

© 2015 Mazda Motor of America, Inc.

|   |                                |
|---|--------------------------------|
| <b>Subject:</b><br>CREAKING NOISE FROM FRONT LOWER CONTROL ARM BUSHINGS | <b>Bulletin No:</b> 02-001/15  |
|   | <b>Last Issued:</b> 11/20/2015 |

## BULLETIN NOTE

- This bulletin supersedes the previous bulletins 02-001/15, issued on 01/14/15 and 02-005/14, issued on 12/12/14. The APPLICABLE MODEL(S)/VINS, REPAIR PROCEDURE, PART(S) and WARRANTY INFORMATION have been revised.
- Changes are noted below in Red beside the change bar.

## APPLICABLE MODEL(S)/VINS

2014-2016 Mazda3

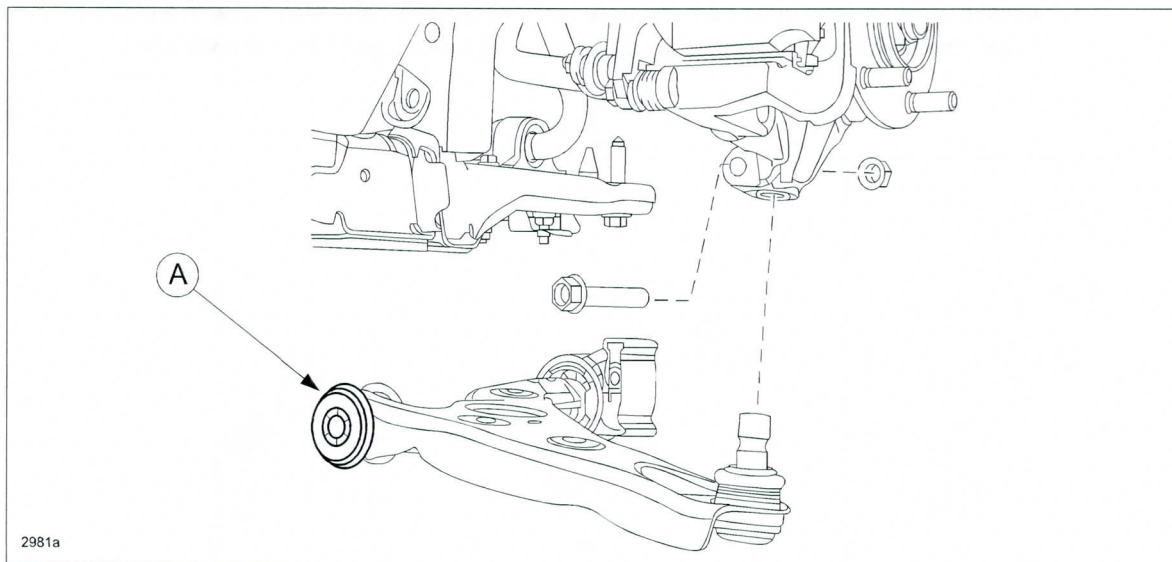
2014-2016 Mazda6

2013-2016 CX-5

## DESCRIPTION

Some vehicles may exhibit a creaking noise from under the front of the vehicle when driving over bumps. The noise occurs at approx. 12 - 25 mph (20 - 40 Km/h) when the road surface is wet or after a car wash. The noise becomes more noticeable when driving over higher bumps.

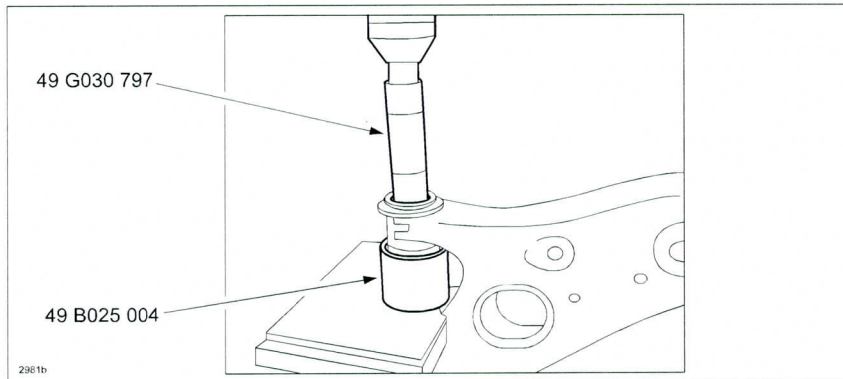
The creaking noise is caused when the front lower control arm bushing(s) (A) become wet.



