

Subject:

RATTLE NOISE FROM THE FRONT SUSPENSION WHILE DRIVING THE VEHICLE

Bulletin No.: 02-003/24

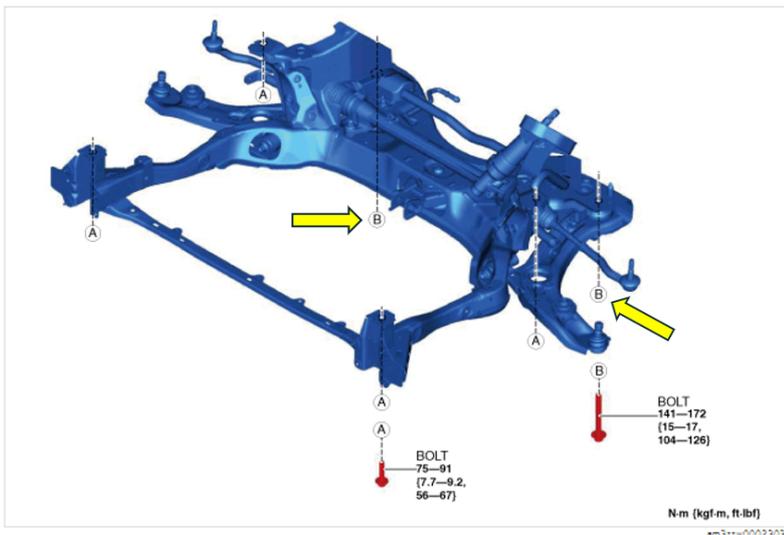
Last Issued : 08/23/2024

BULLETIN NOTES**APPLICABLE MODEL(S)/VINS**

2020-2023 CX-30 (Mexico built) vehicles with VINs lower than 3MV DM**** ** 553627 (Produced before Apr. 17, 2023)
2019-2023 Mazda3 (Japan built) vehicles with VINs lower than JM1 BP**** ** 609192 (Produced before Dec. 23, 2022)
2019-2023 Mazda3 (Mexico built) vehicles with VINs lower than 3MZ BP**** ** 369299 (Produced before Apr. 17, 2023)

DESCRIPTION

Some customers may experience a rattle noise coming from the front suspension while driving the vehicle, with no other driveability concerns. The rattle noise may be caused by a decrease in tightening torque of the two (2) front lower control arm bolts (B) shown in the image below.



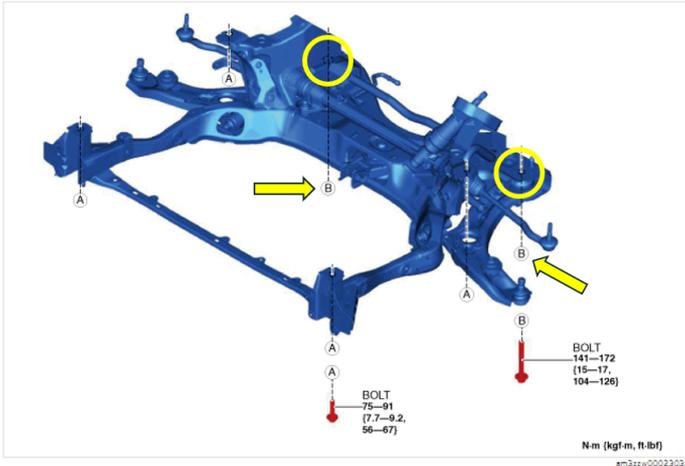
The decrease in bolt tightening torque is due to corrosion formation at the bolt head. After the bolt head is weakened, it will most likely become separated from the rest of the bolt. However, this is not a safety concern as the other suspension bolts will remain intact. To eliminate this rattle noise concern, the bolt quality has been improved and a soft metal washer has been used to further prevent corrosion formation.

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

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REPAIR PROCEDURE

1. Verify customer concern.



2. Remove both left and right side front suspension bolts (B).

NOTE:

- If the "B" bolts cannot be gripped/removed with the subframe in place, it may be necessary to remove the "A" bolts to lower the subframe to create enough space to unscrew the "B" bolt studs with needle-nose pliers.
- If the "A" bolts are removed to lower the subframe, they must be re-torqued in place before loosening the opposite side "A" bolts.



3. Once both "B" bolts are removed, clean and remove any remaining corrosion from the surface area.

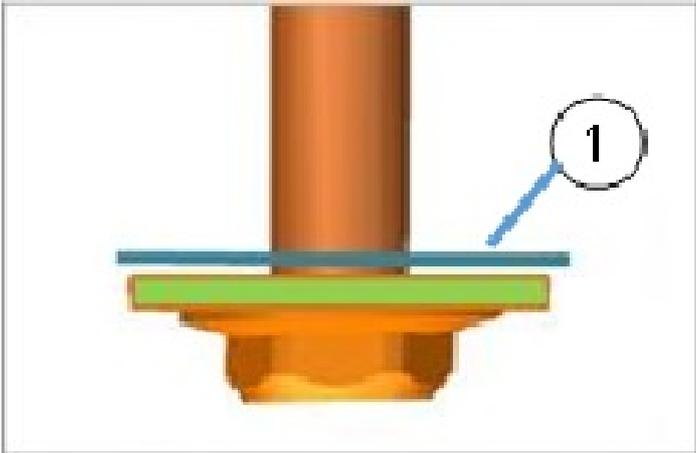
NOTE: Coat any bare metal with primer or paint.

4. Install both new bolts (B) including a soft metal washer (1).

Tightening Torque: Nm 141-172 (kgf-m 15-17, ft-lbf 104-126)

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NOTE: The soft washer (1) is a critical component for repair durability and should not be omitted.



5. Verify the repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
9YA0-11-402A	Bolt	2	Replace "B" bolts only
BDY0-34-096	Washer	2	[R] Soft metal washer

NOTE: The soft washer is a critical component for repair durability and should not be omitted.

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 Code	A
Symptom Code	82
Damage Code	9E
Causal Part No.	9YA0-11-402A
Quantity	2
Operation No. and Labor Hours	XXWRAXRX / 0.7 Hrs.

NOTE:

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- Claim (2) soft metal washers as related parts.
- Contact warranty via a pre-authorization request if over the DSA limit.

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