

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: CREAK OR SQUEAK NOISE FROM LOWER CONTROL ARM AT FRONT SUSPENSION WHEN TRAVELING OVER A BUMP WHILE TURNING AT LOW-SPEED	Bulletin No.: 02-002/24
	Last Issued : 02/29/2024

BULLETIN NOTES

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

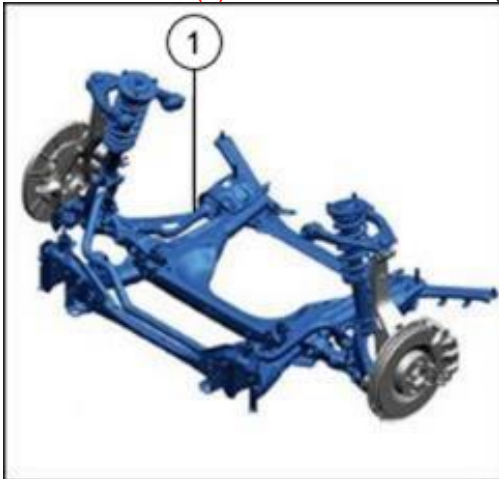
Previous TSBs:	Date(s) Issued:
02-002/23	12/07/23, 10/04/23, 07/05/23 and 06/14/23

APPLICABLE MODEL(S)/VINS

2024 CX-90 with VINS lower than JM3KK*****126418 (produced before August 2, 2023)

DESCRIPTION

Some vehicles may exhibit a creaking or squeaking noise from the lower control arm at the front suspension when traveling over a bump while turning at low-speed. A stick-slip phenomenon may occur between the stopper rubber (2) and the bracket (3) in the front lower arm (rear) (1).



To eliminate this concern:

- Grease has been applied to the stopper rubber.
- Dust covers have been installed to the lower arm.
- The mounting hole size of the lower arm bracket has been modified.

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

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REPAIR PROCEDURE**Outline:**

Step	Action
1	Verify the customer concern.
2	Lift up the vehicle.
3	Remove the front under cover No. 3.
4	Grease Appliance to the stopper rubber. Refer to "Grease Application Procedure" for details. #Grease_Application
5	Dust Cover Installation Refer to "Dust Cover Installation Procedure" for details. #Dust_Cover_Installation
6	Install the front under cover No. 3.
7	Lower the vehicle down.
8	Verify the repair.

Tool and Materials:

- Thickness gauge: blade width 0.5 inches (12.7 mm)
- Flathead screwdriver
- Plastic tape for covering the flathead screwdriver
- Grease: refer to "Grease application Procedures"
- Cover: Refer to "PARTS INFORMATION"

1. Verify the customer concern.
2. Lift the vehicle up.
3. Remove the front under cover No. 3.
4. Grease Application Procedure (Apply grease according to the following procedure)
 - a. Prepare grease with the following specifications.
 - Grease type: GRANVILLE RED RUBBER GREASE
 - Worked penetration: 9.5 - 11.0 (.004 in (grease consistency)) [240 - 280 (0.1 mm (grease consistency))]
 - High viscosity and infusible

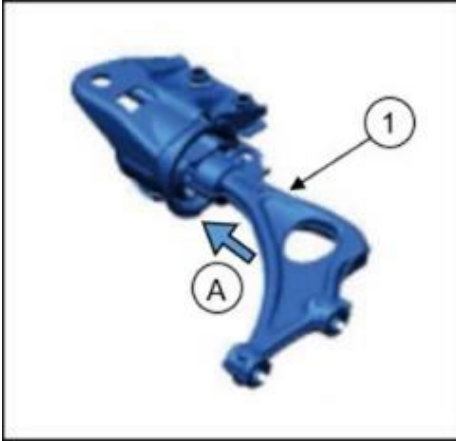
b. Apply the grease aiming at the yellow highlighted area (4) in View of B and C, which is the contact surface between the stopper rubber (2) and bracket (3) on both left/right sides of the front lower arm (rear) (1).

NOTE: The following pictures show RH side.

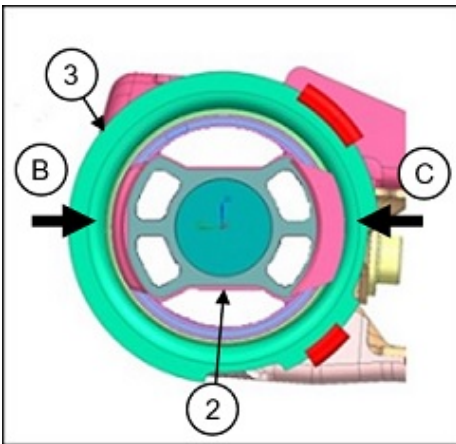
ATTENTION: Even if the lower arm has already been greased according to previous versions of this TSB, apply additional grease according to this repair procedure (noting that cleaning out the old grease is unnecessary).

