

Subject: CHIRP / CLUNK NOISE FROM REAR SHOCK ABSORBERS	Bulletin No: 02-005/15
	Last Issued: 05/18/2015

BULLETIN NOTE

- This bulletin supersedes the previous bulletin 02-003/14, issued on 12/30/2014, 10/23/2014, 09/18/2014. The WARRANTY INFORMATION has been revised.
- Changes are noted below in Red beside the change bar.

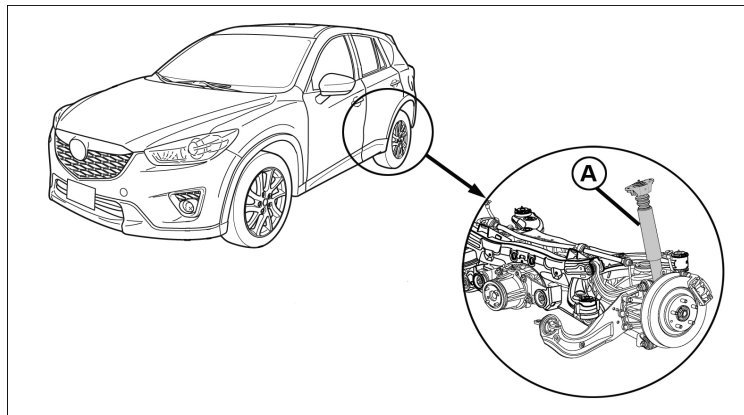
APPLICABLE MODEL(S)/VINS

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.

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PART(S) INFORMATION

CX-5

Part Number	Description	Qty.	Note
KDY5-28-910	Rear Shock Absorber	1 / one side	US, Canada
KD35-28-910F			Mexico
KFY9-28-910			
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			Mexico
GLY5-28-910			
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.
- **Replacement of both Rear Shock Absorbers requires Prior DSM Authorization.**

	Replace 1 rear shock absorber	Replace 2 rear shock absorbers (Replacement of both Rear Shock Absorbers requires Prior DSM Authorization)
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.