

# 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> 12/01/2023

## BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
06-004/23	7/17/23 and 09/07/23

## APPLICABLE MODEL(S)/VINS

### US/Canada Spec.:

- 2016-2023 CX-9 vehicles with VINs lower than JM3 TC\*\*\*\* \*\* 657869 (Produced before Mar. 13, 2023)
- 2017-2020 CX-5 vehicles with VINs lower than JM3 KF\*\*\*\* \*\* 869654 (Produced before Aug. 24, 2020)
- 2021-2022 CX-5 vehicles with VINs lower than JM3 KF\*\*\*\* \*\* 649504 (Produced before Aug. 1, 2022)
- 2023 CX-5 vehicles with VINs lower than JM3 KF\*\*\*\* \*\* 231997 (Produced before Mar. 13, 2023)
- 2017-2021 Mazda6 vehicles with VINs lower than JM1 GF\*\*\*\* \*\* 620105 (Produced before Nov. 12, 2021)

### Mexico Spec.:

- 2018-2020 CX-5 vehicles with VINs lower than JM3 KF\*\*\*\* \*\* 869654 (Produced before Aug. 24, 2020)

## 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.

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3. Verify the repair.

#### PARTS INFORMATION

Parts Number	Description	Qty.	Notes
BHN1-32-150D	SHAFT, ENERGY ABSORBER	1	CX-5, CX-9, and 2017 Mazda6 with high beam control system
GBEF-32-150A	SHAFT, ENERGY ABSORBER	1	2018-2021 Mazda6
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
KA01-66-154	BOLT, SET	2	[R] Start Stop Unit

[R]: Replacement parts.

**NOTE:** Vehicles with steering columns not indicated in this parts table are not subject to this Service Bulletin.

#### 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 or GB**-32-150A
Quantity	1
Operation Number / Labor Hours:	XXWE4XRX / 1.0 Hrs. (CX-9) XXWE4XRX / 0.9 Hrs. (CX-5) XXWE4ARX / 1.0 Hrs. (2017 Mazda6 M/T) XXWE4BRX / 1.1 Hrs. (2017 Mazda6 A/T) XXWE4CRX / 0.8 Hrs. (2018-2021 Mazda6)

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