Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

Subject:	
OIL SEEPAGE / LEAKAGE FROM REAR SHOCK ABSORBERS	Bulletin No.: 02-002/22
	Last Issued : 07/15/2022

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
02-002/22	03/31/22
02-001/21	01/20/21
02-007/20	09/25/20

APPLICABLE MODEL(S)/VINS

US Spec.:

2017-2020 CX-5 vehicles with VINs between JM3KF******367838 and 842800 (produced Mar. 1, 2018 - Jul. 3, 2020)

Mexico Spec.:

2017-2020 CX-5 vehicles with VINs between JM3KF******367838 and 843827 (produced Mar. 1, 2018 - Jul. 8, 2020)

DESCRIPTION

Some customers may complain about oil seepage or oil leakage from the rear shock absorbers. This concern may be due to a lack of sealing performance. To eliminate the oil seepage/leakage, the rear shock absorbers production process has been modified.

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

REPAIR PROCEDURE

1. Verify the customer concern.
2. If the rear shock absorber(s) are found to have oil seepage or oil leakage, refer to TSB for STRUT / SHOCK ABSORBER REPLACEMENT GUIDELINES for instructions in determining oil seepage from oil leakage.

- TSB - STRUT / SHOCK ABSORBER REPLACEMENT GUIDELINES

- If **oil seepage** is determined, do not replace the rear shock absorber(s). Oil seepage is considered normal.
- If **oil leakage** is determined, go to Step 4.

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3. Replace the rear shock absorber(s) with a modified part (listed in the **"New Part Number"** column in the Parts Information table below) according to MGSS online (REAR SHOCK ABSORBER REMOVAL/INSTALLATION).
4. Verify the subject vehicle is equipped with the rear shock absorber(s) listed in the **"Old Part Number"** column in the Parts Information table below.

NOTE:

- The original part number can be found on the shock absorber label (as shown below).
- If the parts label has fallen off of the shock absorber, refer to the GEPC to determine the correct part number for the subject vehicle.



5. Verify the repair.

PARTS INFORMATION

NOTE:

- Verify the subject vehicle is equipped with the rear shock absorber(s) listed in the "Old Part Number" column in the table below.
- The original part number can be found on the shock absorber label.
- If the parts label has fallen off of the shock absorber, refer to the GEPC to determine the correct part number for the subject vehicle.

USA / CANADA SPEC.:

New Part Number	Old Part Number	Description	Qty.	Spec.	Engine
KL2F-28-700A	KL2F-28-700	Damper, Rear	1 or 2	2WD	[SKYACTIV-D 2.2] [SKYACTIV-G 2.0] [SKYACTIV-G 2.5] [SKYACTIV-G 2.5T]
KL2G-28-700A	KL2G-28-700	Damper, Rear	1 or 2	4WD	[SKYACTIV-D 2.2] [SKYACTIV-G 2.5] [SKYACTIV-G 2.5T]
KN3N-28-700B	KN3N-28-700A	Damper, Rear	1 or 2	2WD / 4WD	[SKYACTIV-D 2.2] [SKYACTIV-G 2.0] [SKYACTIV-G 2.5]
KN3L-28-700B	KN3L-28-700A	Damper, Rear	1 or 2	2WD / 4WD	[SKYACTIV-G 2.5T]
KBH5-28-700A	KBH5-28-700	Damper, Rear	1 or 2	2WD / 4WD	[SKYACTIV-D 2.2]

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					[SKYACTIV-G 2.0] [SKYACTIV-G 2.5] [SKYACTIV-G 2.5T]
KBJ5-28-700A	KBJ5-28-700	Damper, Rear	1 or 2	2WD / 4WD	[SKYACTIV-D 2.2] [SKYACTIV-G 2.0] [SKYACTIV-G 2.5] [SKYACTIV-G 2.5T]
9YB0-40-811	---	Nut	1 or 2	---	Replacement Part

MEXICO SPEC.:

New Part Number	Old Part Number	Description	Qty.	Spec.	Engine
KF1T-28-700A	KF1T-28-700	Damper, Rear	1 or 2	2WD	[SKYACTIV-G 2.0] [SKYACTIV-G 2.5] [SKYACTIV-G 2.5T]
KF1R-28-700A	KF1R-28-700	Damper, Rear	1 or 2	4WD	[SKYACTIV-G 2.5] [SKYACTIV-G 2.5T]
KN1C-28-700B	KN1C-28-700A	Damper, Rear	1 or 2	2WD / 4WD	[SKYACTIV-G 2.0] [SKYACTIV-G 2.5]
KN1K-28-700A	KN1K-28-700	Damper, Rear	1 or 2	2WD / 4WD	[SKYACTIV-G 2.5T]
9YB0-40-811	---	Nut	1 or 2	---	Replacement Part

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	76
Damage Code	9K
Part Number Main Cause	(SEE PARTS INFORMATION TABLE)
Quantity	1 or 2
Operation Number / Labor Hours:	XXS4DARX / 0.4 Hrs. (one side) XXS4DBRX / 0.6 Hrs. (both sides)

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