There is no problem leaving the old grease in as long as it is applied in the minimum amount specified in this instruction since the grease application is considered lubricating.

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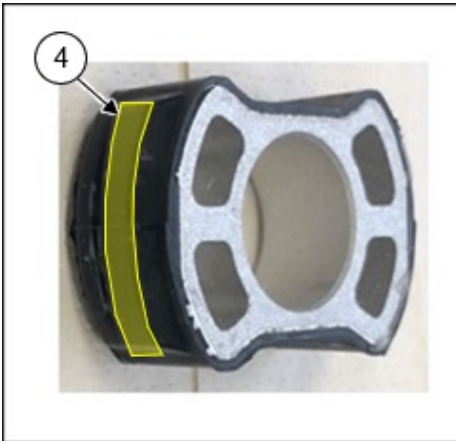


(1) Front Lower Arm (Rear)

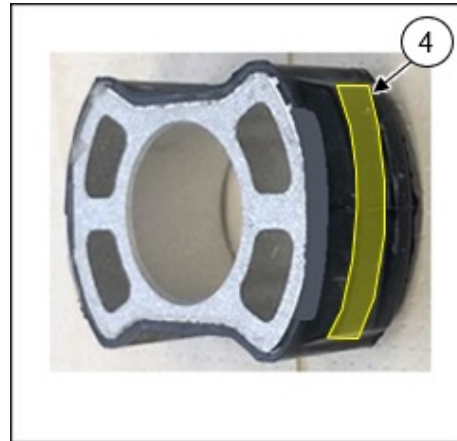


(2) Stopper rubber
(3) Bracket

VIEW of A



VIEW of B (Stopper rubber)

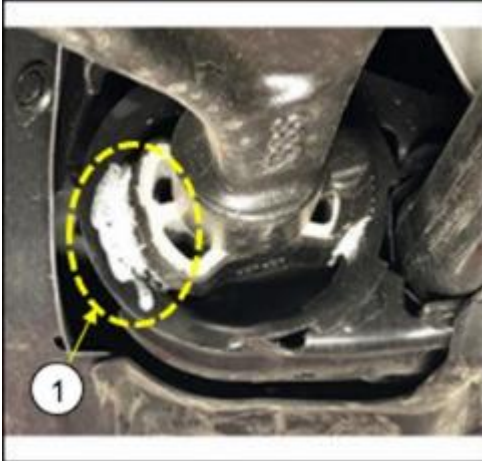


VIEW of C (Stopper rubber)

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

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

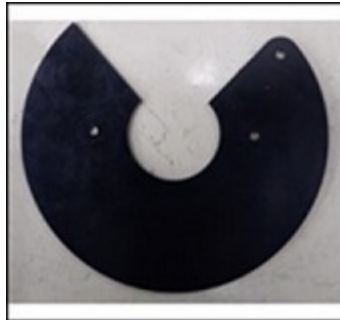


d. Apply the grease on the other side of the front lower arm (rear) in the same procedures.

5. Dust Cover Installation Procedure (Install the following dust covers to both sides of the lower arms according to the following procedure)



Dust Cover A



Dust Cover B



Female Rivet
Male Rivet
(3 each for one side)

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a. Install Dust Cover A as shown in the following images.

- 1) Insert the dust cover A (1) into the gap between the lower arm and the stopper rubber (3) in the direction of arrow (a).
- 2) Insert the dust cover A (1) under the protrusion (2) of the lower arm while rotating it in the direction of the arrow (b).

