

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: CREAKING / CLACKING NOISE WHEN OPERATING POWER LIFTGATE	Bulletin No.: 09-006/24
	Last Issued : 02/02/2024

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

US/Canada Spec.:

2017-2022 CX-5

2023 CX-5 vehicles with VINs lower than JM3 KF**** ** 122854 (Produced before Sep. 8, 2022)

2016-2023 CX-9 vehicles with VINs lower than JM3 TC**** ** 635818 (Produced before Sep. 8, 2022)

Mexico Spec.:

2018-2022 CX-5

2023 CX-5 vehicles with VINs lower than JM3 KF**** ** 122854 (Produced before Sep. 8, 2022)

2016-2023 CX-9 vehicles with VINs lower than JM3 TC**** ** 635818 (Produced before Sep. 8, 2022)

DESCRIPTION

Some vehicles may exhibit a creaking or clacking noise when operating the power lift gate (PLG).

The noise may be caused by the following:

Creaking noise: Dust and dirt accumulates on the sealing portion of the PLG drive unit, reducing sealing performance. Snow and water may enter the PLG drive unit. Humidity then causes rust inside of the unit, resulting in noise.

Clacking noise: Since the grease applied on the spring end of the PLG drive unit is insufficient, interference noise is caused when the spring end interferes with the spring guide.

The noise has been eliminated by the following mass-production changes:

Creaking noise: The sealing structure has been modified to prevent dust/dirt from entering the unit.

Clacking noise: The production procedure of the PLG drive unit has been modified to apply sufficient grease to spring end.

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

REPAIR PROCEDURE

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1. Verify customer concern.
2. Replace the PLG drive unit(s) with the modified one(s) according to the instructions on MGSS:

CX-5: POWER LIFTGATE (PLG) DRIVE UNIT REMOVAL/INSTALLATION

CX-9: POWER LIFTGATE (PLG) DRIVE UNIT REMOVAL/INSTALLATION

NOTE: Only replace the affected side.

3. Verify the repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Model
KSD5-62-6EXB	SLIDER, POWER LIFT GATE, RH	1	CX-5
KSD5-63-6EXB	SLIDER, POWER LIFT GATE, LH	1	
KB8C-62-6EXH	SLIDER, POWER LIFT GATE, RH	1	
KB8C-63-6EXH	SLIDER, POWER LIFT GATE, LH	1	
TK49-62-6EXL	SLIDER, POWER LIFT GATE, RH	1	CX-9
TK49-63-6EXL	SLIDER, POWER LIFT GATE, LH	1	

NOTE: Part numbers have not been changed for the modification. Refer to *1 below.

NOTE for CX-5: Confirm the part number in the GEPC for the subject VIN and place an order for the corresponding service part.

*1 The part number has not been changed for the modification. If the lot number on an individual package of the service part is 2I08 (2: Year of 2022, I: September, 08th date) or later, it is a modified part.

If obtained part has a part number with later suffix, it is a modified part. There is no need to check the lot number.



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.

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Warranty Type	A
Symptom Code	82
Damage Code	9H
Causal Part No.	****-62-6EX* or ****-63-6EX*
Quantity	1
Operation No. / Labor Hrs.	CX-5 XXWKRARX / 0.9 Hrs. (One side) XXWKRBRX / 1.0 Hrs. (Both sides)
	CX-9 XXWKRERX / 0.6 Hrs. (Right side) XXWKRGRX / 1.0 Hrs. (Left side) XXWKRBRX / 1.2 Hrs. (Both sides)

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