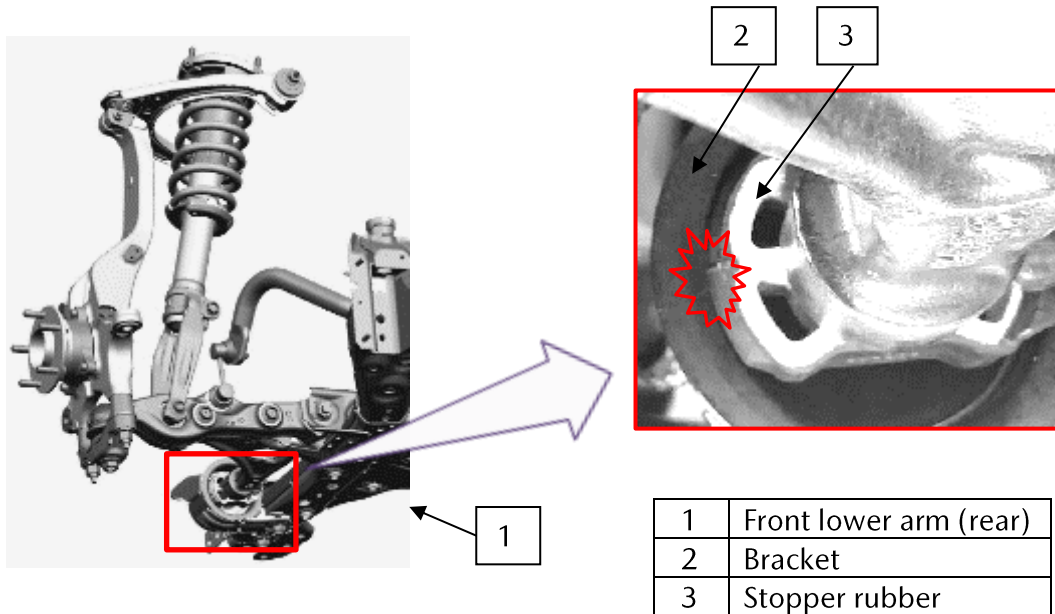


2024 CX-90 - ABNORMAL NOISE FROM VEHICLE FRONT

CONDITION OF CONCERN

Certain subject vehicles may exhibit a creaking or squeaking noise from the lower arm at the front suspension when traveling over a bump 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 (rear).



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.

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.

OUTLINE OF REPAIR – [REFER TO TSB 02-001 /25 AND ALWAYS USE THE LATEST VERSION](#)

- 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).

OWNER NOTIFICATION

No owner notification is required, but an explanation about the purpose (or outline) of repair and customer’s agreement are required before starting the repair.

PARTS INFORMATION

Description	Part Number	Quantity	Note
Dust Cover Set	KBY0-34-4DX	1	Components: - Dust covers 4 pcs (2 types x 2 pcs) - Male rivet: 6 pcs - Female rivet: 6 pcs
Grease (Granville)	(Locally procured)	--	GRANVILLE RED RUBBER GREASE

WARRANTY CLAIM PROCESSING INFORMATION

- This repair will be covered under Mazda’s New Vehicle Limited Warranty.
- Additional diagnostic time cannot be claimed for this repair.

	Grease application and Dust cover installation
Process Number	AR054A
Symptom Code	99
Damage Code	99
Causal Part Number & Quantity	KBY0-34-4DX & 1
Related Part Number & Quantity	7777-SP-Y61 & 1 (see note below)
Labor Operation Code	XXWWPXRX
Labor Hours	0.8 hrs.

NOTE: Related Part Number 7777-SP-Y61 will reimburse the cost of grease required for the repair of one vehicle. Your dealership will need to create a part number for grease similar to other bulk shop supplies (grease, cleaner products, etc..). The reimbursement per vehicle is adequate to cover the cost of grease to be used in the repair.

There is no Rental car program for this MSP. Please utilize MCVP, Uber, Lyft or other options under Mazda’s New Vehicle Limited Warranty.