

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: CLICK NOISE FROM FRONT BRAKES	Bulletin No.: 04-004/20
	Last Issued: 03/06/2020

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
04-004/20	02/20/20

APPLICABLE MODEL(S)/VINS

2016-2020 CX-9

DESCRIPTION

Some vehicles may exhibit a click noise from the front brakes under one of the following conditions:

- When first moving the vehicle forward or reverse from a stop.
- When first applying the brakes while the vehicle is moving forward at slow speeds.

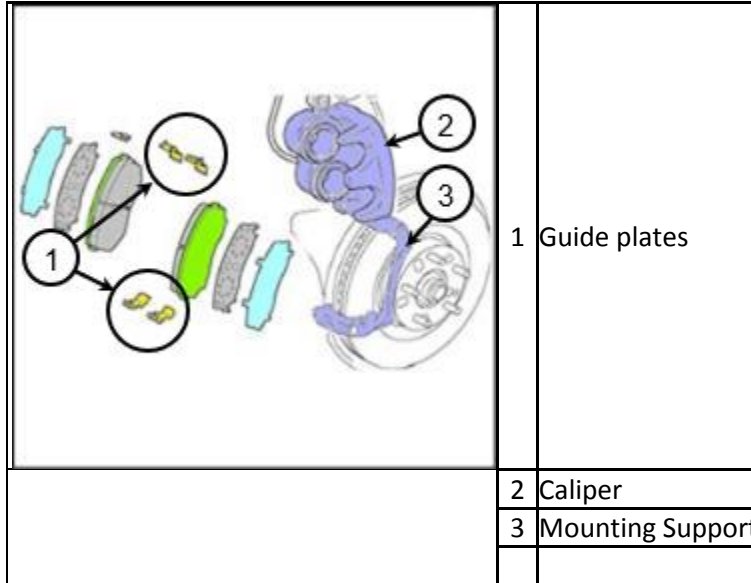
Due to deteriorated grease between the brake pads and the shim, the front brake pads move upward/downward along with the brake rotors during brake application. When the vehicle moves or the brakes are applied the next time, the front brake pads move to the other side, which causes a click noise.

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

REPAIR PROCEDURE

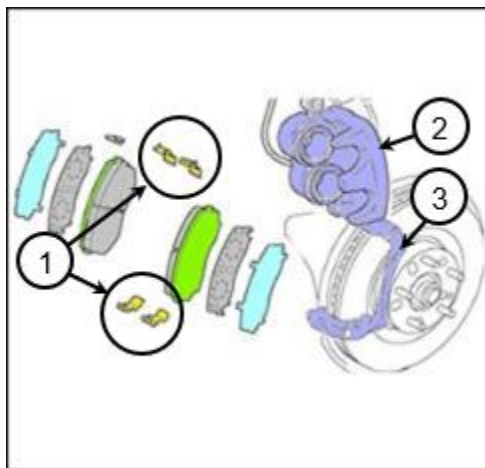
1. Verify the customer concern.

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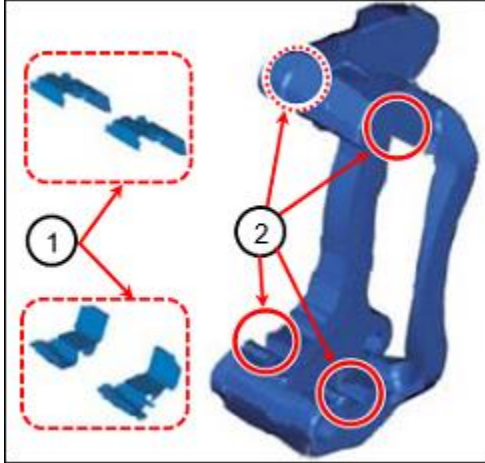


NOTE: This repair includes attaching the protectors to the original guide plates (1), then apply white grease to the specified locations as outlined below.

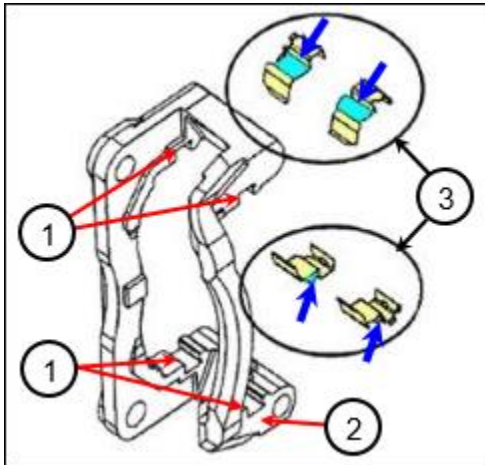
2. Remove the front brake pads (both sides) according to MGSS online (DISC PAD (FRONT) REPLACEMENT).
3. Clean the guide plates (1) and the guide plate seating area of the mounting support (2) using brake cleaner or equivalent.



