

Subject: CREAKING NOISE FROM POWER LIFTGATE DRIVE UNIT WHEN MOVING POWER LIFTGATE	Bulletin No.: 09-009/26
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BULLETIN NOTES

APPLICABLE MODEL(S)/VINS

2024-2026 CX-90 with VINS lower than JM3KK*****359245 (produced before October 11, 2025)

2025-2026 CX-70 with VINS lower than JM3KJ*****200974 (produced before October 11, 2025)

DESCRIPTION

Some vehicles exhibit creaking noise from the left side power liftgate (PLG) drive unit when moving (opening/closing) the power liftgate by hand and /or automatically. The noise tends to occur during moving, particularly at the start of opening or closing. As the condition progresses, it may be accompanied by functional issues such as increased operating effort, a "hard to move" feeling, or the PLG stops partway during opening or closing.

This is caused by one of the following:

1. Wear of the internal screw threads. During the production process of the PLG drive unit, metal particles entered the mechanism and abraded the surface of the internal screw, resulting in a roughened thread surface. When the unit is repeatedly operated in this condition, wear of the screw progresses, leading to the generation of abnormal noise. In addition, the screw may rotate without proper engagement, causing the PLG to malfunction and fail to operate normally.
2. Damage to the internal screw. Due to an improper vehicle assembly process, a slight deformation has occurred in the PLG drive unit. When the PLG installed in this deformed condition is operated, the internal screws and nuts come into contact at an angle, resulting in damage to the threads of the resin nut. As a result, the creaking noise may occur and the PLG may eventually experience operational malfunction.

NOTE: The malfunction may occur if either one of the above causes exists.

To eliminate these concerns:

1. The production process of the PLG drive unit has been modified and an inspection process for the appearance of the screws has been added in the production process.
2. The assembly procedure of the PLG drive unit has been modified.

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

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REPAIR PROCEDURE

1. Verify the customer concern.
2. Replace the left PLG drive unit with a modified one according to the instructions on MGSS.
 - CX-90 (POWER LIFTGATE (PLG) DRIVE UNIT REMOVAL/INSTALLATION)
 - CX-70 (POWER LIFTGATE (PLG) DRIVE UNIT REMOVAL/INSTALLATION)

NOTE: This TSB is applicable only to the left PLG drive unit.

- If the right side exhibits the same concern, repair the vehicle under the basic warranty.
- If the right side does not have any problems, do NOT replace the right PLG drive unit.

3. Verify the repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
KMV7-63-6EXA	Slider (Strut), Power Lift Gate	1	
KD45-67-GP1	Grommet, Inner	2	[R] for Inner Liftgate Grommet
BCJH-68-162	Clip (R), Trim	1	[R] for A-Pillar Trim
BCJL-68-162	Clip (L), Trim	1	[R] for A-Pillar Trim

[R]: Replacement parts

NOTE:

- Utilize EPC by entering the VIN to identify the appropriate part number.
- Because the assembly process has been improved, the suffix of the part numbers does not change.

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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	93
Part Number Main Cause	****-63-6EX*
Quantity	1
Operation Number / Labor Hours:	XXX5BXRX / 1.3 Hrs.

NOTE:

- Claim the parts other than "Causal Parts No." as related parts.
- Submit claims for maintenance and adjustments according to the "Suggested Repair Time (SRT)" in MGSS if required.

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