

# 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>R</b>	<b>Repair Guidance</b>	Ref. No. <b>R072/13G</b>	Page 1 of 5
Coverage <input type="checkbox"/> Distributor only <input checked="" type="checkbox"/> Please inform your dealers		Date Issued <b>September 19, 2013</b>	
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>November 15, 2017</b>	
Applicable Model Mazda3 (BM/BN), Mazda6 (GJ/GL) and CX-5 (KE/KF)		Applicable Countries or Specifications Worldwide (except North America)	

**REVISED**

## Revision Note:

- An additional modification has been implemented to the front lower arm bush to further improve this concern, and "PARTS INFORMATION" has been revised.
- "SUBJECT VIN RANGE and PRODUCTION DATE RANGE" has been extended.

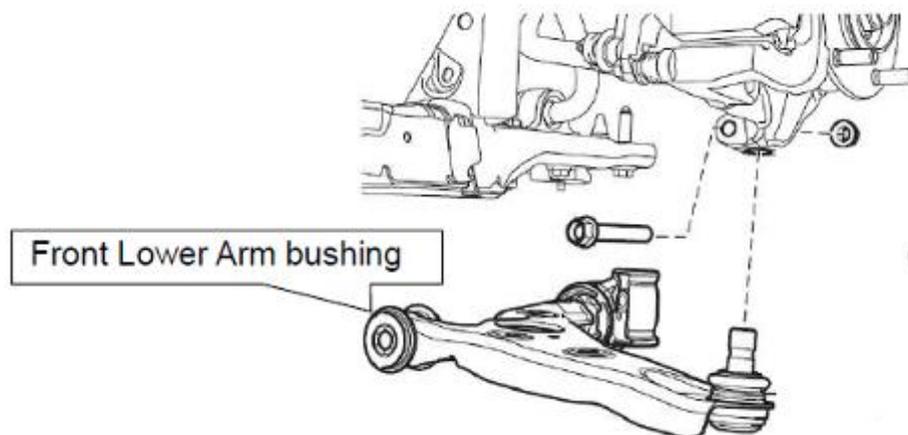
## Subject: Creaking Noise from Front Lower Arm Bushing when driving over bumps in wet condition

### DESCRIPTION

Some vehicles may exhibit a creaking noise from under the vehicle front when driving over bumps at approximate 20-40Km/h. The noise occurs when the road surface is wet or after car washing, and becomes noticeable as the bump is higher.

### CAUSE

The Front Lower Arm Bushing is making a stick-slip noise in wet road condition.



### MASS PRODUCTION CHANGE

The surface treatment of the front lower arm bushing has been further improved to reduce friction and prevent stick-slip noise.

**SUBJECT VIN and PRODUCTION DATE RANGE**

**Mazda3 (BM)**

**Japan Built** (All VINs are subject for this Service Information repair.)

Spec.	VIN Range	Production Date Range)
Australia	JM0 BM **** **	100001 - 223554
General (R.H.D.)	JM6 BM **** **	100001 - 351420
General (L.H.D.)	JM7 BM **** **	100001 - 351420
Israel	JMZ BM **** **	100001 - 335358
Europe (L.H.D. & UK Spec.)	JMZ BM **** **	100001 - 335358

**Mazda3 (BN [For Russia: BM])**

**Japan Built**

Australia	JM0 BN **** **	100001 - 172188	May 25, 2016 - Jun. 13, 2017
General (R.H.D.)	JM6 BN **** **		
General (L.H.D.)	JM7 BN **** **		
Israel	JMZ BN **** **	500001 - 524213	May 26, 2016 - Jun. 13, 2017
Europe (L.H.D. & UK Spec.)	JMZ BN **** **		
Russia	JMZ BM **** **		

**Mazda6 (GJ)** (All VINs are subject for this Service Information repair.)

Australia	JM0 GJ**** **	100001 - 243670	Oct. 25, 2012 - Jul. 1, 2016
General (R.H.D.)	JM6 GJ**** **		
General (L.H.D.)	JM7 GJ**** **		
Israel	JMZ GJ**** **	100001 - 361531	Jul. 31, 2012 - Jun. 24, 2016
Europe (L.H.D. & UK Spec.)	JMZ GJ**** **		
China	JM7 GJ**** **		
Algeria	GJ**** **	111126 - 201781	Apr. 2, 2013 - Jan. 14, 2015

