

# Technical Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



<b>Subject:</b>  <b>CLICKING NOISE FROM LIFTGATE LOCK STRIKER WHEN DRIVING ON BUMPY ROADS</b>	<b>Bulletin No.: 09-010/26</b>
	<b>Last Issued : 02/20/2026</b>

## BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
09-032/25	08/08/25
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

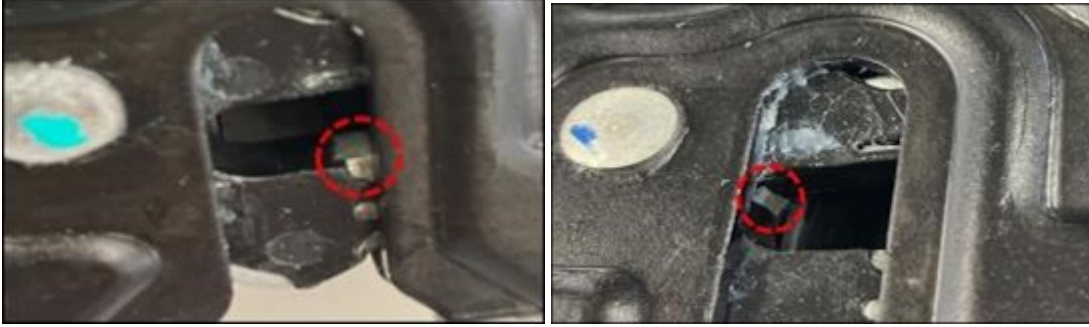
Some vehicles may exhibit a clicking noise from the liftgate lock striker when driving on bumpy roads. This may be caused by stick-slip friction between the lock striker and the lock actuator due to the electrodeposition layer peeling off from the friction between them.



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

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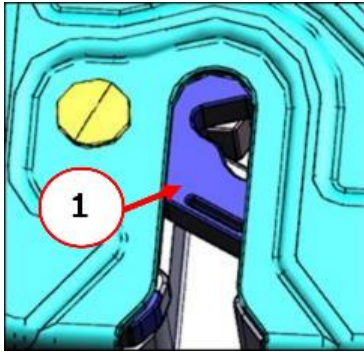
**NOTE:** There are areas without coating as shown in the following images. However, it is normal and DOES NOT cause the clicking noise.



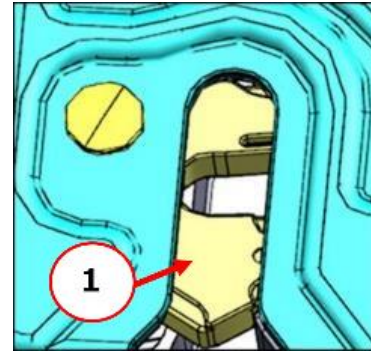
Customers having this concern should have their vehicle repaired using the following repair procedure.

### 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

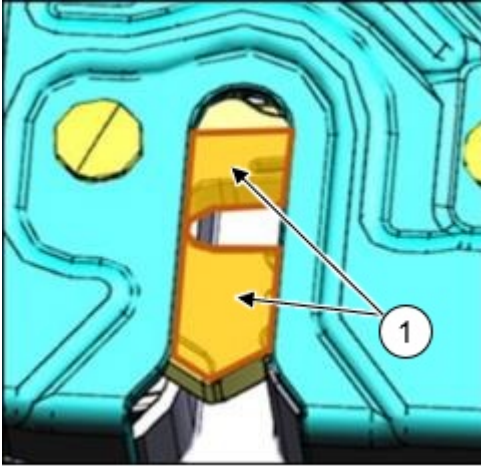


LOCKED

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4. Wrap a cloth sprayed with parts cleaner around a screwdriver or prepare a cotton swab saturated with parts cleaner. Completely remove the grease and wear debris from the engagement part on the lock actuator (1) (orange) that receives the lock striker, as well as from the fence block (2) which forms the inner wall of the lock-striker receiving area, according to [Location and Procedures for Grease Wiping and Application].

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



Reference: The old grease mixed with electrodeposited powder has turned gray.

Detail of A

5. Apply clean silicone grease or polyalphaolefin grease on the lock actuator according to [Location and Procedures for Grease Wiping and Application].

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: If the clicking noise persists after replacing the lock striker, repeat the process of wiping off the old grease and applying new grease 10 times to ensure the complete removal of old grease containing wear debris from inside the lock actuator according to [Location and Procedures for Grease Wiping and Application].

