

<b>Subject:</b>  <b>CLICKING NOISE FROM LIFTGATE LATCH AND LOCK ACTUATOR WHEN DRIVING ON BUMPY ROADS</b>	<b>Bulletin No.: 09-035/23</b>
	<b>Last Issued : 10/09/2023</b>

## BULLETIN NOTES

### APPLICABLE MODEL(S)/VINS

2024 CX-90

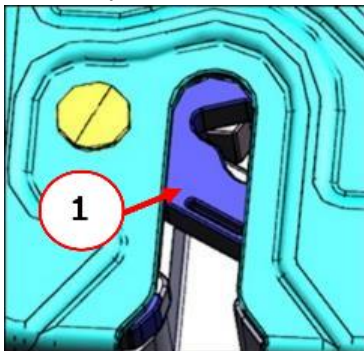
### DESCRIPTION

Some customers may complain about clicking noise coming from the liftgate latch-and-lock actuator (lock actuator) when driving on bumpy roads. This is caused by stick-slip friction between the lock actuator and the lock striker due to wear debris originating from the friction between them. A mass production change is under study.

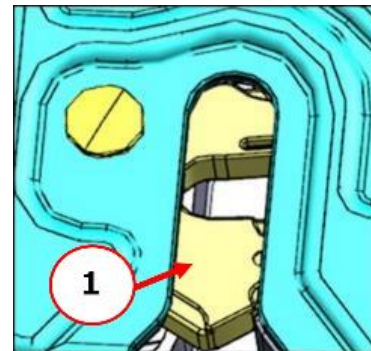
Customers having this concern should have their vehicle repaired using the following repair procedure.

### REPAIR PROCEDURE

1. Verify the customer concern.
2. Fully open the liftgate.
3. Using a screwdriver, place the lock actuator's latch (1) to the locked position.



**OPEN**

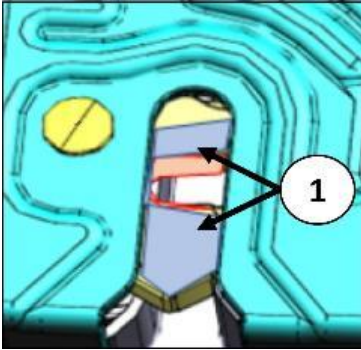


**LOCKED**

**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.

4. Spray parts cleaner on a cloth and completely remove the grease and the wear debris from the lock striker's surface and from the lock actuator engaging section (1).

**CAUTION:** DO NOT spray the parts cleaner directly on the lock actuator.



5. Apply clean silicone grease or polyalphaolefin grease on the lock actuator engaging section (1 - area marked in red and blue).

6. Remove the service cover located on the liftgate lower trim and unlock the lock actuator using the emergency lever.

7. Check that the lock striker does not accumulate grease by opening and closing the liftgate two or three times.

- If grease accumulates, wipe it off.

**NOTE:** This step has the goal of preventing grease from damaging customers' clothes and belongings.

8. Verify the repair by closing the liftgate and pushing on the liftgate from outside the vehicle to make sure that no clicking noise is produced.

## 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	9C
Part Number Main Cause	KBB3-62-310 or KBB4-62-310A
Quantity	0
Operation Number / Labor Hours:	XXWG8XAX / 0.3 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.