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<b>Subject:</b> <b>CHIRP / CLUNK NOISE FROM REAR SHOCK ABSORBERS</b>	<b>Bulletin No:</b> 02-003/14
	<b>Last Issued:</b> 12/30/2014

## BULLETIN NOTE

- This bulletin supersedes the previous bulletin 02-003/14, issued on 10/23/2014, 09/18/2014. The APPLICABLE MODEL(S)/VINS, DESCRIPTION, REPAIR PROCEDURE, PARTS AND WARRANTY INFORMATION have been revised.
- Changes are noted below in Red beside the change bar.

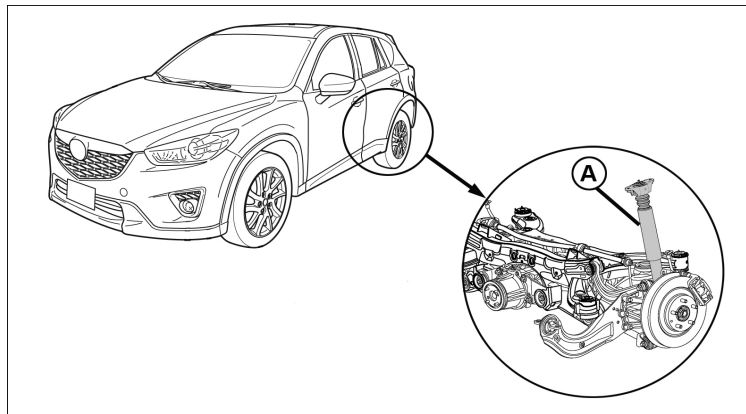
## APPLICABLE MODEL(S)/VINS

2013-2015 CX-5 vehicles with VINs lower than JM3 KE \*\*\*\*\* 490722 (produced before June 06, 2014)

2014-2015 Mazda6 vehicles with VINs lower than JM1 GJ \*\*\*\*\* 192204 (produced before June 11, 2014)

## DESCRIPTION

Some vehicles may exhibit a chirp/clunk type 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.



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:
  - CX-5 - REAR SHOCK ABSORBER REMOVAL/INSTALLATION
  - Mazda6 - REAR SHOCK ABSORBER REMOVAL/INSTALLATION

**NOTE:** Only replace 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.

**PART(S) INFORMATION**

**CX-5**

Part Number	Description	Qty.	Note
KDY5-28-910	Rear Shock Absorber	1 / one side	US, Canada
KD35-28-910F			
KFY9-28-910			Mexico
KF49-28-910F			
KF69-28-910A			
KR27-28-910B			US, Canada

**Mazda6**

Part Number	Description	Qty.	Note
GJY9-28-910	Rear Shock Absorber	1 / one side	US, Canada
GJR9-28-910J			
GLY5-28-910			Mexico
GLK5-28-910H			

**NOTE:** Use VIN to lookup correct part number in GEPC. Only replace 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 replace 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	****-28-910*	
Quantity	1	2
Operation Number / Labor Hours:	XXKCHARX / 0.4 Hrs.	XXKCHBRX / 0.5 Hrs.