

Subject: OIL SEEPAGE FROM REAR SHOCK ABSORBER(S)	Bulletin No: 02-014/16
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APPLICABLE MODEL(S)/VINS

2016 CX-3 vehicles with VINs lower than JM1 DK ***** 100396 (produced before April 6, 2015)

DESCRIPTION

Some vehicles may exhibit oil seepage from the rear shock absorber(s) while the vehicle is on a hoist (i.e. during normal maintenance or other service).

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

REPAIR PROCEDURE

1. Safely raise the vehicle on the hoist.
2. Check the label on both rear shock absorbers for the lot number (example: RA5 is the lot number shown in the illustration below). If the lot numbers are within the production range shown in the table below, replace the rear shock absorbers with new ones.



Applicable lot number:	SK3 (3rd week of November, 2014) through RB1 (1st week of February, 2015).
Lot number reading:	Example: "RA5" means 5th week of January, 2015.
1st letter:	Year: S = 2014, R = 2015, Q = 2016
2nd letter:	Month: A = Jan., B = Feb., C = Mar.,.....K = Nov., L = Dec.
3rd letter:	Week: 1 = 1st week, 2 = 2nd week, 3 = 3rd week, 4 = 4th week, 5 = 5th week

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.

3. If the lot number on the shock absorber label is “SK3” through “RB1”, replace the rear shock absorber according to the instructions on MS3 online (REAR SHOCK ABSORBER REMOVAL/INSTALLATION).

NOTE:

- Replace only the affected side rear shock absorber.
- Replace the shock absorber and the nut.

4. Lower the vehicle.

5. Verify the repair.

PART(S) INFORMATION

Part Number	Description	Qty.	Spec.
DB4G-28-910B	Rear Shock Absorber Assy.	1 or 2	2WD
DB4J-28-910C	Rear Shock Absorber Assy.	1 or 2	4WD
9YB0-40-811	Nut	1 or 2	Non-reusable nut / 1 per 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 rear shock absorber.
- Replacement of both Rear Shock Absorbers requires Prior DSM Authorization.
- This TSB can be performed by D329 Mazda Certified Lube Technicians.

	Replace one rear shock absorber	Replace both rear shock absorbers (Requires prior DSM Authorization)
Warranty Type	A	A
Symptom Code	76	76
Damage Code	9W	9W
Part Number Main Cause	DB4G-28-910B or DB4J-28-910C	DB4G-28-910B or DB4J-28-910C
Quantity	1	2
Operation Number / Labor Hours:	XXM2NARX / 0.3 Hrs.	XXM2NBRX / 0.4 Hrs.
TSB can be performed by D329 Mazda Certified Lube Technicians:	Yes	Yes