

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

**KNOCKING NOISE FROM REAR SUSPENSION WHEN DRIVING OVER
ROAD BUMP**

Bulletin No.: 02-006/19

Last Issued: 12/20/2019

BULLETIN NOTES

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

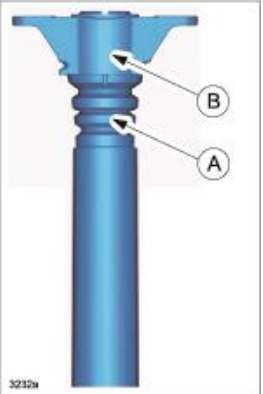
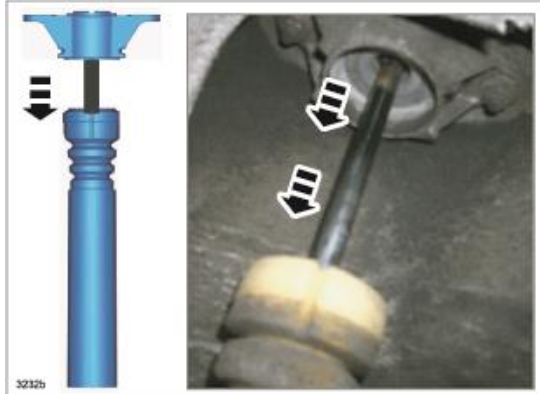
Previous TSBs:	Date(s) Issued:
02-013/16	08/01/16

APPLICABLE MODEL(S)/VINS

2014-~~2018~~ Mazda3 vehicles (Mexico built)

DESCRIPTION

Some vehicles may exhibit a knocking noise from the rear of the vehicle when driving over a road bump. Upon inspection of the rear suspension, the bump stop (bound stopper) of the rear shock absorber is coming out of the mounting rubber.

Normal Condition: Bump stop (bound stopper) (A) is press fit and bonded to the mounting rubber (B).		Problem condition: Bump stop (bound stopper) is coming out of the mounting rubber.	
			

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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.

This is caused by the adhesive surface of the mounting rubber bracket having inadequate roughness opposite to the bound stopper and the bracket shape being inappropriate to have sufficient holding force. The bound stopper may come out under any of the following conditions:

- When the bound stopper shrinks during cold weather
- When the bound stopper expands during cold weather after absorbing water
- When the shock absorber moves down after freezing over in between the shock absorber and the dust cover.

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

REPAIR PROCEDURE

1. Verify customer concern.
2. Disassemble and assemble the affected rear shock absorber using a new bump stop (bound stopper) mounting rubber and nut according to the instructions on MGSS online (REAR SHOCK ABSORBER DISASSEMBLY/ASSEMBLY).

NOTE: MGSS online has already been revised to include this section.

3. Verify repair.

PARTS INFORMATION

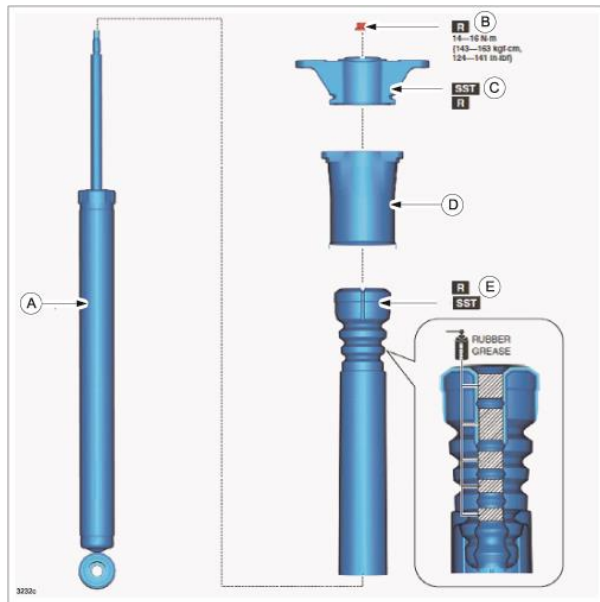
NOTE: All the parts in the chart are "Replacement Parts". There is no part number change by this mass-production change.

Shock Absorber (A)

Dust Boot (D)

Part Number	Description	Qty.
B4YA-28-1A0	Bump Stop (E)	1 or 2
KDY5-28-380	Mounting Rubber (C)	1 or 2
9YB0-40-811	Nut (B)	1 or 2

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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.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	82
Damage Code	9G
Part Number Main Cause	B4YA-28-1A0 (Bump Stop)
Qty.	1 or 2
Operation Number / Labor Hours:	XXM34ARX / 0.5 Hrs. (One side) XXM34BRX / 0.7 Hrs. (Both sides)

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