

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922

**Subject:**

**FLUID SEEPAGE AND KNOCKING NOISE FROM FRONT SHOCK  
ABSORBERS**

**Bulletin No.:** 02-008/17

**Last Issued:** 07/21/2017

## BULLETIN NOTES

This bulletin supersedes the previously issued bulletin(s) listed below. The changes are noted in Red text.

Previous TSBs:	Date(s) Issued:
02-008/17	6/30/17

## 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

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**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.

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

## 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:	---
Front Wheel Alignment Check Adjust is performed at outside shop	<p>XXN6JXR / 0.7 Hrs. (Only Front shock absorbers, replace)</p> <p><b>Sublet Code:</b> If Wheel Alignment Check and adjust is performed at an outside shop, claim the actual invoice amount with the sublet code "C1".</p>
Front Wheel Alignment Check Adjust is performed at dealer using 4-Wheel Alignment Tester	<p>XXN6JARX / 1.8 Hrs. (Includes Front wheel alignment, Check)</p>
Front Wheel Alignment Check Adjust is performed at dealer using 4-wheel alignment tester with Wireless Type	<p>XXN6JBRX / 1.4 Hrs. (Includes Front wheel alignment, Check)</p>

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**NOTE:** Replace both side shock absorbers.

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