

# Service Information

Mazda Motor Corporation

3-1, Shinchi, Fuchu-cho, Aki-gun  
Hiroshima 730-8670, Japan  
TEL : 81(82)287-5323  
FAX : 81(82)287-5220



Category <b>P</b>	<b>Technical</b>	Ref. No. E010/09	Page 1 of 2
Coverage <input type="checkbox"/> Distributor only <input checked="" type="checkbox"/> Please inform your dealers		Date Issued February 3, 2009	
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  All Models		Applicable Countries or Specifications  Worldwide	

## Subject: Service Points for Brake Noise

### DESCRIPTION

There are various types of brake noise and occurrence conditions vary between them.  
This Service Information is to advise you on customer handling procedure for brake noise.

### ACTION TO BE TAKEN

#### Basic Idea about Brake Noise:

It is difficult to remove brake noise completely. When you encounter a customer complaint on brake noise, be sure to determine which wheel generates the noise. Do NOT replace parts other than needed.

1. First please explain the brake noise mechanism to the customer. (While explaining, please keep in your mind that it is very difficult to remove brake noise from any vehicle for not only Mazda but also other brands)

In order for the braking system to work, the brake pads are strongly pressed against the rotating disc plate to generate the friction. If the brake pads are soft, a larger amount of worn powder would be generated and also the wear resistance would be lowered. On the other hand, however, if the pads are hard, then brake noise occurs more easily. It is very difficult to balance it.

Also, frictional co-efficient varies depending on circumstances such as pad material, temperature, humidity, pressing force, etc.

2. Basically, replacement of disc plate is not needed to stop brake noise. Please DO NOT replace parts other than needed.

Diagnose the type of noise.

For example:

- If the noise is **groan** or **squeak** while applying the brakes, replace the brake pads with other ones of different material or machine the brake pads.
- If it is brake **dragging** noise, check the piston first, then replace the seal and boot as necessary.
- If it is a **rattle** or **clunk** noise, replace the shim or replace the pad after inspecting fitting condition of each parts.

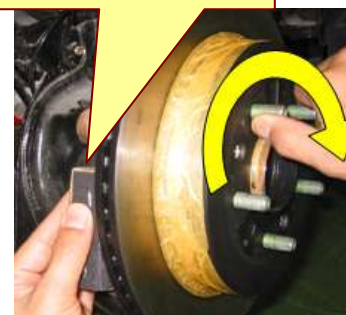
You don't need to replace the disc plate for these types of noise.

As necessary, polish the disc plate to remove old pad material caught on it.

Basically disc plate does not need to be replaced.



As necessary, polish the disc plate like this. (Wrap the box-shaped wood with sandpaper and rotate the disc to polish.)



A handwritten signature in black ink, reading "Shinji Kanai". The signature is written in a cursive style.

Shinji Kanai  
Manager, Technical Information Gr.  
Technical Service Dept.  
Mazda Motor Corp.