**Mazda6 (GL [For Russia: GJ])**

Australia	JM0 GL**** **	100001 - 126744	Jul. 11, 2016 - Jun. 13, 2017
General (R.H.D.)	JM6 GL**** **		
General (L.H.D.)	JM7 GL**** **		
Israel	JMZ GL**** **	500001 - 533199	Jun. 24, 2016 - Jun. 13, 2017
Europe (L.H.D. & UK Spec.)	JMZ GL**** **		
Russia	JMZ GJ**** **		

**CX-5(KE)** (All VINs are subject for this Service Information repair.)

Australia	JM0 KE**** **	100001 - 425651	Jan. 10, 2012 - Feb. 10, 2017
General (R.H.D.)	JM6 KE**** **		
General (L.H.D.)	JM8 KE**** **		
Israel	JMZ KE**** **	100001 - 565480	Nov. 17, 2011 - Feb. 20, 2017
Europe (L.H.D. & UK Specs.)	JMZ KE**** **		
China	JM7 KE**** **		
Algeria	KE**** **	105618 - 239219	Mar. 14, 2012 - Jan. 22, 2014

**CX-5(KF) / (KE with VIN 600001~ for Russia)**

Australia	JM0 KF**** **	100001 - 114582	Feb. 1, 2017 - Jun. 13, 2017
General (R.H.D.)	JM6 KF**** **		
General (L.H.D.)	JM7 KF**** **		
Israel	JMZ KF**** **	600001 - 623169	Feb. 14, 2017 - Jun. 13, 2017
Europe (L.H.D. & UK Specs.)	JMZ KF**** **		
Russia	JMZ KE**** **		

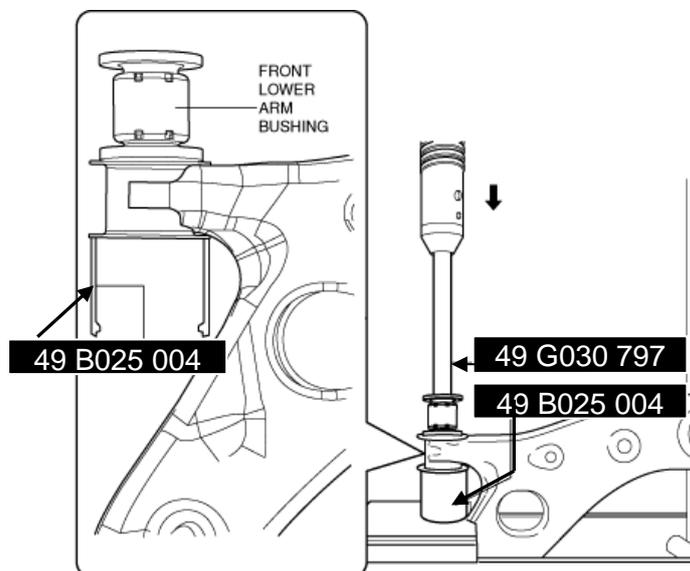
## REPAIR PROCEDURE

When you encounter a customer complaint on this concern, take the steps below.

1. Verify if the noise occurs when driving over bumps in wet condition.
2. Replace the Front Lower Arm Bushing (both sides) with a modified one using the following procedure.
  - 2-1. Remove the Front Lower Arm (both sides) following the procedure in the Workshop Manual "FRONT LOWER ARM REMOVAL/INSTALLATION".
  - 2-2. Remove the Front Lower Arm Bushing using the SSTs.  
Set SSTs (**49 G030 797** and **49 B025 004**) and the Front Lower Arm on a shop press as shown in the figure and remove the Front Lower Arm Bushing.



- 2-3. Install the modified Front Lower Arm Bushing by using SSTs.



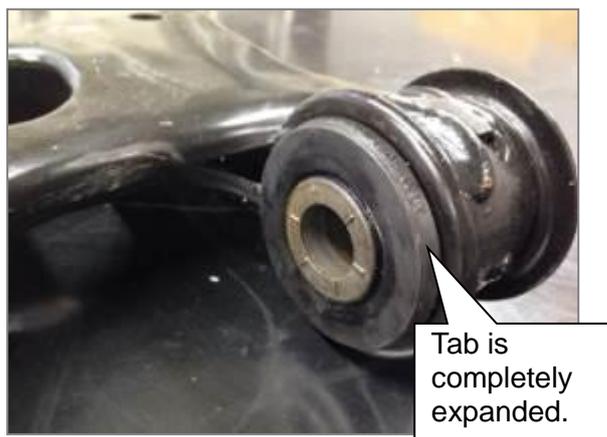
**NOTE:**

- Apply soap suds to the front lower arm bushing to facilitate installation.
- Before installing the new bushing, wipe the inside of the outer tube and make sure it is clean.
- If soap suds gets in the inner pipe of the front lower arm bushing, always wipe it off using a cloth.

