

# Service Information

Mazda Motor Corporation

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Category <b>N</b>	<b>Repair Guidance</b>	Ref. No. R067/13 <b>B</b>	Page 1 of 6
Coverage <input type="checkbox"/> Distributor only <input checked="" type="checkbox"/> Please inform your dealers		Date Issued August 28, 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 <b>June 12, 2014</b>	
Applicable Model  Mazda6(GJ), CX-5(KE), Mazda3(BM)		Applicable Countries or Specifications  Worldwide	

**REVISED**

**This Service Information supersedes R070/13**

**Revision Note: Applicable Model, Applicable Countries, MASS PRODUCTION CHANGE, BEGINNING VIN & DATE OF MODIFICATION, REPAIR PROCEDURE, PART INFORMATION, and WARRANTY INFORMATION have been revised.**

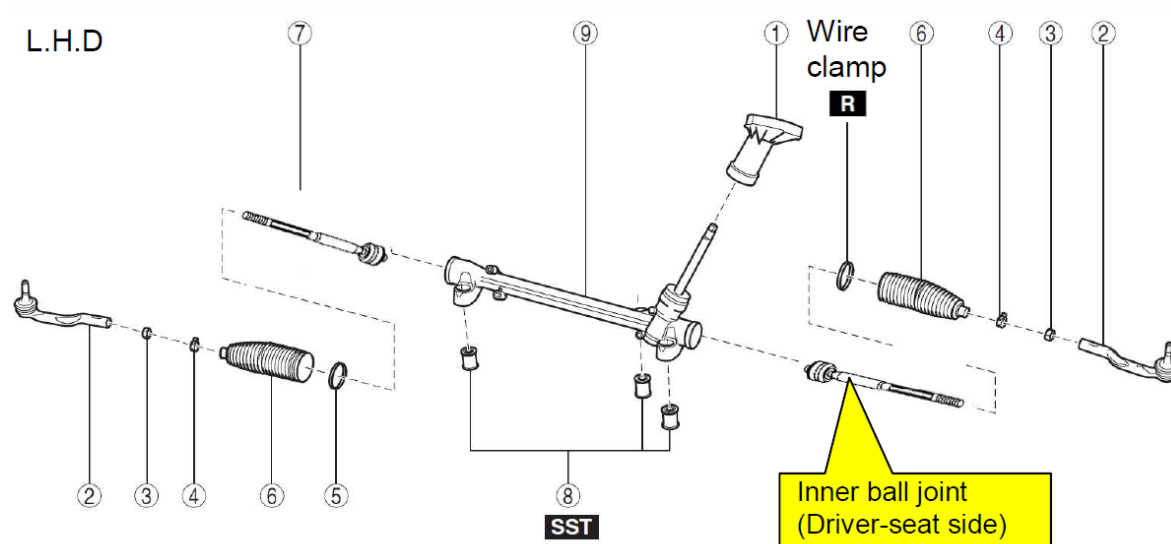
**Subject: Unusual noise when vehicle is started with steering wheel fully turned to driver-side**

## 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-side (left-side for LHD and right-side for RHD vehicle). The noise will not occur when the vehicle is started after the steering wheel is fully turned to the passenger-side.

## CAUSE

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



## MASS PRODUCTION CHANGE

1. The shape of the inner ball joint edge has been changed.
2. Grease has been applied to the inner ball joint edge.

BEGINNING VIN & DATE OF MODIFICATION

**Mazda6**

**(Change of Inner Ball Joint Edge shape)**

**For vehicles before this modification, perform repair procedure A**

**ADR spec**

JM0 GJ \*\*\*\* \*\* 117210 July 1, 2013

**Algerian spec**

GJ \*\*\*\* \*\* 117210 July 1, 2013

**General spec**

JM6 GJ \*\*\*\* \*\* 117210 July 1, 2013

JM7 GJ \*\*\*\* \*\* 117210 July 1, 2013

**Israel spec**

JMZ GJ \*\*\*\* \*\* 117210 July 1, 2013

**EU spec**

JMZ GJ \*\*\*\* \*\* 142303 July 1, 2013

**US spec**

JM1 GJ \*\*\*\* \*\* 130604 July 1, 2013

**(Grease Application)**

**For vehicles before this modification and after the inner ball joint edge shape modification, perform repair procedure B**

**ADR spec**

From JM0 GJ \*\*\*\* \*\* 117211 to 127255 November 19, 2013

**Algerian spec**

From GJ \*\*\*\* \*\* 117211 to 127255 November 19, 2013

**General spec**

From JM6 GJ \*\*\*\* \*\* 117211 to 127255 November 19, 2013

From JM7 GJ \*\*\*\* \*\* 117211 to 127255 November 19, 2013

**Israel spec**

From JMZ GJ \*\*\*\* \*\* 117211 to 127255 November 19, 2013

**EU spec**

From JMZ GJ \*\*\*\* \*\* 142304 to 157534 November 19, 2013

**US spec**

From JM1 GJ \*\*\*\* \*\* 130605 to 159769 November 19, 2013

**CX-5**

**(Change of Inner Ball Joint Edge shape)**

**For vehicles before this modification, perform repair procedure A**

**ADR Spec.**

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

**Algeria Spec.**

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

**EU Spec.**

JMZ KE\*\*\*\* \*\* 232774 July 3, 2013 (LHD)