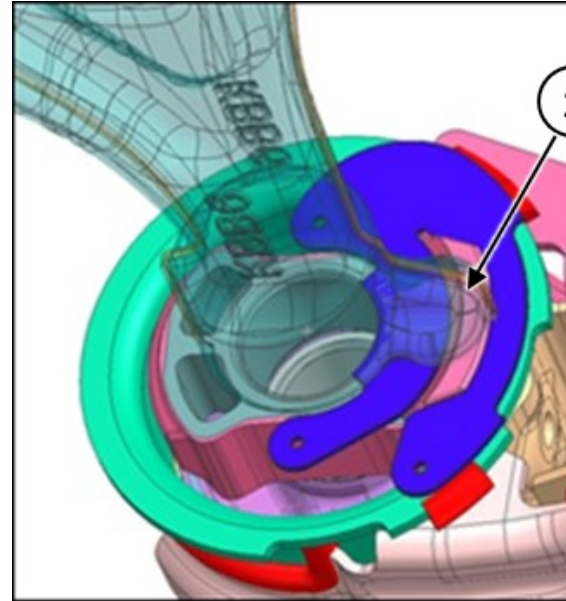
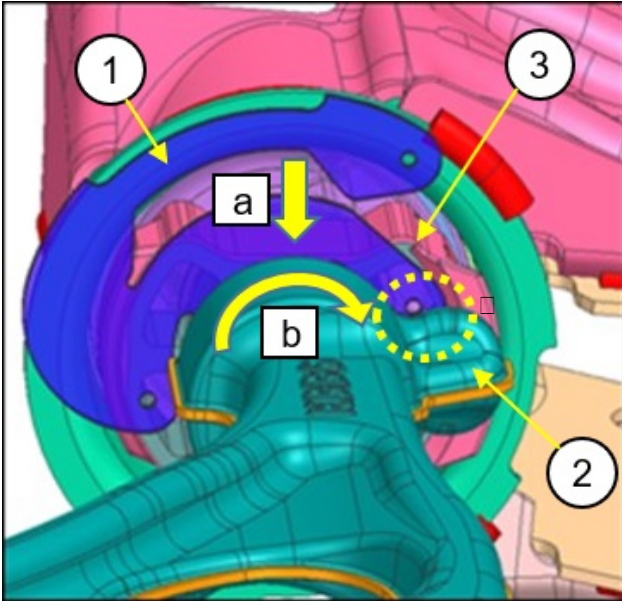
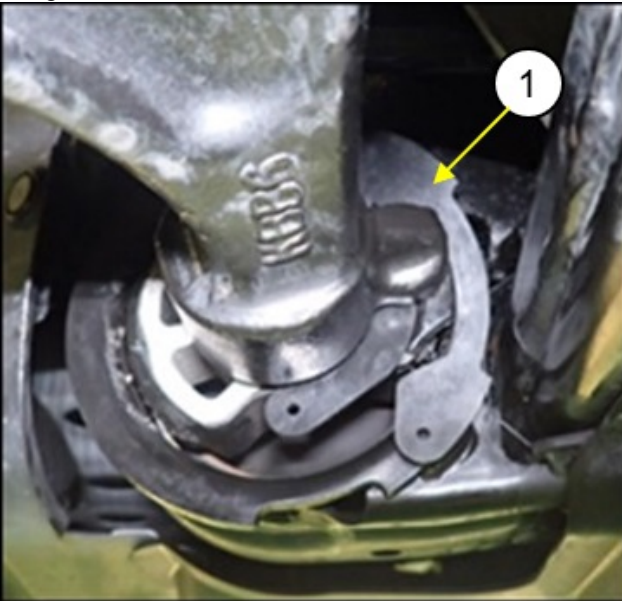
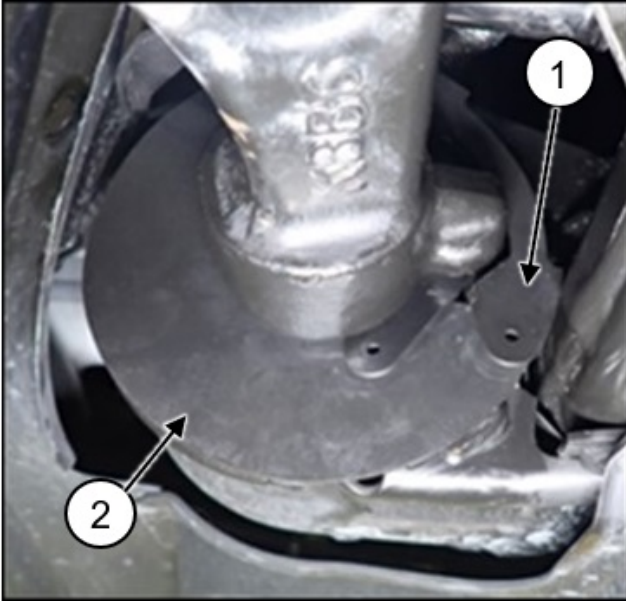