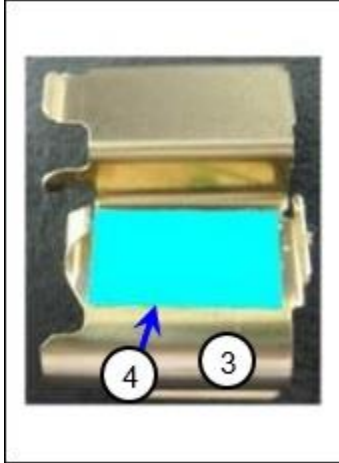
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4. Attach protector (4) to the removed guide plates (3) (as shown below).
5. Reinstall the guide plate (3) to the mounting support (2).

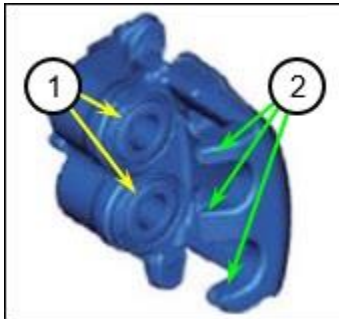


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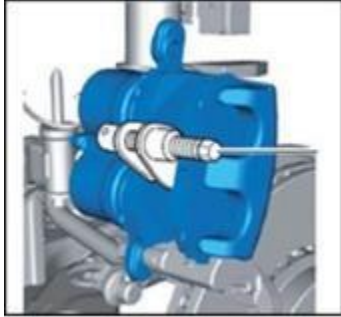
NOTE: When the protector (4) is properly attached, there should be no clearance between the guide plate and mounting support.

6. Clean the end (1) of the pistons (pad-to-shim contact surface) and the caliper clips (2) (shim contact area) using brake cleaner or equivalent. Also, wipe off old grease from the pad-to-shim contact surface, including molded holes and from the inner/outer shims (all shims).

