

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: LOOSE STEERING WHEEL	Service Alert No.: SA-033/19
	Last Issued: 08/01/2019

APPLICABLE MODEL(S)/VINS

2014-2019 Mazda6

DESCRIPTION

Some customers may have a concern of a loose steering wheel. If a customer reports a loose steering wheel and the lockbolt is found to be loose, **DO NOT** simply retighten the steering wheel. Follow the steps below in the Repair Procedure.

REPAIR PROCEDURE

1. Follow the instructions on MGSS [STEERING WHEEL AND COLUMN REMOVAL/INSTALLATION] to safely remove the airbag and steering wheel.

NOTE: Look up the procedure by VIN or model/model year because the torque specs vary between model years.

2. Inspect the steering wheel where it contacts the column. If there is any damage to the splines, replace the steering wheel.

NOTE: DO NOT release the vehicle to the customer reusing old parts while waiting for new parts to arrive.

3. Inspect the steering shaft and threads of the lockbolt for any damage. If damage is found, replace the steering column assembly.

4. Reassemble the vehicle following the instructions on MGSS [STEERING WHEEL AND COLUMN REMOVAL/INSTALLATION].

NOTE: The lockbolt must always be replaced with a *brand new OEM Mazda supplied part*. It is ok to reuse the bolt for testing and to temporarily hold the steering wheel when moving the vehicle in the shop, but DO NOT reuse the bolt and return the vehicle to the customer.

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PARTS INFORMATION

Use the GEPC with the VIN to look up parts. If there are any questions regarding parts or how to look them up, contact DAG.

D-Code	Description	Qty.	Notes
90780	Steering Wheel Bolt	1	This bolt must ALWAYS be replaced with a <i>brand new OEM Mazda supplied part</i> .
32982	Boss, Steering Wheel	1	Needed if the steering wheel splines are damaged.
32100	Shaft, Energy Absorber*	1	Check MGSS for any additional parts that must be replaced <i>with brand new OEM Mazda supplied parts</i> along with this part.

WARRANTY INFORMATION

Bolt replaced	Use the appropriate labor found in Warranty Wizard for steering wheel RR
Bolt and steering wheel replaced	Use the appropriate labor found in Warranty Wizard for steering wheel RR
Bolt, steering wheel and column replaced	Use the appropriate labor found in Warranty Wizard for the steering column RR

NOTE: Warranty pre-authorization may be required for some components. For any questions concerning this repair, contact the Warranty Call Center.

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