

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: A CREAKING NOISE OCCURS NEAR THE DOOR WHILE DRIVING	Bulletin No.: 09-021/25
	Last Issued : 04/23/2025

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2024-2025 CX-90
2025 CX-70

DESCRIPTION

Some customers may complain about a creaking noise coming from the door area when driving on rough roads. This may be caused by a stick-slip occurring as plastic components of the door latch deform due to external forces applied from the striker to the latch and actuator.

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

REPAIR PROCEDURE

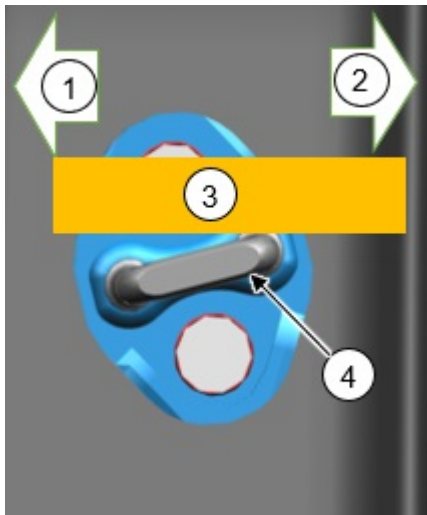
1. Verify the customer concern.
2. Inspect using the table below.

Step	Inspection	Results	Action
1	Check the striker installation condition. Is the outdoor staple position lower than the indoor staple one?	YES	Go to the next step
		NO	Go to step 3
2	Adjust the staple position of the striker (see procedure below), then check if abnormal noise occurs during a test drive. Is the abnormal noise present?	YES	Go to the next step.
		NO	Replace the latch with a modified one.
3	Wrap tape around the striker (see procedure below), then check if abnormal noise occurs during a test drive. Is the abnormal noise present?	YES	This TSB does <u>NOT</u> apply. Continue diagnosis referring to applicable section in MGS S.
		NO	Replace the latch with a modified one.

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Adjust the staple position of the striker

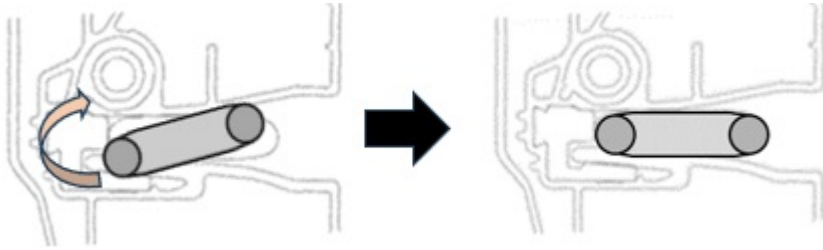
To measure the tilt, place the scale horizontally



- (1) Inner side
- (2) Outer side
- (3) Scale
- (4) Staple

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Adjust the angle of the striker horizontally. (Refer to Adjust Door Lock Striker section in (Door Lock Striker Removal/Installation) in MGSS.



Wrap tape around the striker.

Wrap masking tape around the engagement point of the striker, wrapping the tape around the striker to increase its diameter by approximately 0.04 inch (1 mm). For example, assuming a tape thickness of 0.1 mm, wrap around 5 to 6 times.



(1) Masking tape

Replace the latch with a modified one.

- CX-90 (DRIVER-SIDE FRONT DOOR LATCH AND LOCK ACTUATOR REMOVAL/INSTALLATION)
- CX-90 (PASSENGER-SIDE FRONT DOOR LATCH AND LOCK ACTUATOR REMOVAL/INSTALLATION)
- CX-90 (REAR DOOR LATCH AND LOCK ACTUATOR REMOVAL/INSTALLATION)
- CX-70 (DRIVER-SIDE FRONT DOOR LATCH AND LOCK ACTUATOR REMOVAL/INSTALLATION)
- CX-70 (PASSENGER-SIDE FRONT DOOR LATCH AND LOCK ACTUATOR REMOVAL/INSTALLATION)
- CX-70 (REAR DOOR LATCH AND LOCK ACTUATOR REMOVAL/INSTALLATION)

3. Verify the repair.

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PARTS INFORMATION

Parts Number	Description	Qty.	Notes
K6Y1-58-310	Latch Assy, Door	1	Front RH
K6Y0-59-310			Front LH
K6Y4-72-310			Rear RH with child safety lock
K6Y4-73-310			Rear LH with child safety lock

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	****-58-310* or ****-59-310* or ****-72-310* or ****-73-310*
Quantity	1
Operation Number / Labor Hours:	See table below

NOTE: If you need to replace parts other than the main causal part, claim them as related parts.

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Operation No. and Labor Hours	PHEV	Front one side	XXWZHARX / 0.9 Hrs.
		Front both sides	XXWZHBRX / 1.3 Hrs.
		Rear one side	XXWZHCRX / 0.8 Hrs.
		Rear both sides	XXWZHDRX / 1.1 Hrs.
		Front one side + Rear one side	XXWZHERX / 1.2 Hrs.
		Front one side + Rear both sides	XXWZHFRX / 1.5 Hrs.
		Front both sides + Rear one side	XXWZHGRX / 1.6 Hrs.
		Front both sides + Rear both sides	XXWZHHRX / 1.9 Hrs.
	MHEV (inline 6)	Front one side	XXWZHJRX / 0.8 Hrs.
		Front both sides	XXWZHKRX / 1.2 Hrs.
		Rear one side	XXWZHLRX / 0.7 Hrs.
		Rear both sides	XXWZHMRX / 1.0 Hrs.
		Front one side + Rear one side	XXWZHNRX / 1.1 Hrs.
		Front one side + Rear both sides	XXWZHPRX / 1.4 Hrs.
		Front both sides + Rear one side	XXWZHRRX / 1.5 Hrs.
		Front both sides + Rear both sides	XXWZHSRX / 1.8 Hrs.

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