Irvine, CA 92618-2922



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Subject:

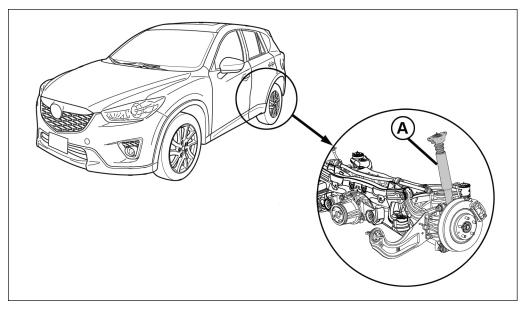
Bulletin No: 02-003/14 CHIRP NOISE FROM REAR SHOCK ABSORBERS Last Issued: 09/18/2014

## APPLICABLE MODEL(S)/VINS

2014 CX-5 vehicles with VINs between JM3 KE \*\*\*\*\*\* 387092 and JM3 KE \*\*\*\*\*\* 490721 (produced before June 06, 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.

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# 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.	