

Service Information

Mazda Motor Corporation

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| | | | |
|---|------------------------|---|----------------|
| Category R | Repair Guidance | Ref. No. R025/13C | Page 1 of 2 |
| Coverage <input type="checkbox"/> Distributor only <input checked="" type="checkbox"/> Please inform your dealers | | Date Issued March 25, 2013 | |
| Please convey this information to your <input type="checkbox"/> Director <input checked="" type="checkbox"/> General Manager <input checked="" type="checkbox"/> Warranty Dept. <input checked="" type="checkbox"/> Parts Dept. <input checked="" type="checkbox"/> Training Dept. <input checked="" type="checkbox"/> Field Rep. | | Date Revised November 15, 2013 | |
| Applicable Model 2013 -2014 CX-5 (KE) and 2014 Mazda6(GJ) | | Applicable Countries or Specifications Worldwide | |

REVISED

Revision Note: “Applicable Model”, “BEGINNING VIN” & “DATE OF MODIFICATION” have been revised.

Subject: Knocking/Squeaking Noise from Front Strut Bearing

DESCRIPTION

Some vehicles may exhibit a knocking/squeaking noise from the front strut bearing due to the front strut bearing damage when driving on a rough road and/or turning the steering wheel at vehicle standstill.

CAUSE

The noise may occur due to the upper housing of the front strut bearing being damaged when applying excessive force to the bearing during customer’s usage.

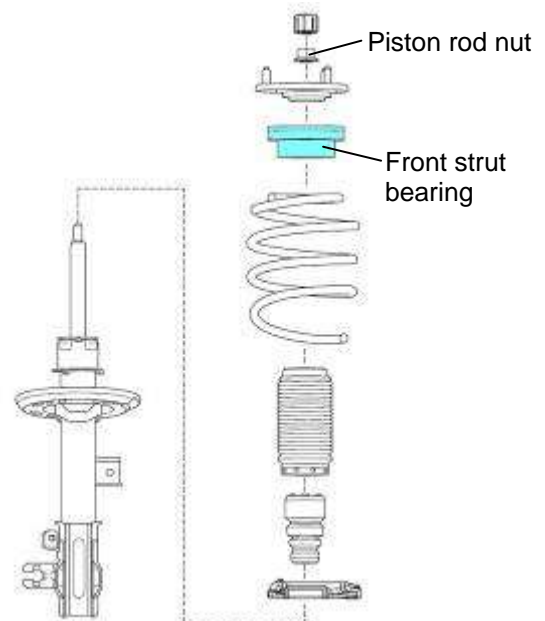
MASS PRODUCTION CHANGE

Material and forming method of the front strut bearing have been changed.

BEGINNING VIN & DATE OF MODIFICATION

| | | |
|---------------------|--------|----------------|
| ADR spec | | |
| JM0 KE ***** | 206649 | April 16, 2013 |
| Algeria spec | | |
| KE **** | 206649 | April 16, 2013 |
| Chinese spec | | |
| JM7 KE ***** | 206649 | April 16, 2013 |
| General spec | | |
| JM6 KE ***** | 206649 | April 16, 2013 |
| JM8 KE ***** | 206649 | April 16, 2013 |
| Israel spec | | |
| JMZ KE ***** | 206649 | April 16, 2013 |
| EU spec | | |
| JMZ KE ***** | 215706 | April 16, 2013 |
| US spec | | |
| JM3 KE ***** | 343674 | April 16, 2013 |

[Front shock absorber and coil spring]



Mazda6 (GJ)

ADR spec

JM0 GJ **** ** 111422 April 16, 2013

Algerian spec

GJ **** ** 111422 April 16, 2013

General spec

JM6 GJ **** ** 111422 April 16, 2013

JM7 GJ **** ** 111422 April 16, 2013

Israel spec

JMZ GJ **** ** 111422 April 16, 2013

EU spec

JMZ GJ **** ** 134794 April 16, 2013

US spec

JM1 GJ **** ** 121430 April 16, 2013

REPAIR PROCEDURE

When you encounter a customer complaint on this concern, verify the noise comes from the upper part of front shock absorber when turning the steering wheel.

Replace the damaged strut bearing with modified one according to the Workshop Manual.

PART INFORMATION

| Part Number | | Part Name | Q'ty | Remark |
|--------------|-------------|---------------------|--------|---|
| New | Old | | | |
| KD35 34 38XA | KD35 34 38X | Front strut bearing | 1 or 2 | |
| 9YB0 41 237 | - | Piston rod nut | 1 or 2 | Need to replace when the front strut bearing is replaced. |

WARRANTY INFORMATION

CX-5 (KE) & Mazda6(GJ)

| | |
|-----------------------------|---|
| Assembly group | R - Suspension |
| Subassembly group | 01 – FRONT SUSPENSION (STRUT) |
| Symptom Code | 82 |
| Damage Code | 9A |
| Causal Part No. | KD35 34 38XA (front strut bearing) |
| Q'ty | 1 or 2 |
| Operation No. & Labor Hours | XXJ7CXRX & 1.6Hrs (One side)(Including Wheel Alignment, Check & Adjust) XXJ7DXRX & 1.8Hrs (Both sides) (Including Wheel Alignment, Check & Adjust) |
| Period Covered | Normal warranty period |