

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

**CLUNKING NOISE FROM FRONT SUSPENSION WHEN DRIVING
OVER BUMPS**

Bulletin No.: 02-012/18

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BULLETIN NOTES

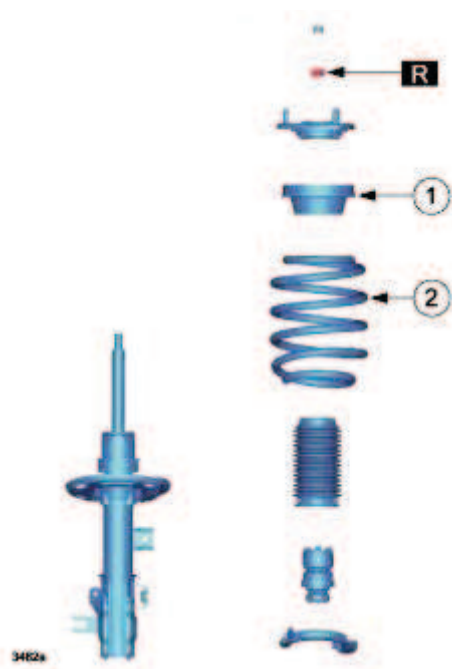
APPLICABLE MODEL(S)/VINS

2017-2018 CX-5 vehicles with VINs lower than JM3KF*****353182 (produced before February 1, 2018)

DESCRIPTION

Some vehicles may exhibit a clunking noise from the front coil springs when driving over bumps. The noise is due to stick-slip between the front strut bearing (1) and the coil spring (2).

To eliminate the noise, protectors have been installed onto the coil spring.



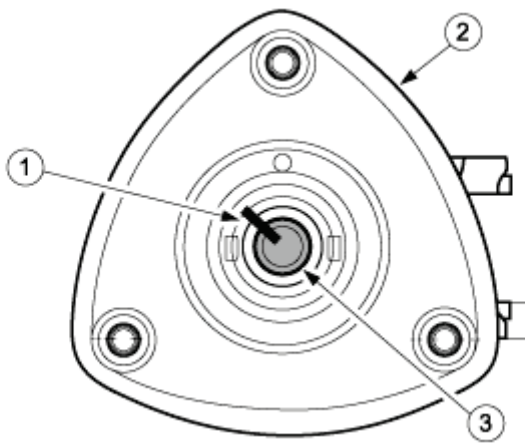
CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical—including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

REPAIR PROCEDURE

1. Verify the customer concern.
2. Remove the coil springs (both sides) according to the instructions on MGSS online (FRONT SHOCK ABSORBER AND COIL SPRING REMOVAL/INSTALLATION).

Mounting Rubber Removal Note:

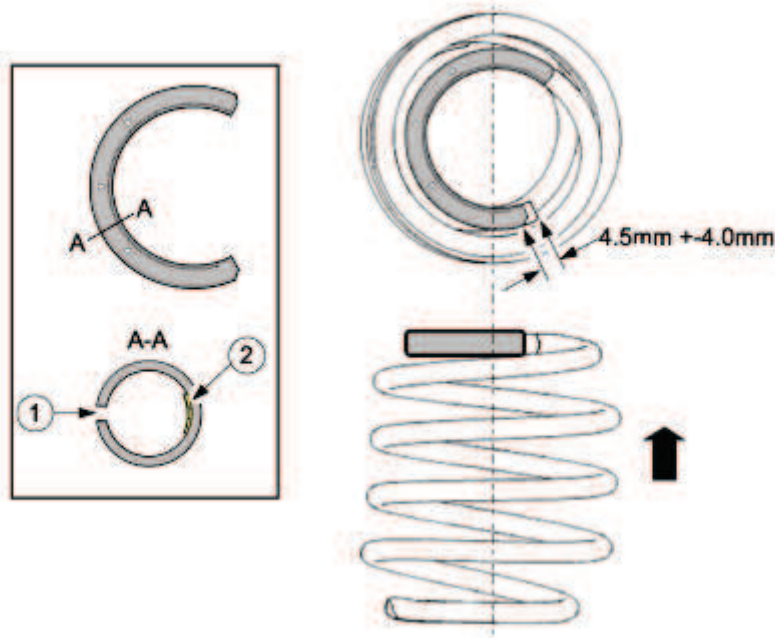
Place a position mark (1) on the mounting rubber (2) and piston rod (3) before removing the mounting rubber from the shock absorber assembly, so the mounting rubber can be reinstalled back to its original position. If this is done, it is not necessary to adjust the front wheel alignment because the front shock absorber and mounting rubber are not replaced.



3. Degrease one turn of the coil spring starting from the top.
4. Install the protector onto the coil spring. Align the end of the protector with the position of the coil spring, as shown below.

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NOTE: Install the protector so the gap (1) is positioned as shown below, 4.5 +/- 4.0mm (0.177 +/- 0.157 in) from the end of the spring.



5. The inner side of the protector contains adhesive glue (2). After the installation, press on the protector to adhere it to the coil spring.

6. Assemble and install the shock absorbers according to the instructions on MGSS online (FRONT SHOCK ABSORBER AND COIL SPRING REMOVAL/INSTALLATION).

NOTE: 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.

7. Verify repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
TKY8-34-081	Protector Tube	2	---
9YB0-41-414	Nut, Piston Rod	2	Replace

WARRANTY INFORMATION

NOTE:

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's New Vehicle Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	82
Damage Code	99
Part Number Main Cause	TKY8-34-081
Quantity	2
Operation Number / Labor Hours:	XXP2FXRX / 1.0 Hrs. Install Protector onto Front Shock Absorber Spring (Both sides)

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