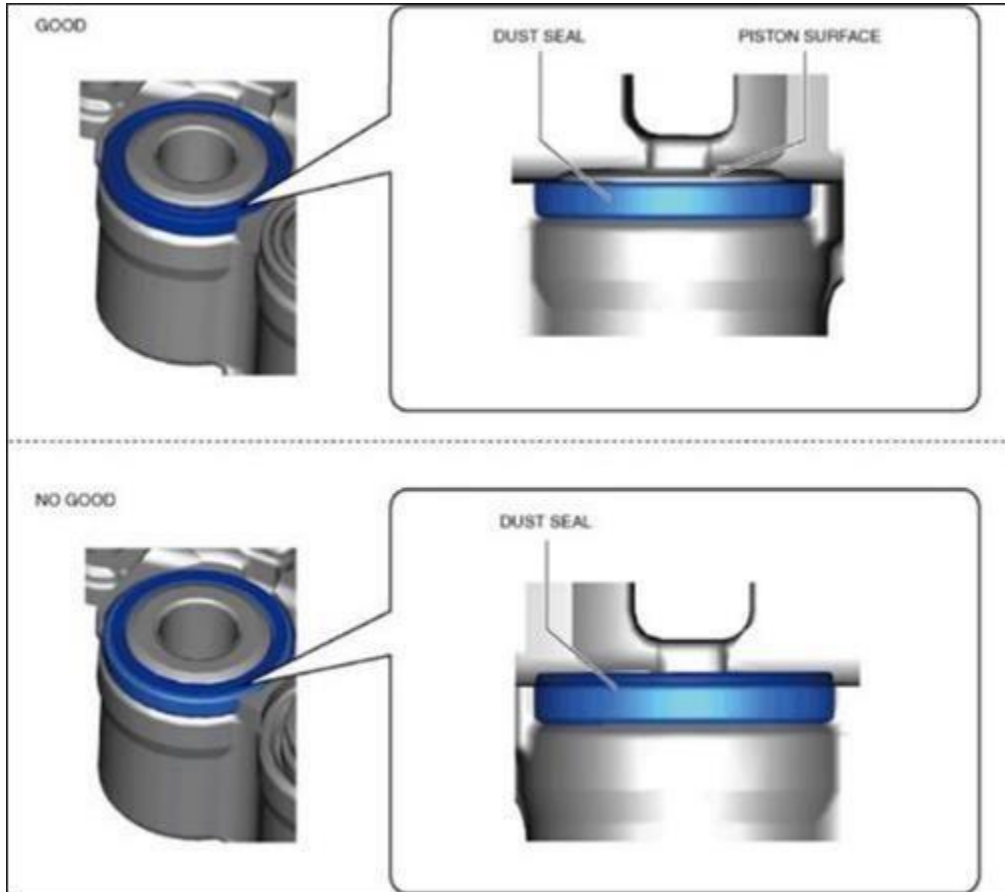


7. Push the pistons into the caliper using a commercially available disc brake expanding tool.

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8. Verify that the dust seal installation position is lower than the piston surface (as shown below).



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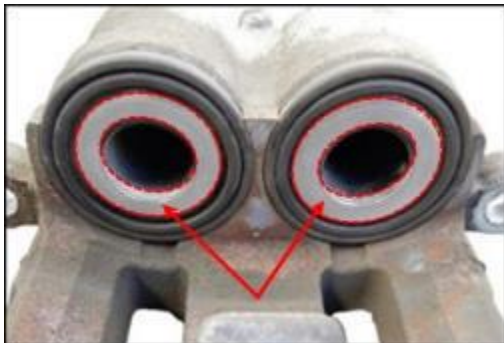
- If the dust seal protrudes from the piston surface, install the SST (as shown below) and press the dust seal back to the correct position.



9. Lightly and evenly apply white grease to the end of the pistons (as shown below).

NOTE:

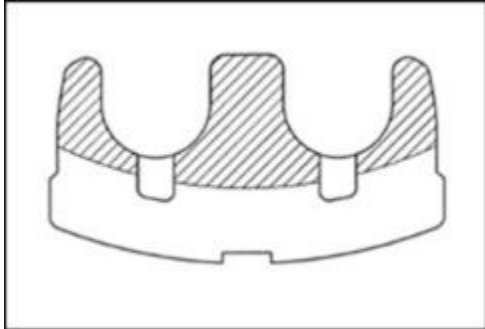
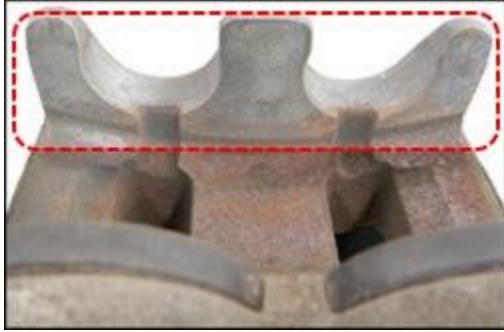
- Use one (1) package of grease (5g) per side.
- Do not allow the grease to stick to the friction surfaces of the brake pads and discs.
- Do not allow the grease to stick to the piston boot rubber areas.



10. Lightly and evenly apply white grease to the caliper clips (shim contact area) as shown below.

NOTE: During caliper installation, make sure the grease applied to the parts is not scraped off.

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CAUTION:DO NOT allow the grease to stick to the guide plate seating areas and guide plates (as shown below).



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11. Lightly and evenly apply the remaining white grease between the cleaned pad and the shim.

a) Evenly apply 1/4 of the white grease over the back of the pad, then install the rubber coated shim.

NOTE: In case of a multi-layer shim, apply half of the white grease over the back of the pad, then install the multi-layer shim.



b) Evenly apply 1/4 of the white grease over the rubber coated shim then install the outer shim.



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- c) Apply remaining half of the white grease to the other combination of pad and shim.
- d) Apply the other package of the white grease to the other side of the vehicle.

12. Install the pads and shims and other parts according to MGSS online (DISC PAD (FRONT) REPLACEMENT).

13. After completing the installation, depress the brake pedal a few times and confirm that the brake pedal does not feel spongy.

14. Verify the repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
L2Y7-33-247	Grease	1	2 x (5g each)
L2Y7-43-782	Protector	1	25 pcs. (8 needed per vehicle)

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	35
Damage Code	9E
Part Number Main Cause	L2Y6-33-29Z
Quantity	0
Operation Number / Labor Hours:	XXRC3XRX / 0.6 Hrs.

NOTE:

- Claim Grease (L2Y7-33-247) and Protector (L2Y7-43-782) as related parts.
- Claim Protector as a related part for the first time repair.

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