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

## REPAIR PROCEDURE

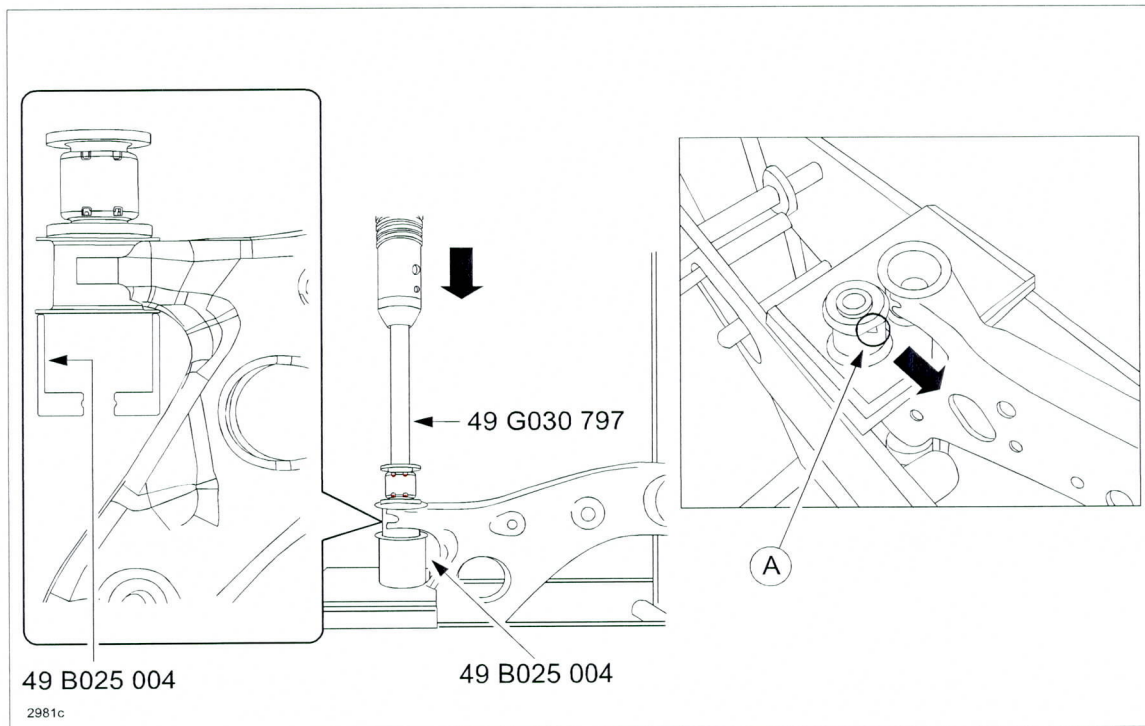
1. If possible, verify the customer concern when driving over bumps under wet conditions.
2. Replace front lower control arm bushing with new service part according to Steps 3 - 8.
3. Remove the front lower control arm according to the on-line instructions on MS3 or the Workshop Manual (section 02-13 FRONT LOWER ARM REMOVAL/INSTALLATION).
4. Remove the front lower arm bushing using SSTs 49 G030 797 and 49 B025 004.
5. Place the SSTs on the front lower control arm as shown below, then press out the bushing.



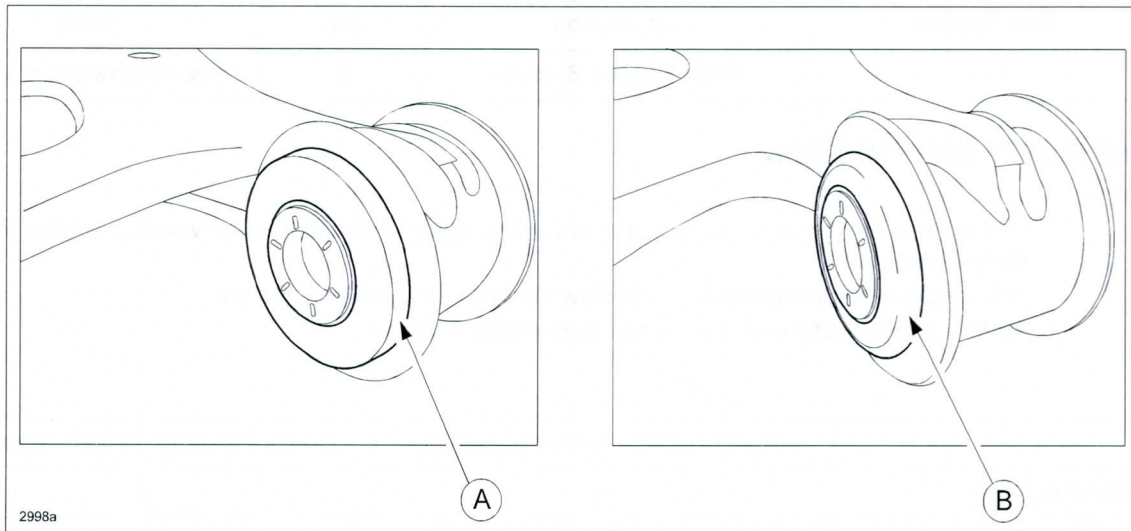
6. Install the modified bushing using the same SSTs.

