

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: LIFTGATE LATCH RATTLE	Service Alert No.: SA-045/23
	Last Issued : 07/31/2023

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS:
2024 CX-90

DESCRIPTION

Some customers may report the liftgate rattles or clunks and the sound is coming from the latch.

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

NOTE: DO NOT replace the latch, follow the repair procedure below to resolve the concern.

REPAIR PROCEDURE

1. Verify the customer concern.
2. Wipe off all existing grease from the liftgate latch and striker.
3. Apply silicone-type grease to the latch and a small amount to the striker.
NOTE: Mazda greases are in the parts section below, but a locally sourced similar product is acceptable.
4. Verify the repair.

PARTS INFORMATION

Part Number	Description	Qty.	Notes
0000-77-XG3A (Motorcraft Equivalent XG-3-A)	SILICONE BRAKE CALIPER GREASE/DIELECTRIC GREASE	1	Grease is a shop supply that repairs multiple vehicles for multiple issues and cost is included in the Labor Time.

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.