JMZ KE\*\*\*\* \*\* 161479 July 3, 2013 (RHD)

**US Spec.**

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

**China Spec.**

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

**(Grease Application)**

**For vehicles before this modification and after the inner ball joint edge shape modification, perform repair procedure B**

**ADR Spec.**

From JM0 KE\*\*\*\* \*\* 214895 to 231399 November 19, 2013

**Algeria Spec.**

From KE\*\*\*\* \*\* 214895 to 231399 November 19, 2013

**General Spec.**

From JM6 KE\*\*\*\* \*\* 214895 to 231399 November 19, 2013

From JM8 KE\*\*\*\* \*\* 214895 to 231399 November 19, 2013

**Israel Spec.**

From JMZ KE\*\*\*\* \*\* 232775 to 231399 November 19, 2013

**EU Spec.**

From JMZ KE\*\*\*\* \*\* 232775 to 261471 November 19, 2013 (LHD)

From JMZ KE\*\*\*\* \*\* 161480 to 165380 November 19, 2013 (RHD)

**US Spec.**

From JM3 KE\*\*\*\* \*\* 369146 to 417235 November 19, 2013

**China Spec.**

From JM7 KE\*\*\*\* \*\* 214895 to 231399 November 19, 2013

**Mazda3**

**(Change of Inner Ball Joint Edge shape)**

**The new shape type inner ball joint has been used from the first production.**

**(Grease Application)**

**For vehicles before this modification, perform repair procedure B**

**ADR Spec.**

JM0BM\*\*\*\* \*\* 100641 November 19, 2013

**General Spec.**

JM6BM\*\*\*\* \*\* 100641 November 19, 2013

JM7BM\*\*\*\* \*\* 100641 November 19, 2013

**Israel Spec.**

JMZBM\*\*\*\* \*\* 100641 November 19, 2013

**EU Spec.**

JMZBM\*\*\*\* \*\* 129692 November 19, 2013

**US Spec.**

JM1BM\*\*\*\* \*\* 148473 November 19, 2013

**REPAIR PROCEDURE**

**Procedure A ,B Common**

1. Verify customer complaint.
  - ① Stop the vehicle after steering wheel is fully turned to the direction where driver's seat is installed.
  - ② Verify 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"
3. Depending on the VIN, perform the repair procedure A or B.

### Repair procedure A

4. Replace the inner ball joint (driver-side) with a modified one according to the Workshop Manual "STEERING GEAR AND LINKAGE DISASSEMBLY / ASSEMBLY", and then apply grease (BHY1 32 GR1) to the inner ball joint edge as shown in the pictures on the grease application procedure below.
5. Install the boot and outer ball joint to the steering gear and linkage.

### Repair procedure B

4. Remove the wire clamp of the boot(driver-side) and move the boot to expose the inner ball joint edge, then apply grease(BHY1 32 GR1) to the inner ball joint edge as shown in the pictures on the grease application procedure below.
5. Install the boot and new wire clamp to the original position.
6. Install the steering gear and linkage in the reverse order of removal.
7. Verify the repair.

### Grease application procedure

1. Squeeze grease (approx. 1cc amount) out of the tube of grease (BHY1 32 GR1).



2. Apply grease to the whole circumference of inner ball joint edge.



**PART INFORMATION**

Part Number		Part Name	Q'ty	Remark
New	Old			
GHT2 32 240A	GHT2 32 240	Inner Ball Joint	1	Mazda6(GJ)
KD31 32 240A	KD31 32 240			CX-5(KE)
BBM4 32 127	-	Wire Clamp	1	<b>R</b> Replace part
B455 32 099B	-	Joint Bolt	1	<b>R</b> Mazda6(GJ), CX-5(KE)
KD31 32 099	-		1	<b>R</b> Mazda3(BM)
T060 26 169A	-	Snap Pin	2	<b>R</b> Replace part
BHY1 32 GR1	-	Grease	1	One tube can repair 20 vehicles.

**WARRANTY INFORMATION**

**Mazda6**

		Wheel alignment in dealership
Assembly group	N – Steering system	
Subassembly group	02 – STEERING GEAR & LINKAGE	
Symptom Code		82
Damage Code		9M
Causal Part No.		GHT2-32-240A
Q'ty		1 (Procedure A) 0 (Procedure B)
Operation No. and Labor Hours		XXK7AJRX Repair procedure A 2.7Hrs  XXK7AKRX Repair procedure B 2.6Hrs  Including Front Wheel Alignment Check and Adjust
Period Covered		Normal warranty period

CX-5

		Wheel alignment in dealership
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 (Procedure A) 0 (Procedure B)
Operation No. and Labor Hours		X XK7APRX Repair procedure A(2WD) 2.9Hrs.  X XK7ARRX Repair procedure A(4WD) 2.8Hrs.  X XK7ASRX Repair procedure B 2.7Hrs.  Including Front Wheel Alignment Check and Adjust
Period Covered		Normal warranty period

Mazda3

		Wheel alignment in dealership
Assembly group	N – Steering system	
Subassembly group	02 – STEERING GEAR & LINKAGE	
Symptom Code		82
Damage Code		9M
Causal Part No.		GHT2-32-240A
Q'ty		0
Operation No. and Labor Hours		X XK7AURX Repair procedure B 2.6Hrs.  Including Front Wheel Alignment Check and Adjust
Period Covered		Normal warranty period

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1CB3021612 (MC Internal Use)