

Subject: WHEEL BEARING NOISE MISDIAGNOSED AS TRANSMISSION, TRANSFER UNIT OR DIFFERENTIAL	Service Alert No.: SA-016/19
	Last Issued: 04/08/2019

APPLICABLE MODEL(S)/VINS

2016-2019 CX-3
2013-2019 CX-5
2016-2019 CX-9
2016-2019 MX-5
2016-2018 Mazda2
2013-2019 Mazda3
2014-2019 Mazda6

DESCRIPTION

There have been warranty claims submitted for noise in differentials, transfer units and transmissions where the source of the noise was a wheel bearing. This misdiagnosis can lead to multiple repair attempts, warranty debits, and additional inconvenience and/or cost to the customer. To reduce the chance of this occurring, please follow the steps outlined in the repair procedure.

REPAIR PROCEDURE

1. Is there another published document for the vehicle you are working on that describes the noise?
 - YES - Follow that repair procedure first and retest.
 - NO - Continue to the next step.
2. Connect a chassis ear tool to the vehicle.
3. Drive the vehicle with the chassis ear connected and turn the wheel back and forth while driving to transfer the load from one side to the other. Did the noise change?
 - YES - Replace the wheel bearing on the side where the noise was loudest and then retest the vehicle.
 - NO - Continue to next step.
4. Drive the vehicle in a straight line, then in a clockwise circle and then a counter-clockwise circle. Was the noise loudest at any wheel bearing?
 - YES- Replace the wheel bearing on the side where the noise was loudest and then retest the vehicle.
 - NO - Continue to next step.
5. Contact Hotline with all your test results.