

****Please always read this document prior to every repair and watch for updates****

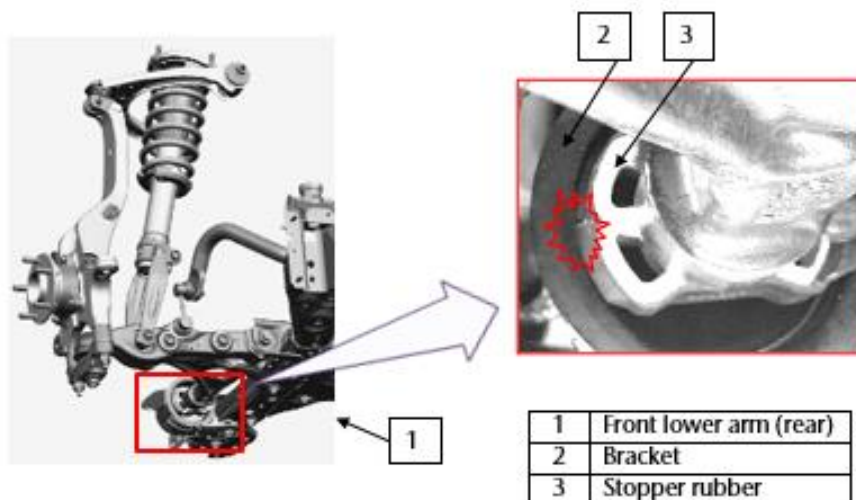
MSP62 – ABNORMAL NOISE FROM VEHICLE FRONT

DESCRIPTION

Some vehicles may exhibit a creaking or squeaking noise from the lower arm at the front suspension when traveling over a bump and while turning at low-speed. Causal factor: A stick-slip phenomenon may occur between the stopper rubber and the bracket in the front lower arm.

OUTLINE OF REPAIR

- 1) (Only vehicles with dust covers) Remove the dust covers from the lower arms (on both sides).
Note: Certain vehicles may have had dust covers installed in past repairs. This operation is required only for such vehicles.
- 2) Clean the lower arm stopper rubbers and apply the appropriate grease to the lower arm stopper rubbers (on both sides).
- 3) Install the new dust covers to the lower arms (on both sides).



COVERAGE LIMITATION:

- Vehicles under 3 year/36,000 mile warranty: All repairs in MSP62 will be covered under Mazda's New Vehicle Limited Warranty.
- Vehicles outside the 3 year/36,000 mile warranty: Please submit to Warranty pre-authorization. The repair will be reviewed on a case-by-case basis.

ALL RETAIL, CPO, USED OR UNSOLD IN-STOCK VEHICLES:

When an applicable retailed vehicle is brought into the dealer for any type of repair or scheduled maintenance, review the "Warranty Vehicle Inquiry" page in eMDCS to check the status of MSP62. If the status is "OPEN" for MSP62, repair the vehicle according to the procedures contained in this service bulletin.

A. VEHICLE INSPECTION PROCEDURE

1. Verify the vehicle is within the following VIN range:

SUBJECT VEHICLES

Model	Subject VIN range	Subject production date range)
2024MY CX-90	JM3KK**** R1 100044 – 126131	From December 27, 2022 through August 1, 2023

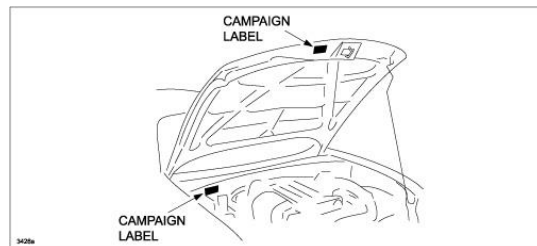
The asterisk symbol "*" can be any letter or number. Only vehicles with an OPEN MSP62 campaign and in the VIN range above are included in this MSP.

If the vehicle is within the above VIN and production date ranges and "MSP62" appears in eMDCS Warranty Vehicle Inquiry, proceed to Step 2.

- If the vehicle is not within the above VIN and production date ranges and MSP62 does not appear in eMDCS Warranty Vehicle Inquiry, return the vehicle to the customer or inventory.

2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect the vehicle for a Campaign Label MSP62 attached either to the vehicle's firewall, hood or driver door/ door jambs. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

NOTE: Verify the campaign number as the vehicle may have multiple labels.



eMDCS System - Warranty Vehicle Inquiry Results:

If eMDCS displays:	Campaign Label is:	Action Required:
"Campaign: MSP62 Open"	Present	Contact the Warranty Hotline at (877) 727-6626, option 3 to update vehicle history
	Not Present	Proceed to "REPAIR PROCEDURE"
"Campaign: MSP62 Closed"	Present	Return vehicle to inventory or customer
	Not present	Complete a label and apply it to vehicle's bulkhead or hood
"Campaign: MSP62 Open" or "Closed" is not	Does not	Campaign does not apply to this vehicle. Return the vehicle to inventory or customer

Technician Certification level required: Certified or above.

B. REPAIR PROCEDURE

Please perform the repair according to the Service Information Technical Service Bulletin (TSB**) [02-001/25 CREAK OR SQUEAK NOISE FROM LOWER CONTROL ARM AT FRONT SUSPENSION WHEN TRAVELING OVER A BUMP WHILE TURNING AT LOW-SPEED.](#)

**Note: Please refer to the latest version of the TSB.

After repair, move to section C. **CAMPAIGN LABEL INSTALLATION**

C. CAMPAIGN LABEL INSTALLATION

1. Fill out a "Campaign Label" (9999-95-065A-06) with Campaign No: "MSP62", your dealer code, and the repair date. **It is OK to bundle multiple campaigns on one label as long as each campaign is legible.** Use more than one label if necessary.
2. Affix it to the hood or bulkhead as shown:

CAMPAIGN LABEL

CAMPAIGN NO: _____

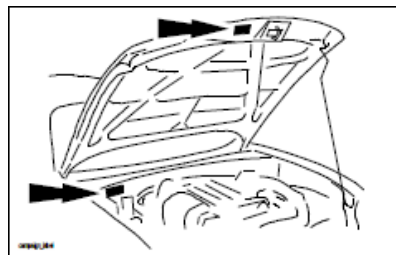
DEALER CODE: _____

DATE: ____/____/____

PIN 9999-95-065A-06

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3. Return the vehicle to the customer.



END OF REPAIR PROCEDURE