

# Service Information

Mazda Motor Corporation

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Category <b>R</b>	<b>Repair Guidance</b>	Ref. No. R114/15B	Page 1 of 4
Coverage <input type="checkbox"/> Distributor only <input checked="" type="checkbox"/> Please inform your dealers		Date Issued December 8, 2015	
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 July 14, 2016	
Applicable Model CX-3 (DK)		Applicable Countries or Specifications Worldwide	

**REVISED**

**Revision Note: "BEGINNING VIN & DATE OF MODIFICATION" has been changed to "SUBJECT VIN & PRODUCTION DATE" and updated. Non-reusable part has been clarified.**

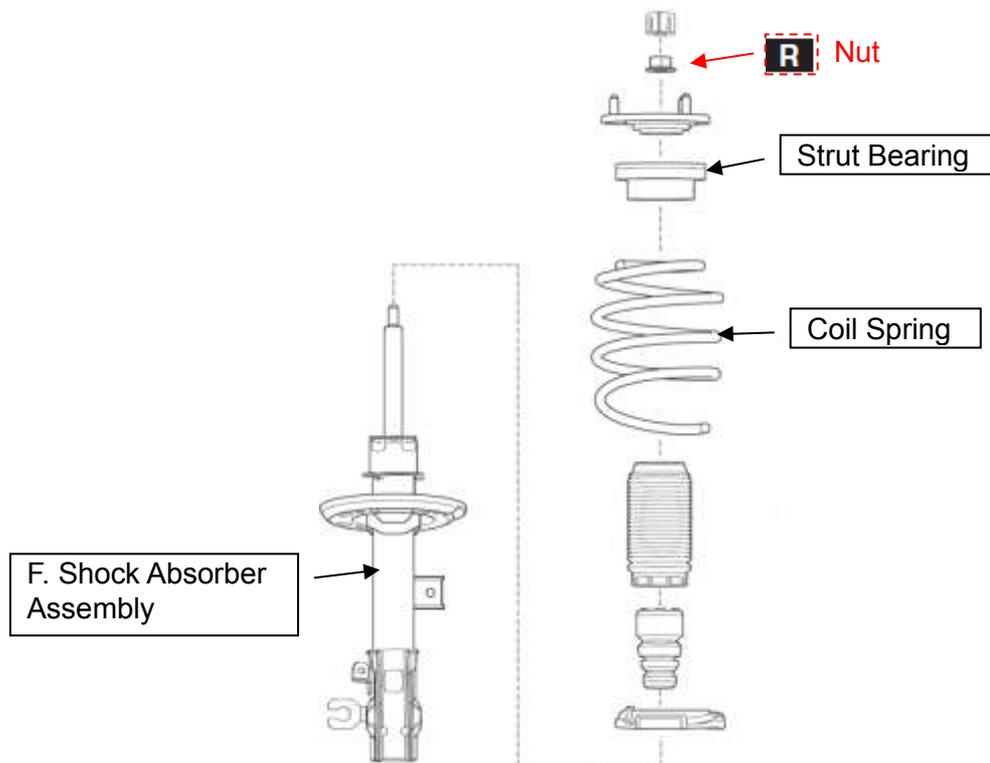
## Subject: Creaking noise from front shock absorber

### DESCRIPTION

Some vehicles may experience a creaking noise from the front shock absorber when going over a bump.

### CAUSE

The creaking noise may be caused by stick-slip between the front strut bearing and the coil spring.



### MASS PRODUCTION CHANGE

The shape of the coil spring has been changed.

