

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: CLICKING NOISE FROM LIFTGATE LOCK STRIKER WHEN DRIVING ON BUMPY ROADS	Bulletin No.: 09-032/25
	Last Issued : 08/08/2025

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	12/05/24 and 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

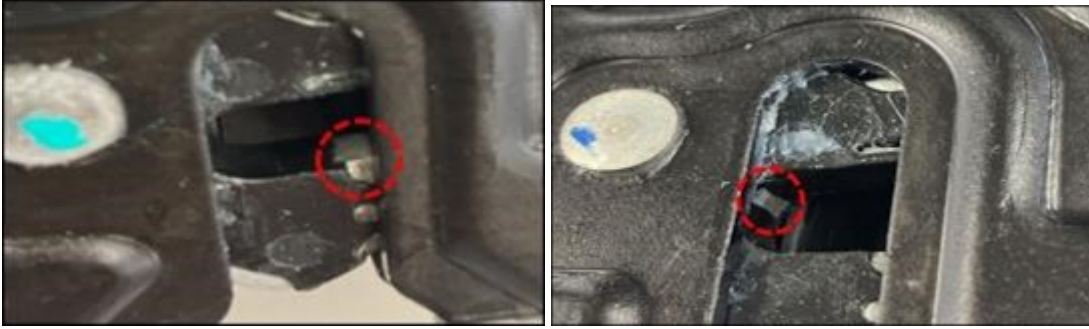
Some vehicles may exhibit a clicking noise from the liftgate lock striker when driving on bumpy roads. This may be caused by stick-slip friction between the lock striker and the lock actuator due to the electrodeposition layer peeling off from the friction between them.



To eliminate this concern, the lock striker coating has been changed to prevent coating wear.

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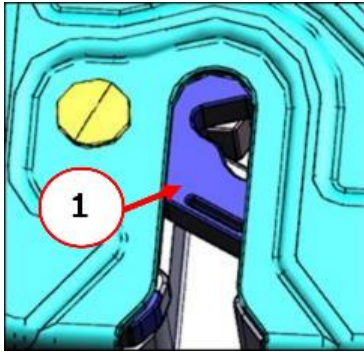
NOTE: There are areas without coating as shown in the following images. However, it is normal and DOES NOT cause the clicking noise.



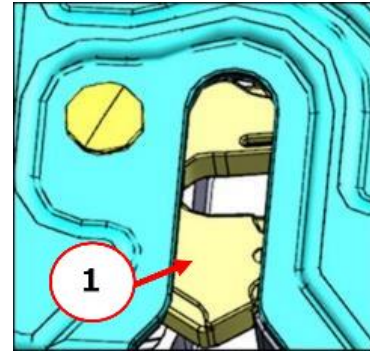
Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

1. Verify the customer concern by closing the liftgate **several times** and checking for the noise by pushing the liftgate from the outside or by pushing the liftgate trim **several times** from inside the vehicle.
2. Fully open the liftgate.
3. Using a screwdriver, place the lock actuator's latch (1) to the locked position.



OPEN

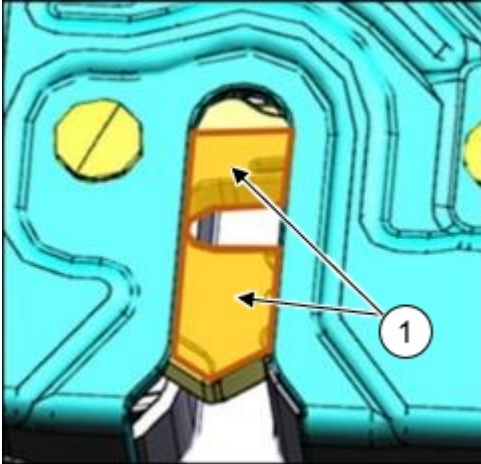


LOCKED

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4. Spray parts cleaner on a cloth and completely remove the grease and the wear debris from the lock striker's surface, from the lock actuator engaging section (1) (orange) and from the fence block (2), which is the inner wall of the receiving part.

CAUTION: DO NOT spray the parts cleaner directly to the lock actuator.



5. Apply clean silicone grease or polyalphaolefin grease on the lock actuator engaging section (1).

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

7. Replace the lock striker with the modified one according to the instructions in MGSS (LIFTGATE LOCK STRIKER REMOVAL/INSTALLATION).

8. 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: Go to next step.
- If noise is detected: Replace the lock actuator according to the instructions in MGSS (LIFTGATE LATCH AND LOCK ACTUATOR REMOVAL/INSTALLATION), then go to next step.

9. 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.

10. 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.

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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	KBB3-62-361A
Quantity	1
Operation Number / Labor Hours:	XXWG8ARX / 0.5 Hrs. (Lock Actuator Cleaning, Liftgate Lock Striker Replacement, and Lock Actuator Replacement) XXWG8AAX / 0.4 Hrs. (Lock Actuator Cleaning and Liftgate Lock Stricker Replacement)

NOTE: Claim **Lock, Lift Gate** as related part.

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