Image of Dust Cover A installed



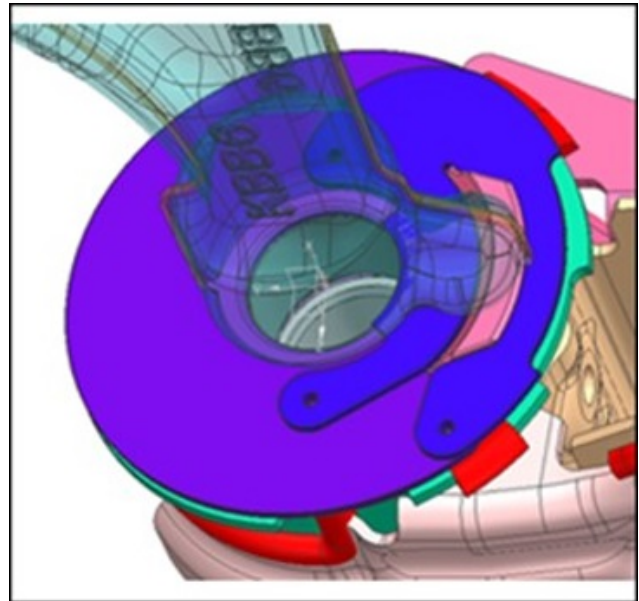
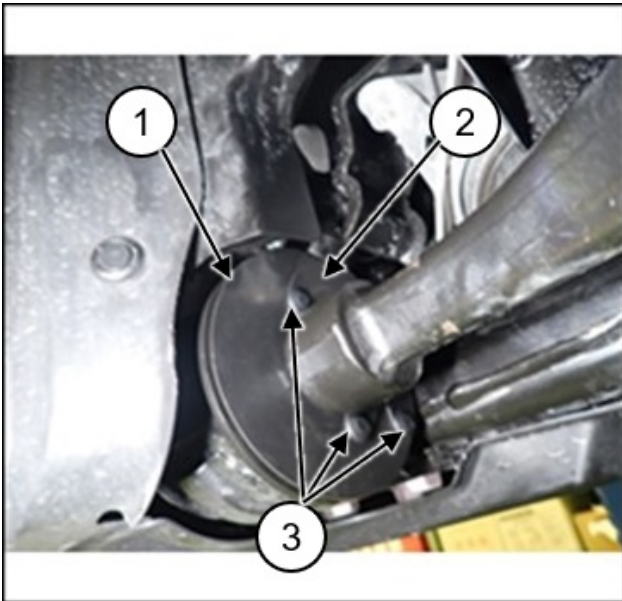
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b. Install Dust Cover B (2) so that Dust Cover A (1) is on the vehicle front as shown.



c. Install the female and male rivets (3 pcs. each) so that the male rivets are on the vehicle front.
NOTE: Push the rivets until they are seated completely.