SUBJECT VIN & PRODUCTION DATE

Spec.	Subject VIN		Production Date
	From	To	
ADR	JM0 DK **** **	100001	121206
General (RHD)	JM6 DK **** **		
General (LHD)	JM7 DK **** **		
EC (Including UK)	JMZ DK **** **	100001	153527
US (2016MY-)	JM1 DK **** **	100001	136727
ADR (Thailand Built)	MM0DK **** **	100001	111346
Thailand (Thailand Built)	MM8DK **** **		

REPAIR PROCEDURE

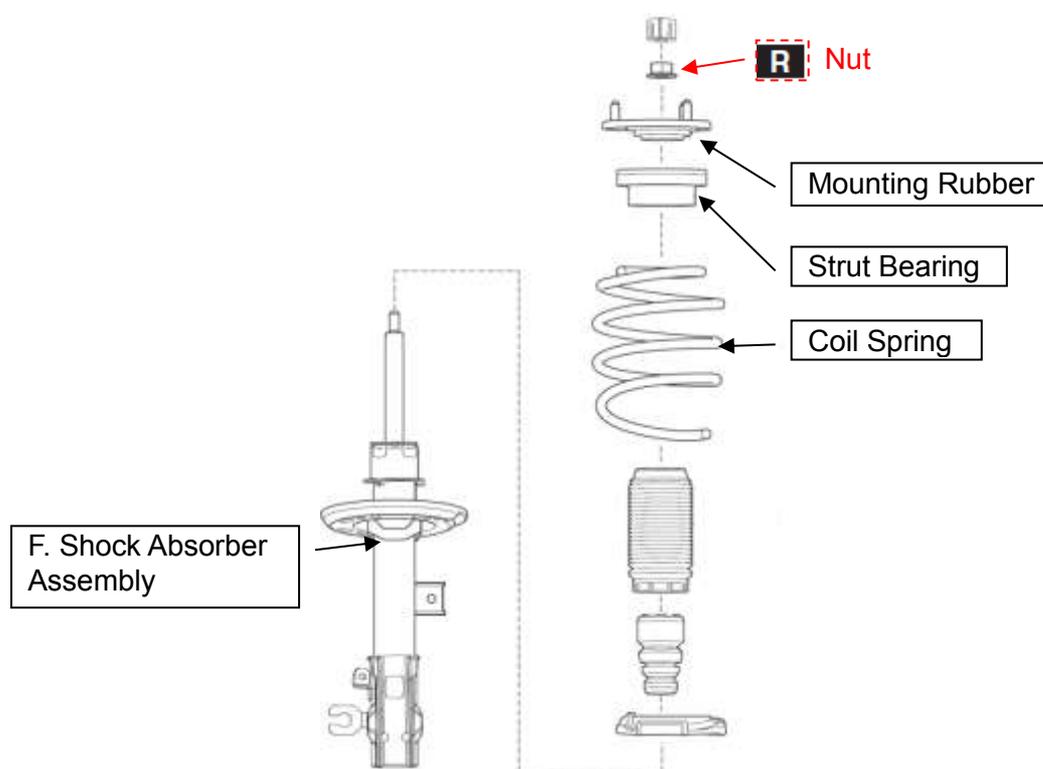
When you encounter a customer complaint on this concern, verify the noise comes from the upper part of front shock absorber when passing over bumps.

If the noise has been verified, perform repair on the affected side(s) of shock absorber as followings.

1. Disassemble the coil spring according to the instruction in the workshop manual “FRONT SHOCK ABSORBER AND COIL SPRING DISASSEMBLY/ASSEMBLY”.

**Note:** Before removing the mounting rubber, put the position mark so the mounting rubber can be installed back in the original position.