**CAUTION:** Make sure that the bushing has been properly inserted by checking that the tab of the bushing is completely expanded as shown in the OK illustration.

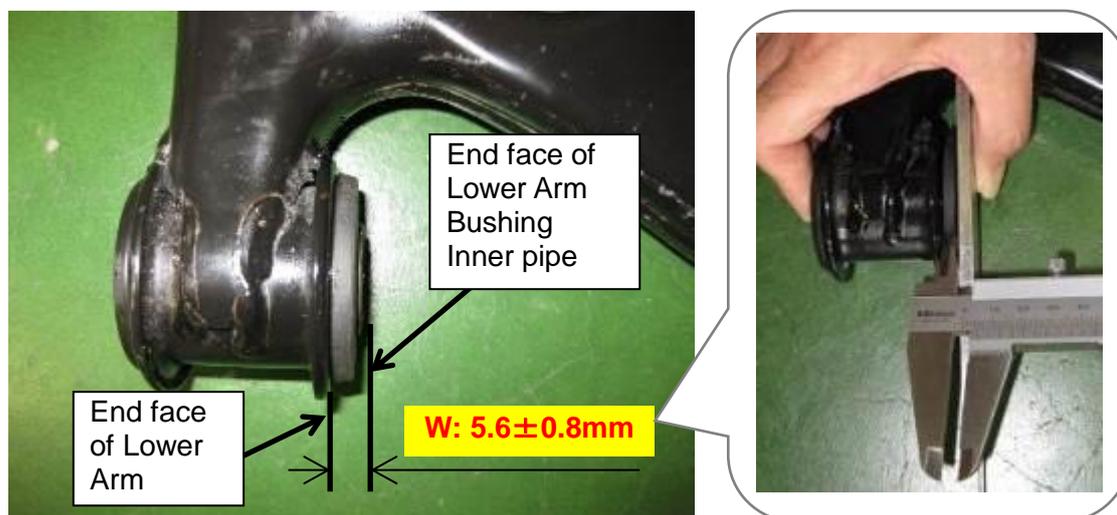
**OK:** Properly installed

**NG:** Improperly installed



- 2-4. After installing the Front Lower Arm Bushing, verify that it is installed to the position shown in the figure.

Measure the width as shown in the figure.



- 2-5. Install the Front Lower Arm (both sides) to the vehicle according to the Workshop Manual "FRONT LOWER ARM REMOVAL/INSTALLATION".

**NOTE:** For the joint sections with rubber bushings, raise the vehicle using a lift, and then temporarily tighten the installation bolts and nuts. Lower the vehicle to the ground and tighten them to the specified tightening torque.

- 2-6. Inspect the wheel alignment and adjust it if necessary.
- 2-7. Verify the repair.

PARTS INFORMATION

Part Number		Part Name	Q'ty
New	Old		
TK48-34-470A	KDY5-34-470A KD35-34-470C	FRONT RUBBER BUSHING	2

WARRANTY INFORMATION

Assembly group	R - Suspension		
Subassembly group	04 – FRONT STABILIZER & CROSSMEMBER		
Symptom Code	82		
Damage Code	93		
Causal Part No.	TK48-34-470A (FRONT RUBBER BUSHING)		
Qty.	2		
Operation No.	Wheel Alignment Check & Adjust by outside shop.	Wheel Alignment Check & Adjust in dealership	
		Using 4-wheel alignment tester	Using 4-wheel alignment tester with Wireless Type
	XXK8NARX	XXK8NBRX	XXK8NCRX
	Front Lower Arm Bushing, R&R	Front Lower Arm Bushing, R&R Alignment, Check & Adjust	
Labor Hours	0.8H	1.8H	1.4H
Period Covered	Normal Warranty Period		
Sublet Code	Z9	Not Applicable	
Prior approval necessary	NO		

Kimiaki Inooka  
 Manager, Technical Information Group  
 Technical Service Department  
 Mazda Motor Corporation  
 2DC0960353 (MC Internal Use)