

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

**WHEEL BEARING NOISE MISDIAGNOSED AS TRANSMISSION,
TRANSFER UNIT OR DIFFERENTIAL**

Service Alert No.: SA-032/21

Last Issued : 05/11/2021

BULLETIN NOTES

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

Previous Service Alerts:	Date(s) Issued:
SA-016/19	04/08/19

APPLICABLE MODEL(S)/VINS

2016-~~2021~~ CX-3
2013-~~2021~~ CX-5
2016-~~2021~~ CX-9
2016-~~2021~~ MX-5
2016-~~2021~~ Mazda2
2013-~~2021~~ Mazda3
2014-~~2021~~ Mazda6
~~2020-2021~~ CX-30

DESCRIPTION

There have been warranty claims submitted for **growling or bearing whine** noise in differentials, transfer units and transmissions where the source of the noise was a wheel bearing. This misdiagnosis can lead to multiple repair attempts, warranty debits, and additional inconvenience and/or cost to the customer. To reduce the chance of this occurring, please follow the steps outlined in the repair procedure.

REPAIR PROCEDURE

1. Is there another published document for the vehicle you are working on that describes the noise?
 - YES - Follow that repair procedure first and retest.
 - NO - Continue to the next step.
2. Connect a chassis ear tool to the vehicle.
3. Drive the vehicle with the chassis ear connected and turn the wheel back and forth while driving to transfer the load from one side to the other. Did the noise change?
 - YES - Replace the wheel bearing on the side where the noise was loudest and then retest the vehicle.
 - NO - Continue to next step.
4. Drive the vehicle in a straight line, then in a clockwise circle and then a counter-clockwise circle. Was the noise

Page 1 of 2

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.

loudest at any wheel bearing?

- YES- Replace the wheel bearing on the side where the noise was loudest and then retest the vehicle.
- NO - Continue to next step.

5. Contact the **Technical Assistance Hotline** with all of your test results.

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.