

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: 02-008/17 - FLUID SEEPAGE AND KNOCKING NOISE FROM FRONT SHOCK ABSORBERS	Bulletin No.: 02-008/17
	Last Issued: 06/30/2017

DESCRIPTION

APPLICABLE MODEL(S)/VINS

2007-2015 CX-9 vehicles with VINs lower than JM3TB*****470223(produced before November 18, 2015)

Some vehicles may experience a knocking noise from the front shock absorbers when driving over rough roads or speed bumps. The noise may be caused by damage to the inner seal of front shock absorber, resulting in fluid seepage. To eliminate this concern, modified parts with improved oil sealing performance have been established as service parts.

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

REPAIR PROCEDURE

1. Verify the customer complaint.
2. If the knocking noise is confirmed to be coming from the front shock absorbers when driving over rough roads or speed bumps, replace both front shock absorbers with the modified ones according to the instructions on MGSS online (FRONT SHOCK ABSORBER AND COIL SPRING REMOVAL/INSTALLATION).
3. Verify repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Spec.	Model Years
TGY1-34-900	Damper (L), Front	1	2WD / 4WD	2011 - 2015
TGY1-34-700	Damper (R), Front	1	2WD / 4WD	2011 - 2015
TDY1-34-900	Damper (L), Front	1	4WD	2007-2010
TDY1-34-700	Damper (R), Front	1	4WD	2007-2010
TDY2-34-900	Damper (L), Front	1	2WD	2007-2010
TDY2-34-700	Damper (R), Front	1	2WD	2007-2010

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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.

Warranty Type	A
Symptom Code	76
Damage Code	93
Part Number Main Cause	(SEE PARTS INFORMATION)
Quantity	2
Operation Number / Labor Hours:	XXN42XRX / 1.1 Hrs. (Includes front wheel alignment check)

NOTE: Replace both side shock absorbers.

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