

<b>Subject:</b>  CHATTERING NOISE FROM UNDERBODY WHEN DRIVING ON ROUGH ROADS	<b>Bulletin No.:</b> 01-011/24
	<b>Last Issued :</b> 11/27/2024

## BULLETIN NOTES

### APPLICABLE MODEL(S)/VINS

2024-2025 CX-90

2025 CX-70

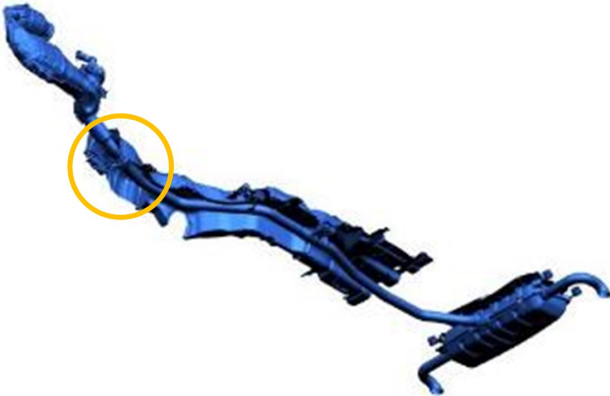
### DESCRIPTION

Some customers may experience a chatter (metallic knocking) noise from the underbody area when driving on rough roads. This may be caused by the contact between overlapping sections of the exhaust system insulators (Front No.1 and No.2) due to vibration. There is no mass production change planned.

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

### REPAIR PROCEDURE

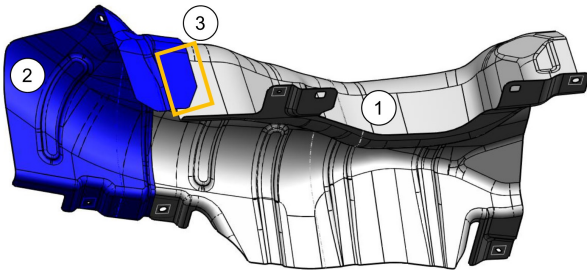
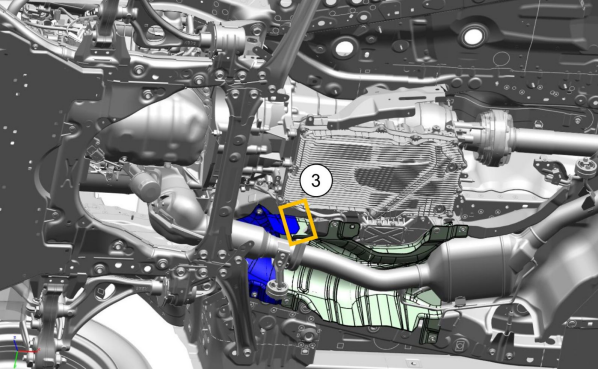
1. Verify the customer concern.
2. Adjust the front No.2 insulator to ensure a gap between it and the front No.1 insulator.



- a. Remove the front undercover No.3.
  - b. Remove the floor undercover (left side).
  - c. Remove the floor undercover (right side).
- CX-90: (FRONT UNDER COVER REMOVAL/INSTALLATION) and (FLOOR UNDER COVER REMOVAL/INSTALLATION)
  - CX-70: (FRONT UNDER COVER REMOVAL/INSTALLATION) and (FLOOR UNDER COVER REMOVAL/INSTALLATION)

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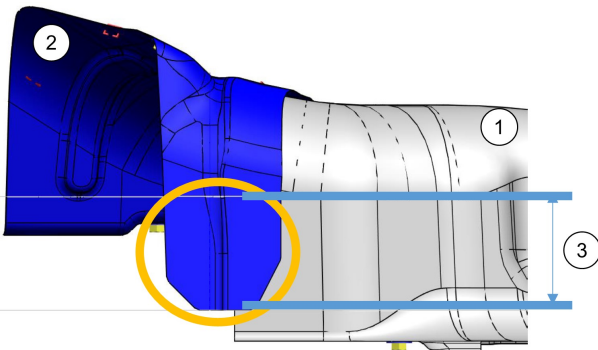
d. Check the gap in the overlapping area on the left side between the front No.1 and No.2 insulators.



- 1) Front No.1 insulator
- 2) Front No.2 insulator
- 3) Overlapping area

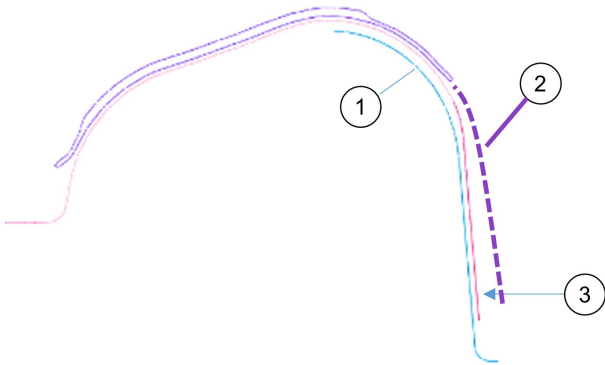
e. Manually adjust Insulator No.2 within the 80 mm range as shown below to create an approximate 3 mm gap with Insulator No.1.

**NOTE:** Repeated bending of the insulator may cause damage.



- 1) Front No.1 insulator
- 2) Front No.2 insulator
- 3) 80 mm

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- 1) Front No.1 insulator
- 2) Front No.2 insulator
- 3) Manually adjust to create an approximate 3 mm gap.

f. Ensure there is a gap of at least 10 mm between the surrounding components (such as the transmission and wiring harness).

g. Install in the reverse order of removal.

3. Verify the repair.

**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	97
Part Number Main Cause	KBB3-56-444
Quantity	0
Operation Number / Labor Hours:	XXWY4XRX / 0.5 Hrs.

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