

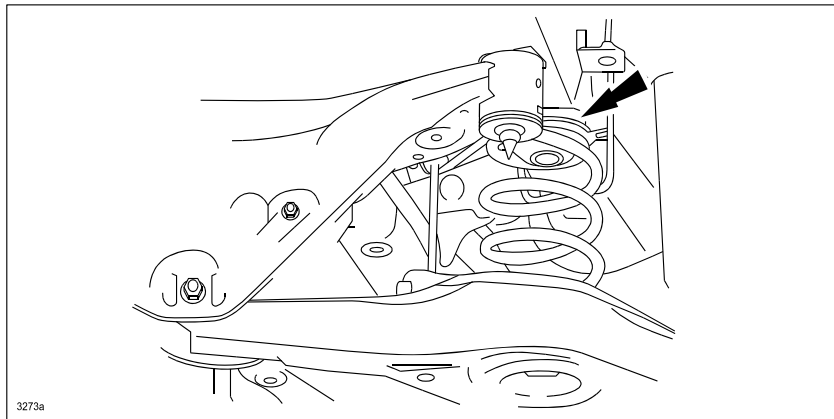
Subject: CREAKING / SQUEAKING NOISE FROM RIGHT REAR SUSPENSION	Bulletin No: 02-004/17
	Last Issued: 01/13/2017

APPLICABLE MODEL(S)/VINS

2016 CX-9

DESCRIPTION

Some vehicles may experience a creaking/squeaking noise from the right rear suspension. The noise occurs while coming to a (slow speed) stop or when starting from a stop. The noise can also be duplicated by gently bouncing the right rear suspension (i.e. simulating the movement of a passenger exiting the right rear door).



The noise may be caused by a stick-slip condition between the upper spring seat rubber and the coil spring. To eliminate this concern, the shape of the coil spring has been changed.

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

REPAIR PROCEDURE

1. Verify the customer concern.
2. Replace the right rear coil spring with a modified one according to the instructions on MS3 online (REAR COIL SPRING REMOVAL/INSTALLATION).

NOTE: If the upper spring seat rubber is found to be damaged, replace it with a new one.

NOTE: It is NOT necessary to perform the "AUTO LEVELING INITIALIZATION PROCEDURE".

3. Verify the repair.

PART(S) INFORMATION

Part Number	Description	Qty.	Notes
TK48-28-011B	Spring-Coil, Rear	1	2WD
TK50-28-011B	Spring-Coil, Rear	1	4WD
KD35-28-012	Sheet, Rubber	1	Only when damaged

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	82
Damage Code	97
Part Number Main Cause	TK48-28-011B or TK50-28-011B
Quantity	1
Operation Number / Labor Hours:	XXMA7XRX / 0.4 Hrs.