

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  CREAK OR SQUEAK NOISE FROM FRONT OF VEHICLE WHEN TRAVELING OVER A BUMP WHILE TURNING AT LOW-SPEED	<b>Bulletin No.:</b> 02-002/23
	<b>Last Issued :</b> 10/04/2023

## BULLETIN NOTES

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

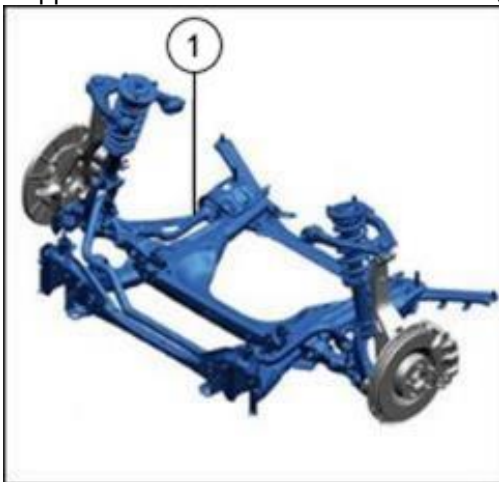
Previous TSBs:	Date(s) Issued:
02-002/23	07/05/23, 06/14/23

## APPLICABLE MODEL(S)/VINS

2024 CX-90

## DESCRIPTION

Some vehicles may exhibit a creaking or squeaking noise from the front of the vehicle when traveling over a bump while turning at low-speed. This is caused by a stick-slip phenomenon occurring between the rubber bushing and the stopper on the rear of the front lower arm (1). A mass production change is under study.



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

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**REPAIR PROCEDURE**

1. Verify the customer concern.

**NOTE:** This is a provisional procedure, not a permanent one.

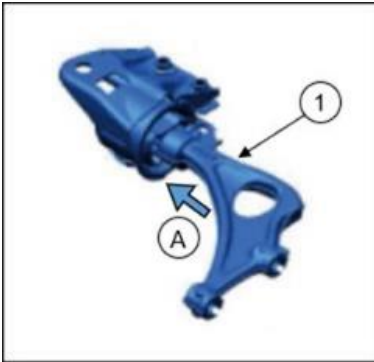
2. Prepare grease with the following specifications.

- Grease type: Rubber Grease or Silicone Grease (sample: Granville Red Rubber Grease)
- Penetration depth: 24 - 28 mm
- High viscosity and infusible

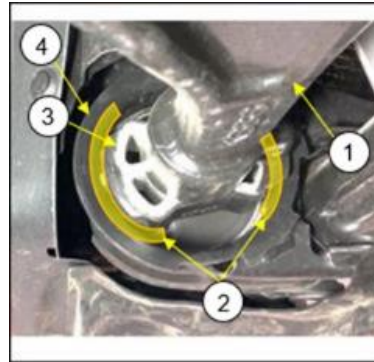
3. Lift up the vehicle.

4. Apply the grease (2) on the contact surface between the rubber bushing (3) and the stopper (4) on both left/right sides of the front lower arm (rear) (1)

**NOTE:** The yellow areas (2) should be filled (packed) with grease on both the front and rear sides of the bushing.



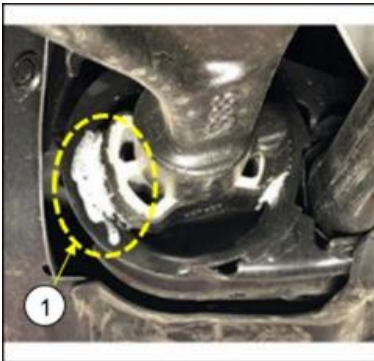
RH image shown



VIEW OF A

5. Wipe off excess grease (1) on the non-contact surface.

**NOTE:** Clear off the grease from the edge of the stopper. No need to wipe off the grease inside of the stopper.



6. Apply the grease on the other side front lower arm (rear) using the same procedure.

7. Verify the repair.

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**WARRANTY INFORMATION**

- 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	9W
Part Number Main Cause	KJK3-34-J00*
Quantity	0
Operation Number / Labor Hours:	XXWB7XRX / 0.5 Hrs.(both sides)

**NOTE:** Grease amount is included in the labor time.

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