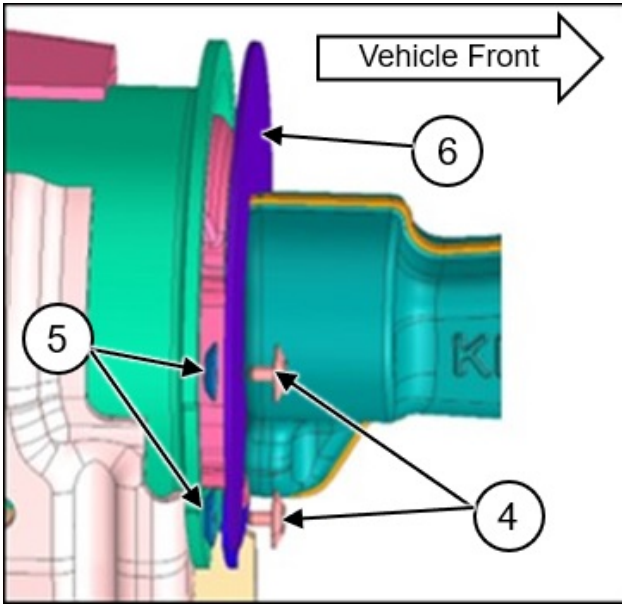
Images of the completed repair



- (1) Dust Cover A
- (2) Dust Cover B
- (3) Rivets

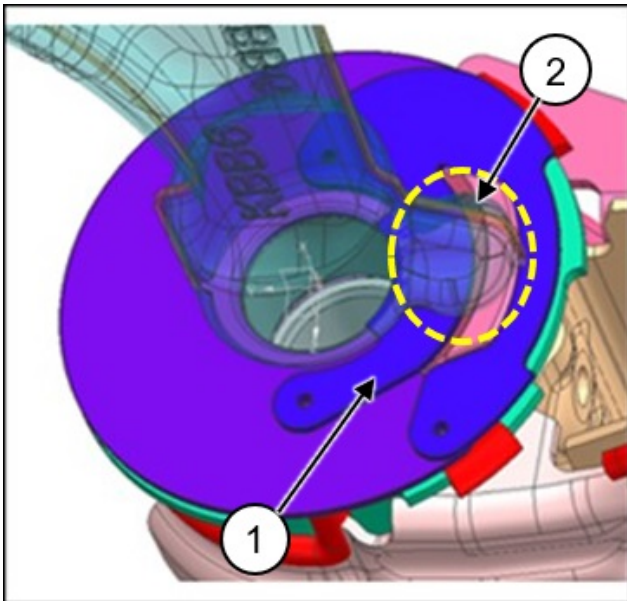
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Rivets installation direction



- (4) Male rivet
- (5) Female rivet
- (6) Dust cover

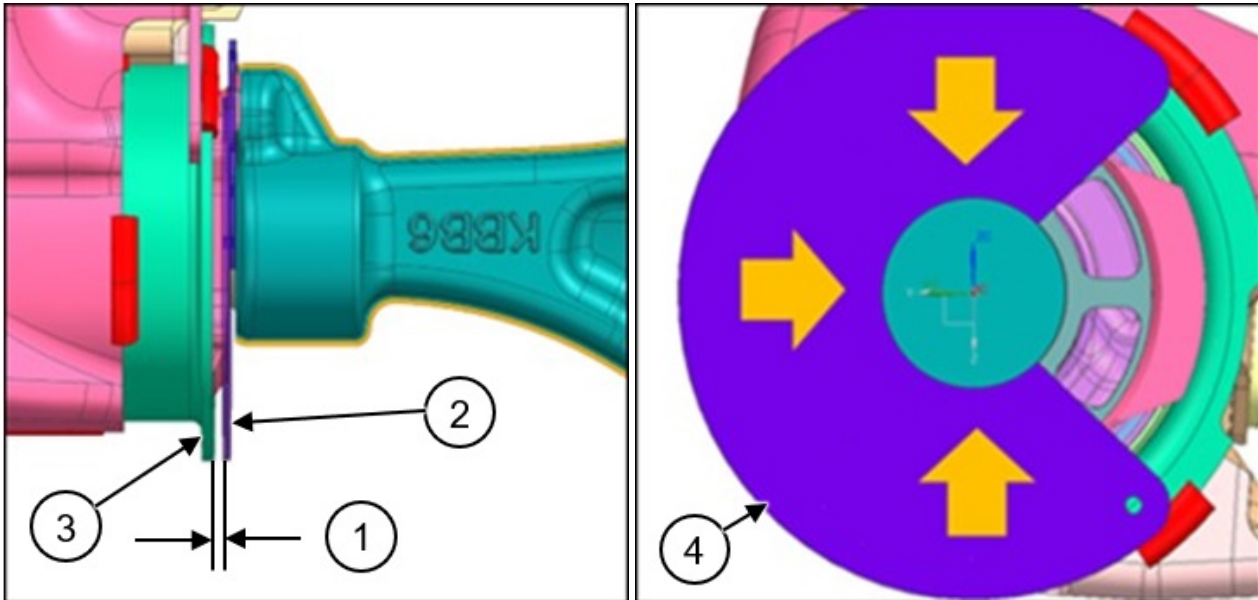
d. After the installation, check if Dust Cover A (1) is under the protrusion (2) of the lower arm.



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NOTE:

- Ensure the space (1) of 3-5 mm {0.1-0.2 in.} between the dust cover (2) and the bracket (3).
- If the space (1) is wider than 10 mm {0.4 in.}, the mounting position may be incorrect.
- If the space (1) is wider than 5 mm {0.2 in.}, push the dust cover B (4) into the direction of the shaft (yellow arrows) and adjust the gap.



e. After the installation, pull both of the dust covers outward and confirm that the rivets DO NOT come off.

f. Install the dust covers to the other side of the lower arm as per the same procedures.

6. Install the front under cover No. 3.

7. Lower the vehicle.

8. Verify the repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
KBY0-34-4D1	Cover, Dust	2	1 piece for one side
KBY0-34-4D2	Cover, Dust	2	1 piece for one side
KBY0-34-4P1	Rivet, Male	6	3 pieces for one side
KBY0-34-4P2	Rivet, Female	6	3 pieces for one side

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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* (*: A, B or D)
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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