

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: WHEEL BEARING NOISE MISDIAGNOSED AS TRANSMISSION, TRANSFER UNIT OR DIFFERENTIAL NOISE	Service Alert No.: SA-020/25
	Last Issued : 11/18/2025

BULLETIN NOTES

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

Previous Service Alerts:	Date(s) Issued:
SA-020/25	04/15/25
SA-006/22	03/09/22 and 02/28/22
SA-032/21	05/11/21
SA-016/19	04/08/19

APPLICABLE MODEL(S)/VINS

2012-2026 Mazda3	2016-2021 CX-3	2020-2026 CX-30	2025-2026 CX-70 (All)
2013-2025 CX-5	2016-2023 CX-9	2023-2026 CX-50 (All)	
2014-2021 Mazda6	2016-2026 MX-5	2024-2026 CX-90 (All)	

DESCRIPTION

There have been warranty claims submitted for growling or bearing whine noise in differentials, transfer units and transmissions where the source of the noise was a wheel bearing. This misdiagnosis can lead to multiple repair attempts, warranty debits, and additional inconvenience and/or cost to the customer. To reduce the chance of this occurring, please follow the steps outlined in the repair procedure.

REPAIR PROCEDURE

1. Before test-driving the vehicle, visually inspect the tires for excess or unusual wear and verify that they are all the same size, brand, and overall wear.
NOTE: Tires of different brands, size and/or circumference may cause noise and/or damage to the vehicles transmission, transfer case and/or differential.
2. Compare the vehicle to another like vehicle (same trim, model year, and tires) to confirm the concern is not a characteristic of the vehicle.
NOTE: Record the noise heard in the customer vehicle and make a recording in the known good vehicle when driven under the same conditions.

Page 1 of 2

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.

3. Check for another published document for the vehicle you are working on that describes the noise.

Is there another published document?

- YES:** Follow that repair procedure first and retest.
NO: Continue to the next step

4. Lift both vehicles in the air.

- a. Run both vehicles at the speed the noise is heard on the road.

Are both vehicles equal in operational noise when run on the rack?

- YES:** Go to step 5.
NO: Go to step b.

- b. Use ChassisEAR or a stethoscope and listen to each wheel bearing and compare it to the known good vehicle.

NOTE: Refer to the following video on the use of ChassisEAR for NVH diagnosis: Using ChassisEAR
Are any bearings significantly noisier on the customer's vehicle vs. the known good vehicle?

- YES:** Replace the suspect bearing(s).

NOTE: If you can hear the noise without ChassisEAR or a stethoscope, make a recording of it, and then make a recording of the known good vehicle under the same conditions.

- NO:** Go to step 5.

5. If the source of the noise was not confirmed in the previous steps, swap the wheels and tires with those from a known good vehicle.

NOTE: If tires are required, contact the tire manufacturer for warranty replacement. A list of tire manufacturers can be found under Tire Warranty in the MAZDA WARRANTY POLICIES & PROCEDURES MANUAL on One Mazda.

6. Contact the Technical Assistance Hotline with all of your test results.

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.