

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



|  |                                |
|--|--------------------------------|
| <b>Subject:</b><br><b>RATTLE NOISE FROM FRONT SUSPENSION WHEN DRIVING OVER BUMPS</b> | <b>Bulletin No.:</b> 02-004/21 |
|  | <b>Last Issued:</b> 02/22/2021 |

## BULLETIN NOTES

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

| Previous TSBs | Date(s) Issued |
|---------------|----------------|
| 02-006/20     | 09/02/20       |

## APPLICABLE MODEL(S)/VINS

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

2019-2020 Mazda3 (Mexico built) vehicles with VINS lower than 3MZBP\*\*\*\*\*123907 (produced before October 15, 2019)

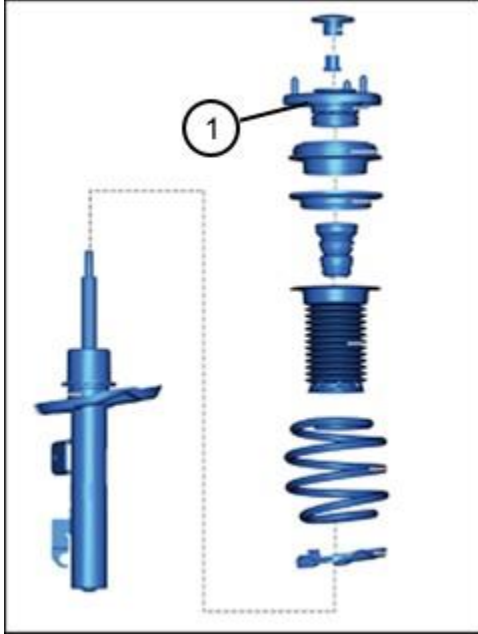
2020 CX-30 vehicles with VINS lower than 3MVDM\*\*\*\*\*100187 (produced before October 15, 2019)

## 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.

Page 1 of 7

**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.



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

**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.

## 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.

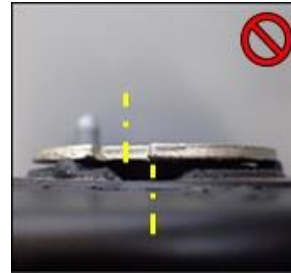
| RH side   |  | LH side   |
|---|--|---|
|                 | <br>Front |               |
| Align the metal bracket recesses to the corresponding indicators on the rubber part respectively. |  | Align the metal bracket recesses to the corresponding indicators on the rubber part respectively, |
|                | <br>Front |              |
| Locate the <b>wider recess</b> at the vehicle <b>FRONT</b> side.                                  |  | Locate the <b>wider recess</b> at the vehicle <b>REAR</b> side.                                   |

**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.



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.

**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.

2. Verify repair.

## PARTS INFORMATION

| Parts Number | Description      | Qty.   | Notes                           |
|--------------|------------------|--------|---------------------------------|
| BCKE-34-380B | Rubber, Mounting | 1 or 2 | Mazda3 (Japan built)            |
| BDTS-34-380B | Rubber, Mounting | 1 or 2 | Mazda3 (Mexico built) and CX-30 |
| 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

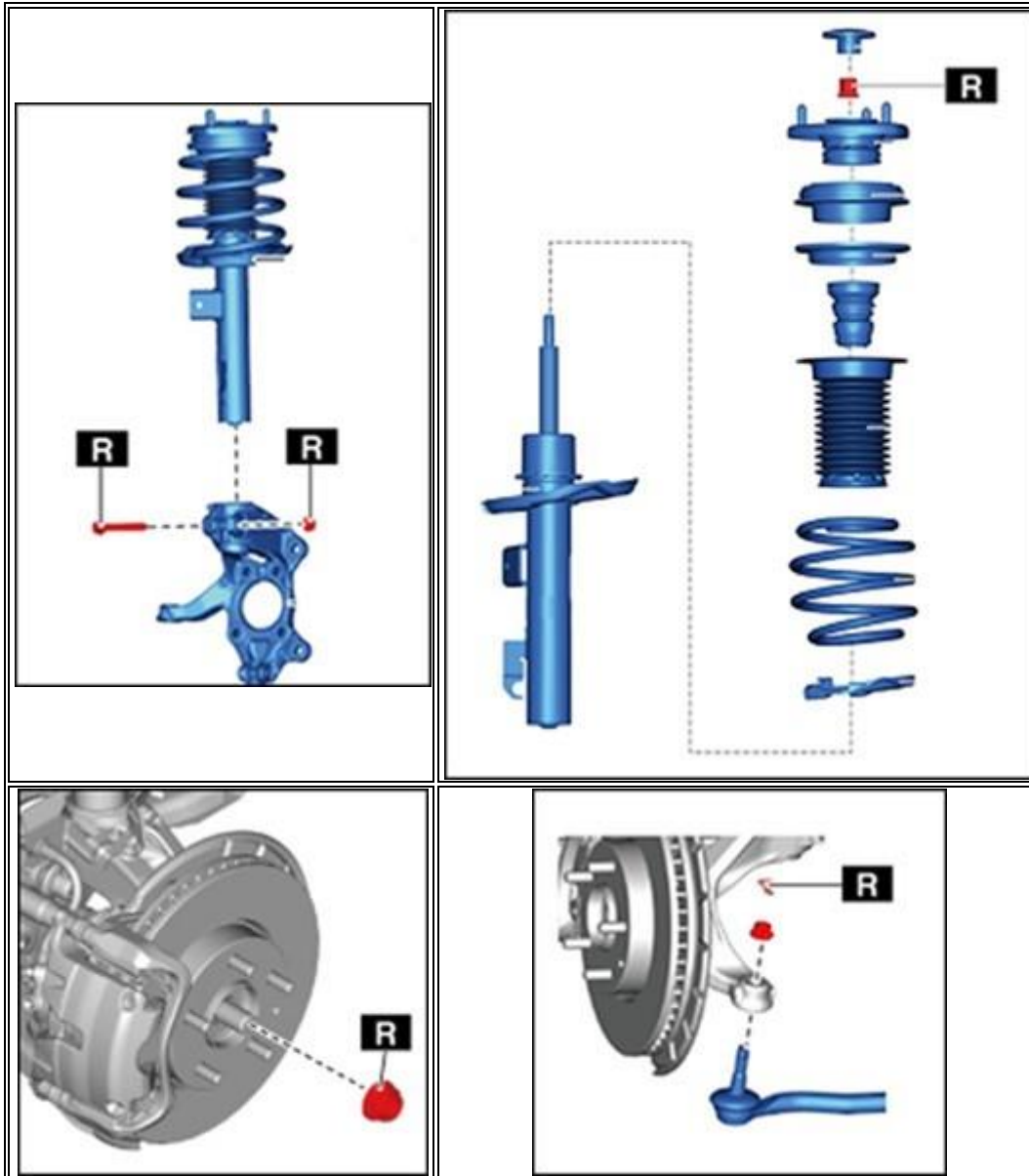
### NOTE:

- 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 image shows back of the mounting rubber.
- BCKE-34-380C and BDTS-34-380B are modified parts regardless of the production date.



**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.

Non-reusable parts location



**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.

## 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 or BDTs-34-380B                                     |
| Quantity                        | 1 or 2   |
| Operation Number / Labor Hours: | One side: XXS1BARX / 0.8 Hrs.<br>Both sides: XXS1BBRX / 1.5 Hrs. |

**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.