

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  LIGHT RESISTANCE AND/OR UNUSUAL NOISE WHEN TURNING STEERING WHEEL LEFT OR RIGHT	<b>Bulletin No.:</b> 06-001/21
	<b>Last Issued :</b> 12/21/2021

## BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
06-001/21	01/20/21 and 09/16/21
06-001/20	02/05/20
06-005/19	7/22/19
06-002/18	09/14/18

## APPLICABLE MODEL(S)/VINS

### US Spec.:

2016-2021 CX-3 vehicles with VINs lower than JM1 DK\*\*\*\* \*\* 515443 (Produced before Apr. 23, 2021)

### Mexico Spec.:

2016-2021 CX-3 vehicles with VINs lower than JM1 DK\*\*\*\* \*\* 515443 (Produced before Apr. 23, 2021)

2016-2021 Mazda2 vehicles (without Lane-keep assist) with VINs lower than 3MD DJ\*\*\*\* \*\* 451235 (Produced before Nov. 2, 2021)

Mazda2 equipped with Lane-keep assist system is not applicable to this service bulletin due to a difference of part supplier.

## DESCRIPTION

Some vehicles may exhibit a light resistance and/or an unusual noise when turning the steering wheel in either direction. This concern may be caused by the following causes.

- The worm wheel gear was out of concentricity tolerance due to an improper manufacturing process.
- The worm wheel gear was not in the proper distance due to an improper tolerance range.
- The worm wheel gear has been swelled by water due to improper storage at the factory.

To eliminate this concern, the production process for the steering shaft has been further modified.

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 the customer concern.

**NOTE:** Since the new parts (DEY\*-32-100) have been established, it is no longer necessary to check the lot number.

2. Replace the steering shaft with a modified one according to the instructions on MGSS online:

- CX-3: (STEERING WHEEL AND COLUMN REMOVAL/INSTALLATION)
- Mazda2: (STEERING WHEEL AND COLUMN REMOVAL/INSTALLATION)

3. Verify the repair.

**PARTS INFORMATION**

**NOTE:** Mazda2 equipped with Lane-keep assist system is not applicable since the part supplier is different.

Parts Number	Description	Qty.	Notes
DEY0-32-100	Shaft, Steering	1	2016-2017 Mazda2 (for DA7H-32-100*)
DEY4-32-100	Shaft, Steering	1	2018-2019 Mazda2 (for DG7L-32-100*)
DEY4-32-100	Shaft, Steering	1	2020-2021 Mazda2 (for DHM1-32-100*)
DEY1-32-100	Shaft, Steering	1	2016-2017 CX-3 (for DB4G-32-100*)
DEY5-32-100	Shaft, Steering	1	2018-2019 CX-3 (for DH1E-32-100)
DEY3-32-100	Shaft, Steering	1	2020-2021 CX-3 (for DM6F-32-100*)
B455-32-099B	Shaft, Bolt	1	[R]
D10J-32-099	Shaft, Bolt	1	[R]
9YA0-11-003A	Bolt	1	[R] (*1)
KA01-66-154	Bolt, Set	2	[R] (*2)

**NOTE 1:** There is no need to check the lot number on the parts when using the new parts DEY\*-32-100.

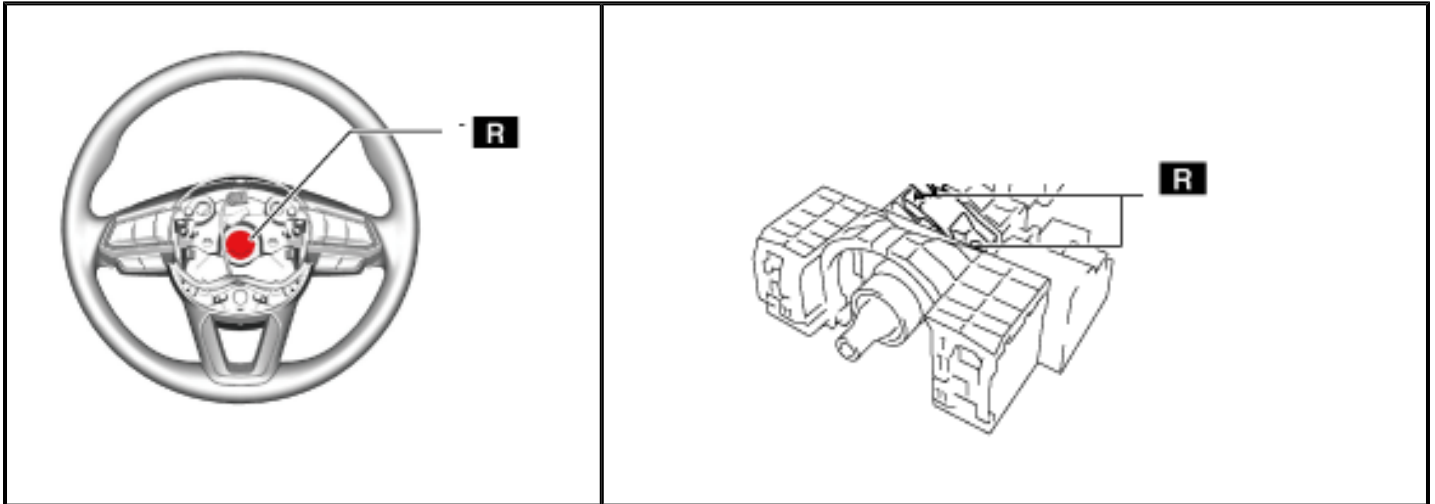
**NOTE 2:** Select applicable steering shaft and replacement parts according to the GEPC.

[R] = Replace

[R] Parts (\*1) (\*2) Location:

Bolt at Steering Wheel	Bolt Set at Start Stop Unit
------------------------	-----------------------------

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

Warranty Type	A
Symptom Code	31
Damage Code	91
Part Number Main Cause	****-32-100*
Quantity	1
Operation Number / Labor Hours:	XXP66XRX / 0.9 Hr. (includes steering shaft unit, R&R)

**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.