

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: CLUNK NOISE FROM REAR BRAKE WHEN STARTING TO DRIVE	Bulletin No.: 04-002/25
	Last Issued : 07/03/2025

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2023-2025 CX-50 with VINS lower than 7MMVA*****358433 (produced before April 2025)
2025 CX-50 Hybrid with VINS lower than 7MMVA*****122138 (produced before April 2025)

DESCRIPTION

Some vehicles may exhibit a clunk noise from the rear brakes when starting to drive. This may be caused by the brake pads and the rear disc plates sticking together when the Electric Parking Brake (EPB) is engaged for an extended period while parked. Even after releasing the EPB, the adhesion remains. When the vehicle starts driving in this condition, the initial torque causes the brake pads to detach from the rotors, and the resulting impact is transmitted through the brake system to the vehicle body, resulting in a clunk noise. To eliminate this concern, the shape of the rear brake disc pads has been modified to increase the rigidity and reduce the impact force.

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

REPAIR PROCEDURE

1. Verify the customer concern,
2. Replace both sides of the rear brake disc pads with the modified ones according to the procedure in MGSS.
 - CX-50 (REAR BRAKE DISC PAD REMOVAL/INSTALLATION)
 - CX-50 Hybrid (REAR BRAKE DISC PAD REMOVAL/INSTALLATION)
3. Verify the repair.

PARTS INFORMATION

Parts Number	Description	Qty.
VAY0-26-43ZB	Pad Set, RR Caliper	1

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.

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	35
Damage Code	99
Part Number Main Cause	VAY0-26-43ZB
Quantity	1
Operation Number / Labor Hours:	XXX2AARX / 0.4 Hrs. (without i-stop) XXX2ABRX / 0.5 Hrs. (with i-stop)

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.