

# Service Information

Mazda Motor Corporation

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Category <b>R</b>	<b>Repair Guidance</b>	Ref. No. R025/13B	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 May 21, 2013	
Applicable Model  CX-5 (KE)		Applicable Countries or Specifications  Worldwide	

[Revised]

“DESCRIPTION”, “CAUSE” and “WARRANTY INFORMATION” 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**.

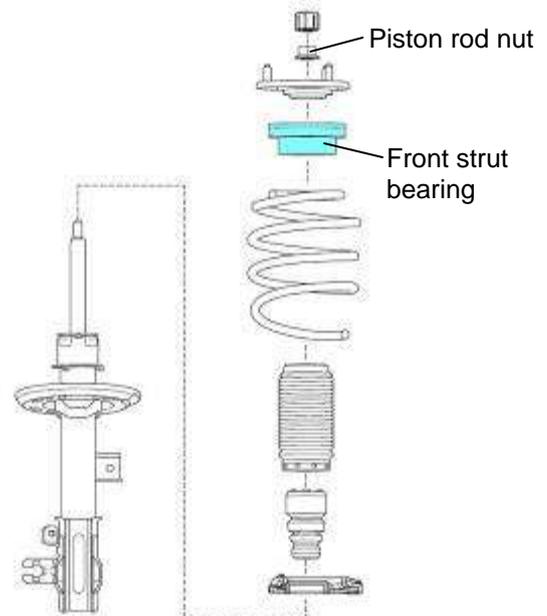
### MASS PRODUCTION CHANGE

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

### BEGINNING VIN & DATE OF MODIFICATION

<b>ADR spec</b>		
JM0 KE *****	206649	April 16, 2013
<b>Algeria spec</b>		
KE ****	206649	April 16, 2013
<b>Chinese spec</b>		
JM7 KE *****	206649	April 16, 2013
<b>General spec</b>		
JM6 KE *****	206649	April 16, 2013
JM8 KE *****	206649	April 16, 2013
<b>Israel spec</b>		
JMZ KE *****	206649	April 16, 2013
<b>EU spec</b>		
JMZ KE *****	215706	April 16, 2013
<b>US spec</b>		
JM3 KE *****	343674	April 16, 2013

[Front shock absorber and coil spring]



### 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. Refer to [FRONT SHOCK ABSORBER AND COIL SPRING DISASSEMBLY/ASSEMBLY].

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

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

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2C50873121 (MC Internal Use)