### NOTE:

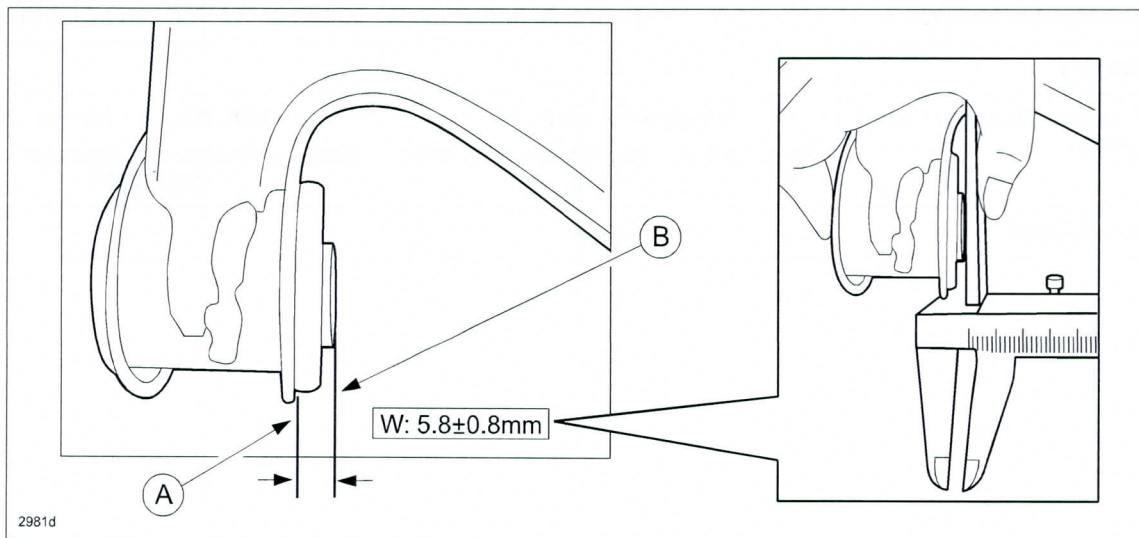
- Apply soap suds to the bushing to ease the installation.
- Always wipe off soap suds from the front lower control arm and bushing with a cloth.
- Install the bushing so the projection (A) is pointing toward the front of the vehicle.



**CAUTION:** Make sure the bushing has been properly inserted by verifying that the bushing tab **IS FULLY EXPANDED**, as shown in the illustration to the left (A). The illustration to the right (B) shows an example of a bushing tab that **IS NOT FULLY EXPANDED**.



7. After installing the bushing, verify the distance between the front lower control arm (A) and front lower control arm bushing inner pipe (B) equals  $5.8 \pm 0.8\text{mm}$  as shown below.



8. Reinstall the front lower control arm according to the on-line instructions on MS3 or the Workshop Manual (section 02-13 FRONT LOWER ARM REMOVAL/INSTALLATION).

**NOTE:** For the joint sections with rubber bushings, raise the vehicle using a lift, then temporarily tighten the installation bolts and nuts. Lower the vehicle to the ground and tighten them to the specified tightening torque.

9. Perform Steps 3 - 8 on opposite side of vehicle.
10. Perform wheel alignment inspection and adjust if necessary.
11. Verify the repair.



**PART(S) INFORMATION**

| Part Number         | Description          | Qty. | Notes                        |
|---------------------|----------------------|------|------------------------------|
| <b>KDY5-34-470A</b> | Front Rubber Bushing | 2    | Repair both sides of vehicle |

**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.

|                                | Dealer Sublets Wheel Alignment                                       | Dealer Performs Wheel Alignment  |
|--------------------------------|--|--|
| Warranty Type                  | A  | A  |
| Symptom Code                   | 82   | 82   |
| Damage Code                    | 93   | 93   |
| Part Number Main Cause         | <b>KDY5-34-470A</b> (Lower Arm Bushing)                              | <b>KDY5-34-470A</b> (Lower Arm Bushing)                                  |
| Quantity                       | 2  | 2  |
| Operation Number / Labor Hours | XXK8NARX / 0.8 Hrs.<br>(Only replacement of front lower arm bushing) | XXK8NBRX / 1.8 Hrs.<br>(Includes front wheel alignment check and adjust) |
| Sublet Code                    | Z9 or X  | ---  |