

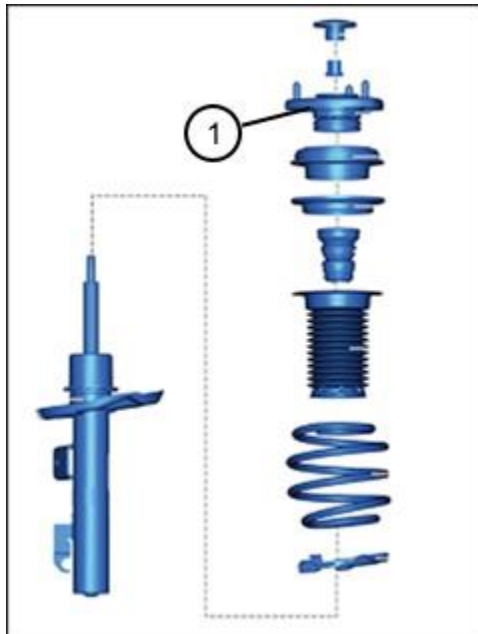
Subject: RATTLE NOISE FROM FRONT SUSPENSION WHEN DRIVING OVER BUMPS	Bulletin No.: 02-006/20
	Last Issued: 09/02/2020

APPLICABLE MODEL(S)/VINS

2019-2020 Mazda3 (Japan built) with VINS lower than JM1BP*****166377 (produced before January 25, 2020)

DESCRIPTION

Some vehicles may exhibit a rattle noise from the front suspension when driving over bumps or on a road with a wavy surface. The noise may be caused by the mounting rubber (1) because of insufficient clearance between the rubber and the metal bracket of the mounting rubber during the assembly process. To correct this issue, the mounting rubber has been modified to ensure the proper clearance.



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

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REPAIR PROCEDURE

1. Verify customer concern.







- If the noise is similar to the attached sample sound file, replace the concerned side of the front mounting rubber with a modified one according to the instructions on MGSS (FRONT SHOCK ABSORBER AND COIL SPRING DISASSEMBLY/ASSEMBLY).

Service Note for Mounting Rubber Installation

NOTE: Before removing the shock absorber, disconnect the drive shaft from the front steering knuckle for ease of operation.

When installing the mounting rubber, align the metal bracket recesses to the corresponding indicators on the rubber part respectively.

- For the RH side, locate the wider recess at the vehicle FRONT side.
- For the LH side, locate the wider recess at the vehicle REAR side.

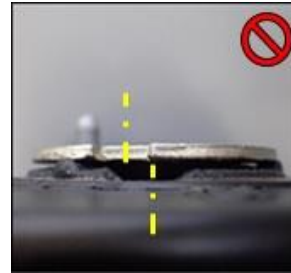
RH side		LH side
	 Front	
Align the metal bracket recesses to the corresponding indicators on the rubber part respectively.		Align the metal bracket recesses to the corresponding indicators on the rubber part respectively,
	 Front	
Locate the wider recess at the vehicle FRONT side.		Locate the wider recess at the vehicle REAR side.

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When looking at the mounting rubber off the vehicle, the metal bracket recesses should be aligned to the corresponding indicators on the rubber part.

Wrong assembly samples



Metal bracket recesses are not aligned to the corresponding indicators on the rubber part.



Metal bracket recesses are not aligned to the corresponding indicators on the rubber part.



Wider recess is located at the wrong side.

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2. Verify repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
BCKE-34-380B	Rubber, Mounting	1 or 2	
9YA02-124F	Bolt	1 or 2	[R] for shock absorber
9YB10-1212	Nut	1 or 2	[R] for shock absorber
9YB10-1211	Nut	1 or 2	[R] for Piston Rod
D651-33-042A	Nut	1 or 2	[R] for Drive Shaft
T060-26-169A	Pin, Snap	1 or 2	[R] for Tie-rod End