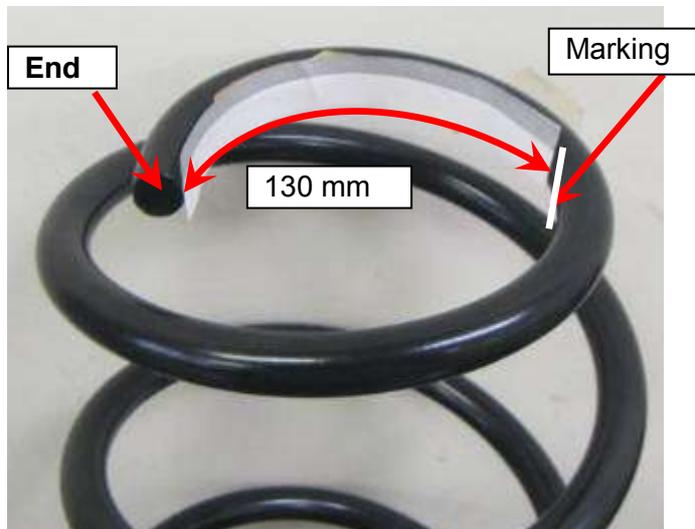
**Caution:** It is not necessary to adjust the front wheel alignment because the front shock absorber and the mounting rubber are not replaced. However, make sure to install the mounting rubber to the original position.



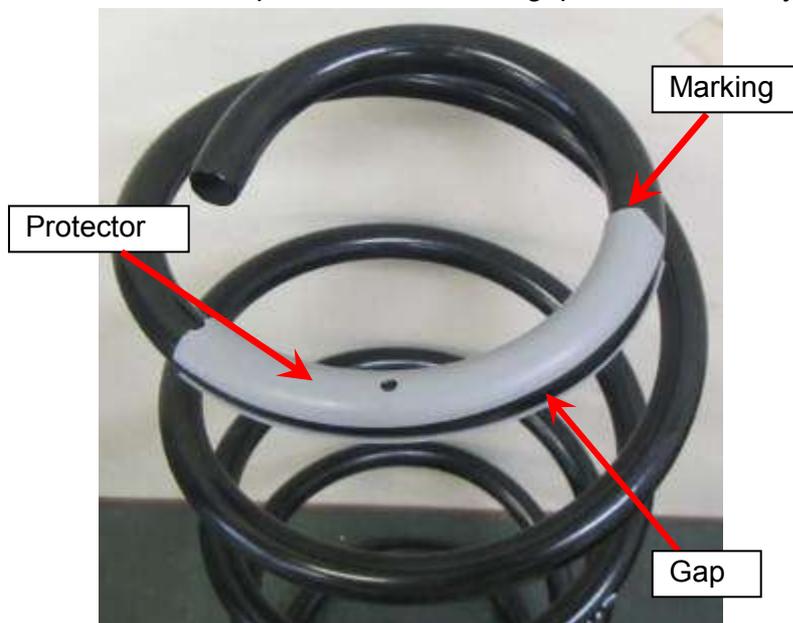
2. Install the protector onto the coil spring according to the procedure below.

### Protector Installation Procedure

- 1) Degrease 1.5 turns of the spring from the top.
- 2) Cut a piece of paper of 130 mm length to use as a measure. Place the paper along the inner side of the coil spring and put a marking as shown in the figure.



- 3) Install the protector to the coil spring aligning the end of the protector (slant cut side) with the marking as shown in the figure.  
**NOTE:** Install the protector so that the gap becomes evenly.



- 4) The inner side of the protector contains adhesive glue. So, after installation, press on the protector to adhere well to the spring.
- 5) Assemble the coil spring to the strut assembly and make sure the protector is seated onto the bearing even when the shock absorber is fully extended.

PARTS INFORMATION

Part Number	Part Name	Q'ty	Remark
KDY5-34-081	PROTECTOR	1 / one side	
9YB0-41-237	PISTON ROD NUT	1 / one side	<b>R</b>

WARRANTY INFORMATION

Assembly group	R - Suspension
Subassembly group	01 - FRONT SUSPENSION (STRUT)
Symptom Code	82
Damage Code	97
Causal Part No.	7777 SP K08
Q'ty	0
Operation No. & Labor Hours	XXL9PARX & 0.6 Hrs. (One side) XXL9PBRX & 0.9 Hrs. (Both sides)
Period Covered	Normal warranty period
Prior approval necessary	NO

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