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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**Location and Procedures for Grease Wiping/Application**

*Grease Wiping and Application Location*

1. Lock Actuator

**NOTE:** The backside of the latch also needs wiping and grease application.

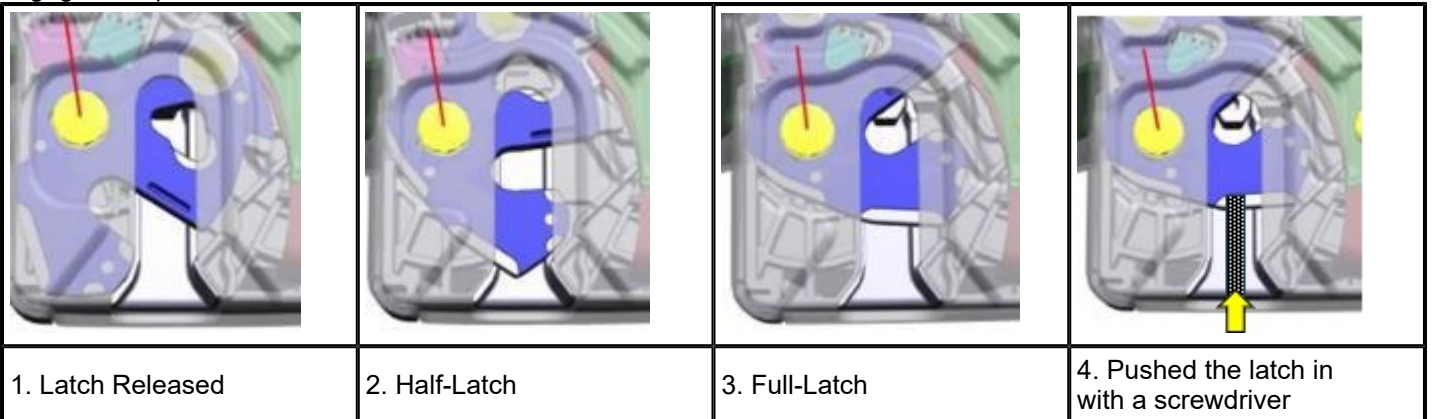


Latch Surface  
(red area with yellow arrow)



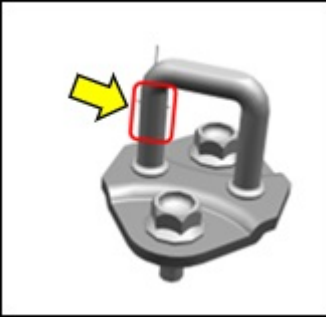
Fence Block Surface  
(beige area with yellow arrow)

Move the latch of the lock actuator as shown in the figures, and wipe/apply grease around the entire circumference of the engagement part.



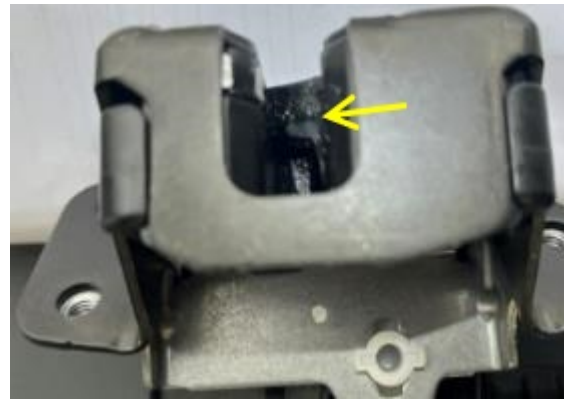
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2. Lock Striker Apply grease on the engagement part (latch) of the lock striker as well.



*Detail of Grease Application Procedure*

1. Apply and spread the grease approximately 2 mm in diameter at three locations (yellow arrows) with the latch in the released position.



2. Apply and spread the grease approximately 2 mm in diameter at two locations with the latch in the fully latched position (yellow arrows).



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3. To ensure the grease is properly distributed, use a screwdriver or similar tool to open and close the latch five times back and forth. Release the latch using the emergency lever.
4. Scoop up the excess grease with a cotton swab and spread it with the latch in released position (yellow arrows).



5. Scoop up the excess grease with a cotton swab and spread it with the latch in the fully latched position (yellow arrows).



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6. Return the latch to the released position to complete the procedure.



#### PARTS INFORMATION

Parts Number	Description	Qty.
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:	XXWG8DRX / 0.7 Hrs (Lock Actuator Cleaning / Grease Application and Liftgate Lock Striker Replacement)

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