

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  CREAKING NOISE FROM STEERING COLUMN	<b>Bulletin No.:</b> 06-004/23
	<b>Last Issued :</b> 07/17/2023

## BULLETIN NOTES

### APPLICABLE MODEL(S)/VINS

2016-2023 CX-9 vehicles with VINs lower than JM3 TC\*\*\*\* \*\* 657869 (Produced before Mar. 13, 2023)

## DESCRIPTION

Some customers may complain about a creaking noise coming from the steering column while driving. A steering column nut loosens due to excessive load when driving on irregular roads.

To eliminate this concern, the tightening torque for the steering column nut has been increased.

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

## REPAIR PROCEDURE

1. Verify the customer concern.
2. Replace the steering column assembly with a modified part according to the instructions on MGSS online STEERING WHEEL AND COLUMN REMOVAL/INSTALLATION.

**NOTE:** Before replacing the steering column assembly, refer to the table below and check that the new part lot number is within the indicated production date range.

Country Spec.	Parts No.	Beginning Prod. Date	Lot No.
North America	BHN1-32-150D	Feb. 21, 2023 and after	3221 3*** 3221 4***

### Lot number verification:

Verify the lot number printed on the sticker (1).

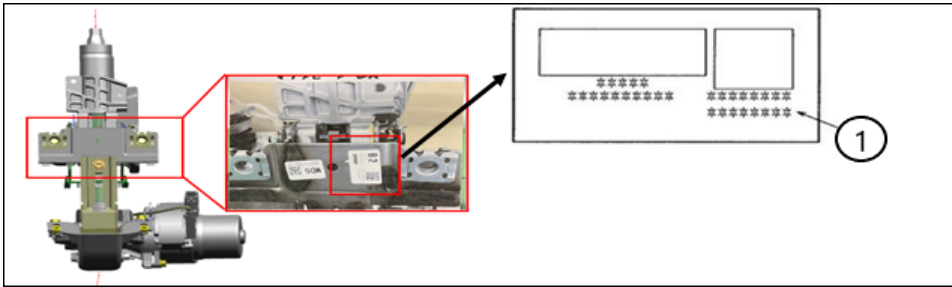
The first digit indicates the year of the production date, the second is the month, the third and the fourth are the day.

**NOTE:** From January to September, the months are represented with their correspondent number (from 1 to 9). The

Page 1 of 3

**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.

remaining months are represented by a letter (October=X, November=Y, December=Z).



3. Verify the repair.

**PARTS INFORMATION**

Parts Number	Description	Qty.	Notes
BHN1-32-150D	SHAFT, ENERGY ABSORBER	1	North America only
B455-32-099B	BOLT, SHAFT	1	[R] Intermediate shaft (upper side)
KD31-32-099	BOLT, SHAFT	1	[R] Intermediate shaft (lower side)
9YA0-11-003A	BOLT	1	[R] Steering wheel

[R]: Replacement parts.

**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	82
Damage Code	9G
Part Number Main Cause	BH*1-32-150D
Quantity	1
Operation Number / Labor Hours:	XXWE4XRX / 1.0 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.

**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.