

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

BULLETIN NOTE

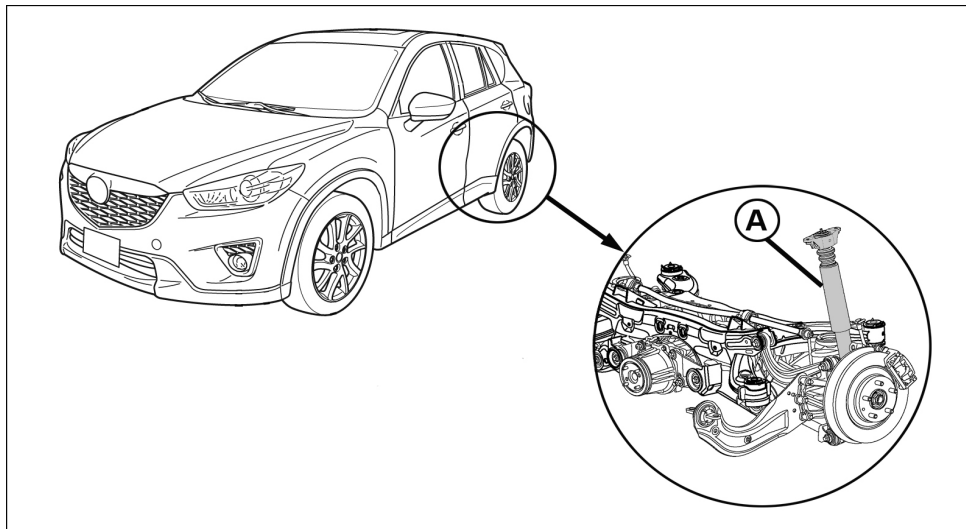
- This bulletin supersedes the previous bulletin 02-003/14, issued on 09/18/2014. The APPLICABLE MODEL(S)/VINS INFORMATION has been revised.
- Changes are noted below in Red beside the change bar.

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.

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.