

Service Information

Mazda Motor Corporation

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+Category N	Repair Guidance	Ref. No. R070/13	Page 1 of 2
Coverage <input type="checkbox"/> Distributor only <input checked="" type="checkbox"/> Please inform your dealers		Date Issued September 17, 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	
Applicable Model CX-5 (KE)		Applicable Countries or Specifications Worldwide	

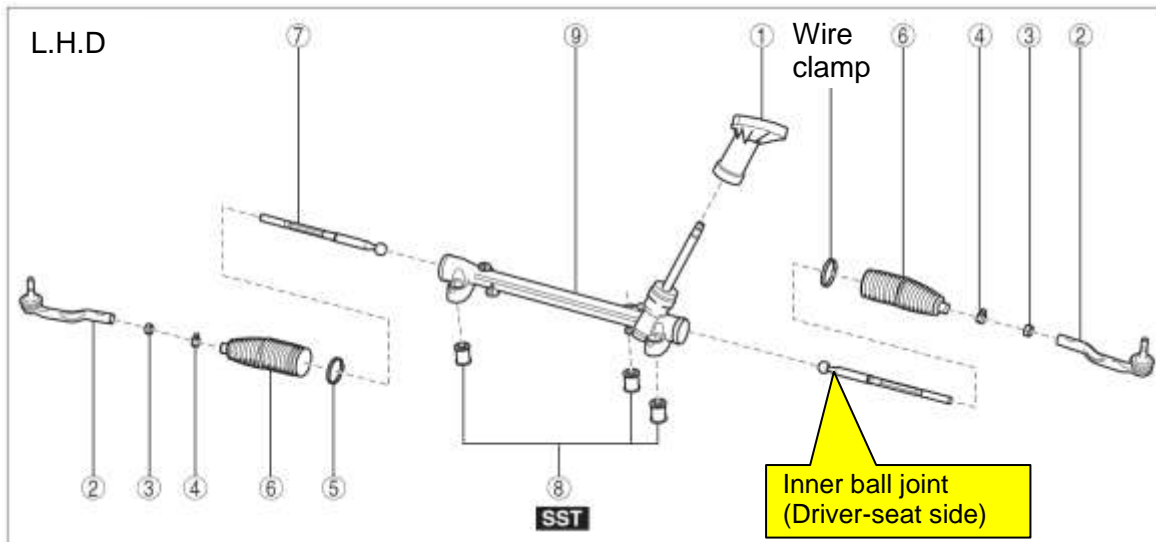
Subject: Unusual noise when vehicle is started with steering wheel fully turned to driver-seat side

DESCRIPTION

Some vehicles may exhibit an unusual noise (clacking) from under the vehicle front when the vehicle is started after the steering wheel is fully turned to the driver-seat side (left-side for LHD and right-side for RHD vehicle). The noise will not occur when the vehicle is started with the steering wheel fully turned to the passenger side.

CAUSE

An edge of the inner ball joint at the driver-seat side may get stuck with the steering gear housing, causing a stick-slip noise.



MASS PRODUCTION CHANGE

The shape of the inner ball joint edge has been changed.

BEGINNING VIN & DATE OF MODIFICATION

US Spec.

JM3 KE**** ** 369145 July 3, 2013

EC Spec.

JMZ KE**** ** 232774 July 3, 2013

ADR Spec.

JM0 KE**** ** 214894 July 3, 2013

General Spec.

JM6 KE**** ** 214894 July 3, 2013

JM8 KE**** ** 214894 July 3, 2013

Israel Spec.

JMZ KE**** ** 232774 July 3, 2013

Algeria Spec.

KE**** ** 214894 July 3, 2013

China Spec.

JM7 KE**** ** 214894 July 3, 2013

REPAIR PROCEDURE

1. Verify customer complaint.
 - ① Stop the vehicle after the steering wheel is fully turned to the direction where the driver's seat is installed.
 - ② Verify that the noise occurs when starting the vehicle.
Note: Refer to the noise sample in the attached video file.
2. If the noise is reproduced, remove the steering gear and linkage from the vehicle according to the Workshop Manual "STEERING GEAR AND LINKAGE REMOVAL" and replace the inner ball joint (driver-seat side) with a modified one according to the Workshop Manual "STEERING GEAR AND LINKAGE DISASSEMBLY".
3. Install the steering gear and linkage in the reverse order of removal.
4. Verify the repair.

PART INFORMATION

Part Number		Part Name	Q'ty	Remark
New	Old			
KD31 32 240A	KD31 32 240	Inner Ball Joint	1	
BBM4 32 127		Wire Clamp	1	R Replace part See the illustration in the 1 st page for the location.
B455 32 099B		Joint Bolt	1	R Replace part (Joint bolt between intermediate shaft and steering gear & linkage assembly)
T060 26 169A		Snap Pin	2	R Replace part (Snap pins for outer ball joint (tie rod end))-both sides

WARRANTY INFORMATION

Assembly group	N – Steering system
Subassembly group	02 – STEERING GEAR & LINKAGE
Symptom Code	82
Damage Code	9M
Causal Part No.	KD31 32 240A
Q'ty	1
Operation No.	XXJASRX Inner bolt joint, R&R (driver-side) Includes: Front wheel alignment check and adjust
Labor Hours	2.8Hrs.
Period Covered	Normal warranty period

Ryu Shimizugawa
Manager, Technical Information Gr.
Technical Service Dept.
Mazda Motor Corporation
1CB1271322 (MC Internal Use)