

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



| | |
|---|---------------------------------|
| Subject: CLICKING NOISE FROM LIFTGATE LATCH AND LOCK ACTUATOR WHEN DRIVING ON BUMPY ROADS | Bulletin No.: 09-012/24 |
| | Last Issued : 12/05/2024 |

BULLETIN NOTES

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

| Previous TSBs: | Date(s) Issued: |
|----------------|-----------------|
| 09-012/24 | 02/13/24 |
| 09-035/23 | 10/09/23 |

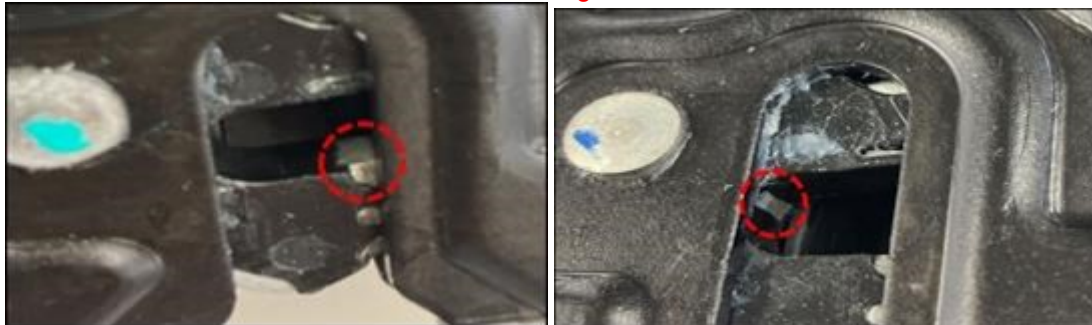
APPLICABLE MODEL(S)/VINS

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.

NOTE: The areas indicated below without coating do not cause noise.



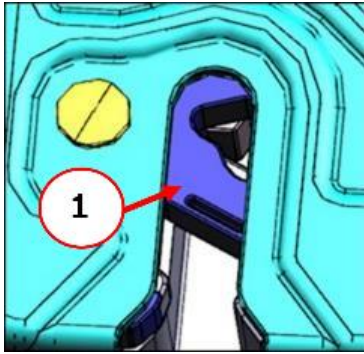
Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

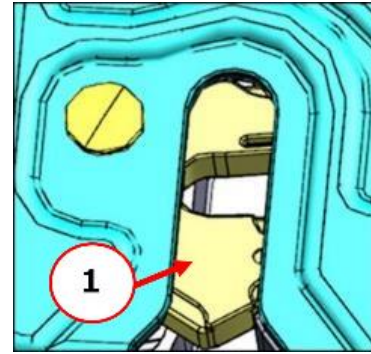
1. Verify the customer concern by closing the liftgate and checking for the noise by pushing the liftgate from the outside or by pushing the liftgate trim from inside the vehicle.
2. Fully open the liftgate.

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical--including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

3. Using a screwdriver, place the lock actuator's latch (1) to the locked position.



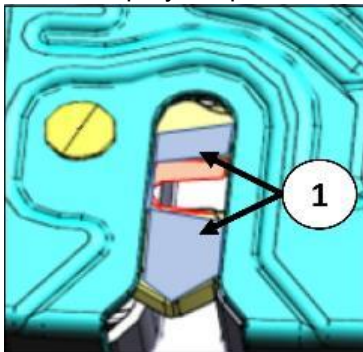
OPEN



LOCKED

4. 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.



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

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

7. Close the liftgate and verify the repair by pushing the liftgate from outside or by pushing the liftgate trim from inside the vehicle.

- If no noise is detected, replace the lock striker with a new one, according to the instructions in MGSS (LIFTGATE LOCK STRIKER REMOVAL/INSTALLATION).
- If noise is detected, replace the lock actuator and the lock striker according to the workshop manual (LIFTGATE LATCH AND LOCK ACTUATOR REMOVAL/INSTALLATION).

8. 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.

9. Verify the repair by closing the liftgate and checking the repair by pushing the liftgate from outside or by pushing the liftgate trim from inside the vehicle to verify that no clicking noise is produced.

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical--including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

PARTS INFORMATION

| Parts Number | Description | Qty. | Notes |
|--------------|----------------|------|---------------------|
| KBB4-62-310C | Lock, Liftgate | 1 | with power liftgate |
| KBB3-62-361A | Striker, Lock | 1 | |

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 | KBB4-62-310C |
| 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.

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.