

Subject: CLICKING NOISE FROM LIFTGATE LATCH AND LOCK ACTUATOR WHEN DRIVING ON BUMPY ROADS	Bulletin No.: 09-012/24
	Last Issued : 02/13/2024

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09-035/23	10/09/23

APPLICABLE MODEL(S)/VINS

2024 CX-90 with VINS lower than JM3KK*****152546 (produced before Decemeber 6, 2023)

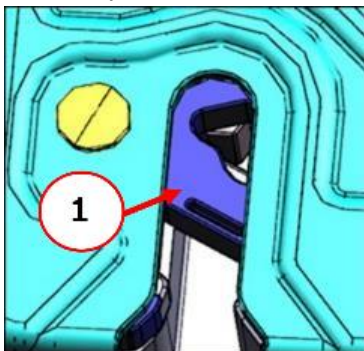
DESCRIPTION

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. To eliminate this concern, the lock striker coating has been changed to prevent coating wear.

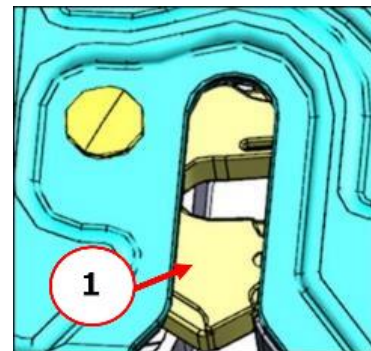
Customers having this concern should have their vehicle repaired using the following repair procedure.

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

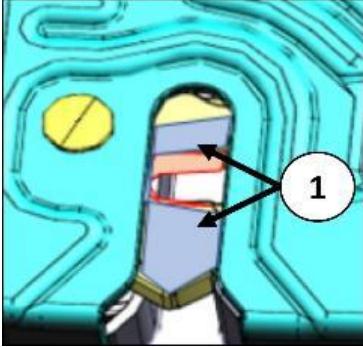
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4. Check the latch coating (1), (2).

- **CASE 1:** If coating flaking is observed, replace the lock actuator with a new one referring to the instructions on MGSS (LIFTGATE LATCH AND LOCK ACTUATOR REMOVAL/INSTALLATION), then go to step 8.
- **CASE 2:** If coating flaking is not observed, go to step 5.

5. 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.



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

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

8. Replace the lock striker with a new one.

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

NOTE: If grease accumulates, wipe it off to prevent grease from damaging customers' clothes and belongings.

10. 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.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
KBB4-62-310A	LOCK,LIFT GATE	1	With power back door
KBB3-62-361A	STRIKER, LOCK	1	

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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	KBB4-62-310A
Quantity	0
Operation Number / Labor Hours:	XXWG8ARX / 0.5 Hrs.(with lock actuator replacement) XXWG8AAX / 0.4 Hrs. (without lock actuator replacement)

NOTE: Claim KBB3-62-361A as related part.

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