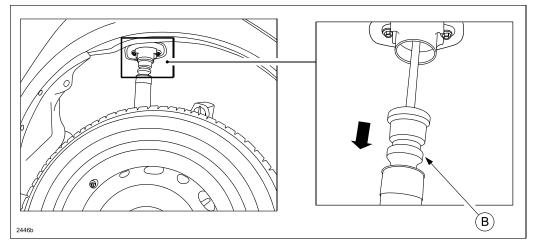
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**CONSUMER NOTICE**: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions 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.

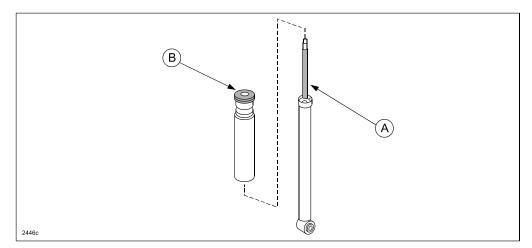
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### **REPAIR PROCEDURE**

- 1. Verify customer concern.
- 2. Lift vehicle per MS3 online or Workshop Manual (section 00-00 JACKING POSITIONS, VEHICLE LIFT (2 SUPPORTS) AND SAFETY STAND (RIGID RACK) POSITIONS).
- 3. Apply Mazda Silicone Brake Grease on the top surface of the bump stopper and on the rod surface of the rear shock absorber. (Both LH and RH).
  - a. Separate the bump stopper (B) from the mounting case by pulling it down.

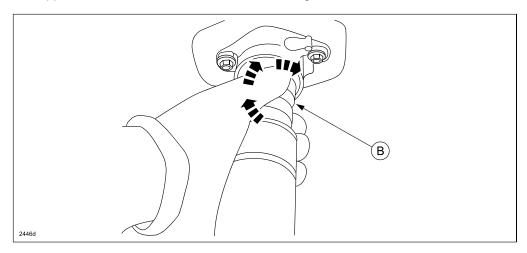


b. Apply Mazda Silicone Brake Grease on top surface of the bump stopper (B) and on the rod surface of the rear shock absorber (A), indicated by gray color:

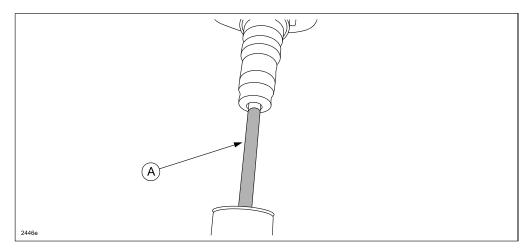


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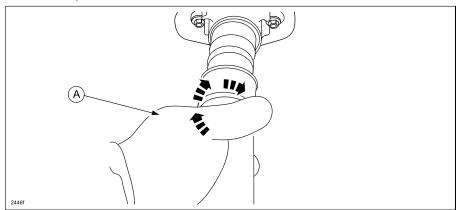
- c. Rotate the bump stopper (B) while lifting up until it makes contact with the mounting case.
  - **NOTE:** The installation requires less force and effort if the bump stopper is rotated and inserted to the mounting case simultaneously so that the grease can spread to the whole area where the bump stopper meets with the rod and /or the mounting case.



- d. Separate the dust cover from the bump stopper.
- e. Apply the Mazda Silicone Brake Grease on the rod surface (A) of the rear shock absorber.



- f. Install the dust cover back into the bump stopper.
  - **NOTE:** It requires less force and effort if the dust cover is rotated (A) and inserted to the bump stopper simultaneously.



- g. Lower the vehicle.
- 4. Verify repair.

## PART(S) INFORMATION

Part Number	Description	Qty.	Notes
0000-77-XG3A	Mazda Silicone Brake Grease		Shop Supply (1 = multiple repairs)

#### 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	97
Part Number Main Cause	DR61-28-70X
Quantity	0
Operation Number / Labor Hours:	XXF4DXRX (both sides) / 0.3 Hrs.

**NOTE:** Brake Grease (0000-77-XG3A) is a shop supply and cannot be claimed under warranty.