

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  KNOCKING NOISE FROM FRONT SUSPENSION	<b>Bulletin No.:</b> 02-002/25
	<b>Last Issued :</b> 09/24/2025

## BULLETIN NOTES

This bulletin supersedes the previously issued bulletin(s) listed below. The changes are noted in Red.

Previous TSBs:	Date(s) Issued:
02-002/25	07/03/25

## APPLICABLE MODEL(S)/VINS

2024 CX-90 with VINS lower than JM3KK\*\*\*\*\*161943 (produced before March 11, 2024)

2025 CX-70 with VINS lower than JM3KJ\*\*\*\*\*101830 (produced before March 16, 2024)

## DESCRIPTION

Some vehicles may experience a knocking noise from the front suspension when driving on a rough road or traveling over bumps. This noise is caused by a gap between the front strut bump stopper and the mounting rubber that is pushed up when roads are bumpy. To eliminate this concern, the outer diameter of the bump stopper has been modified to prevent the knocking sound during driving on a rough road or traveling over bumps.

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

## REPAIR PROCEDURE

1. Verify the customer concern.
2. Remove the mounting rubber and the front strut bump stopper according to the procedure in MGSS.

CX-90

- FRONT SHOCK ABSORBER AND COIL SPRING REMOVAL/INSTALLATION
- FRONT SHOCK ABSORBER AND COIL SPRING DISASSEMBLY/ASSEMBLY

CX-70

- FRONT SHOCK ABSORBER AND COIL SPRING REMOVAL/INSTALLATION
- FRONT SHOCK ABSORBER AND COIL SPRING DISASSEMBLY/ASSEMBLY

3. Replace the front strut bump stoppers with the modified ones.
4. Assemble and install the front shock absorber and coil spring in the reverse order of removal.
5. Verify the repair.

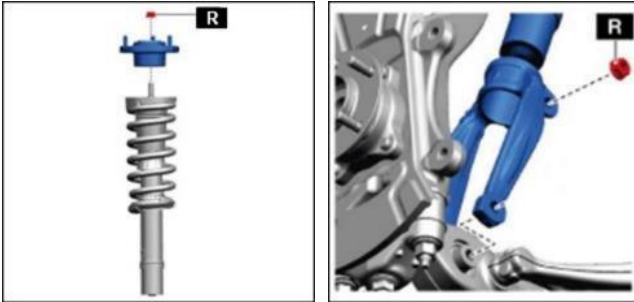
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**PARTS INFORMATION**

Parts Number	Description	Qty.	Notes
KBB6-34-111A	Stopper, Bump	2	
KBB6-34-380B	Rubber, Mounting	2	If needed
9YB04-1237	Nut	2	[R] Piston rod nut
9YB10-1212	Nut	2	[R] For damper fork

[R]: Replacement parts

► Replacement parts location

**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	97
Part Number Main Cause	7777-SP-X35
Quantity	0
Operation Number / Labor Hours:	Bump Stopper R&R (including Mounting Rubber R&R) XXWD6DRX / 1.0 Hrs. (Both sides) A0109CCX / 0.5 Hrs. (Front Wheel Alignment, Check) A0109LAX / 0.9 Hrs ((Front Wheel Alignment, Check & Adjust)

**NOTE:** Claim the mounting rubbers and the nuts as related parts.

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