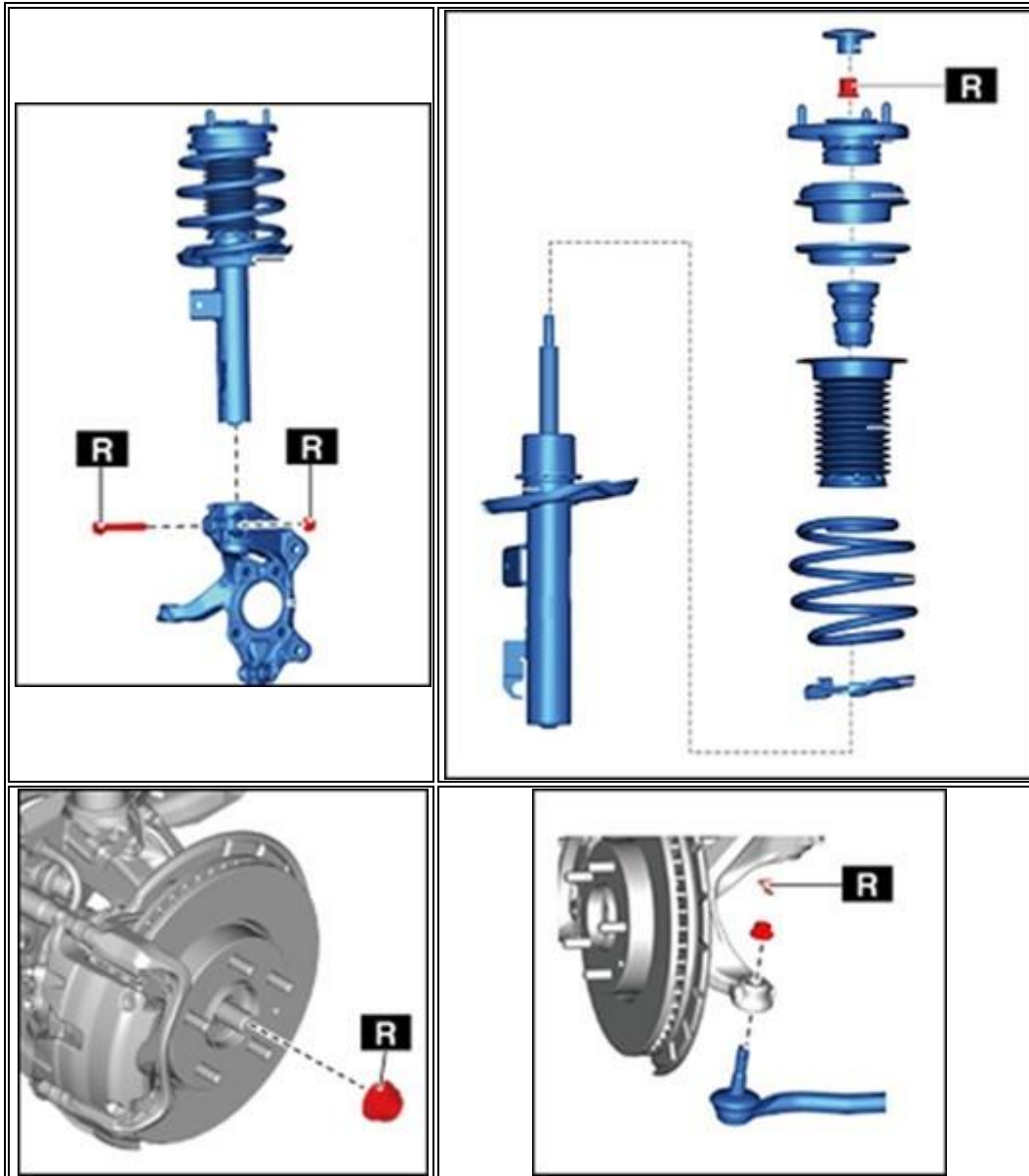
[R]: Non-reusable parts

NOTE: Modified mounting rubber BCKE-34-380B is of the same part number as before, but with the production date stamped in white letters on the back of the part. The modification has been implemented from Nov. 21, 2019. Sample picture shows back of the mounting rubber.



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Non-reusable parts location



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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	9B
Part Number Main Cause	BCKE-34-380B
Quantity	1 or 2
Operation Number / Labor Hours:	One side: XXS1BARX / 0.8 Hrs. Both sides: XXS1BBRX / 1.5 Hrs.

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