

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: RATTLING, CLUNKING OR POPPING NOISE FROM FRONT OF VEHICLE WHILE DRIVING	Bulletin No.: 09-005/20
	Last Issued: 12/10/2020

BULLETIN NOTES

This bulletin supersedes the previously issued bulletin(s) listed below. The changes are noted in Red text.

Previous TSBs:	Date(s) Issued:
09-005/20	01/10/20

APPLICABLE MODEL(S) / VINS

2016-2020 CX-9

DESCRIPTION

Some vehicles may exhibit a **rattle, clunk or pop** noise from the front of the vehicle while driving. The noise may be caused by loose cowl panel bolts.

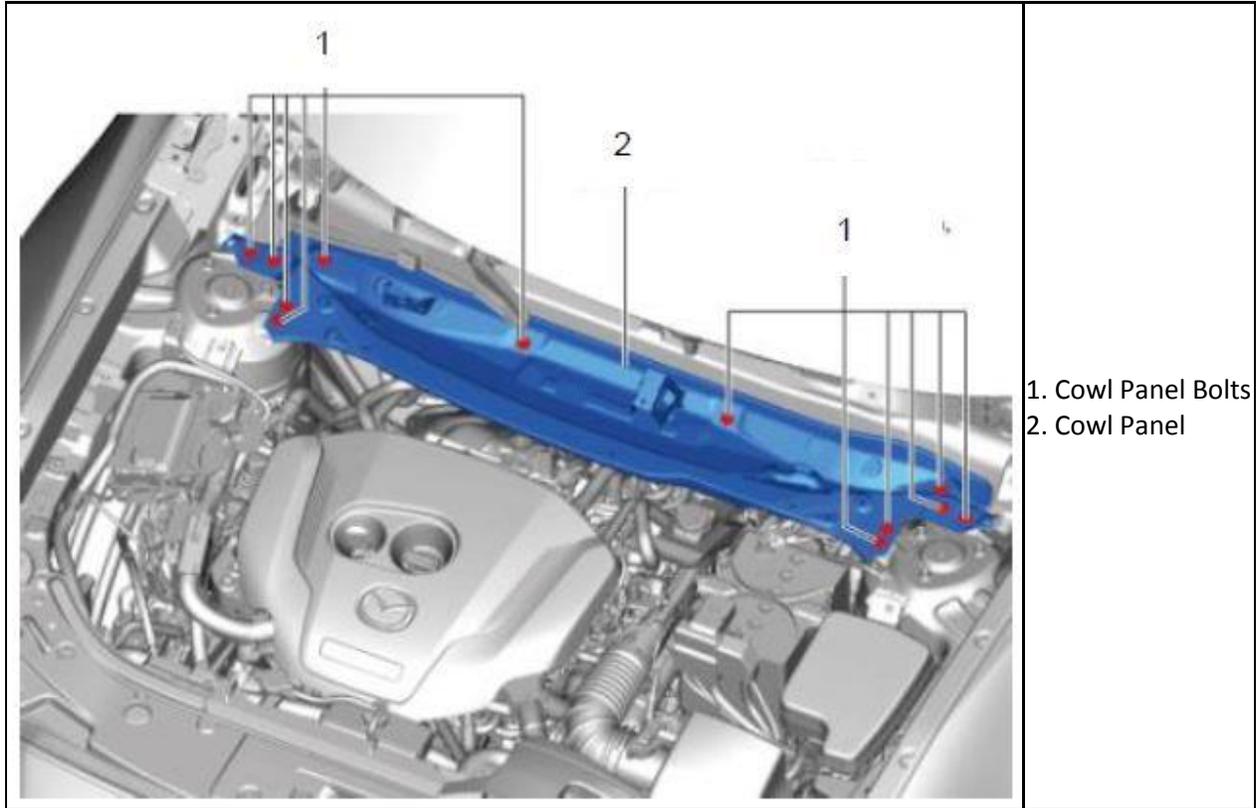
Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

1. Verify the customer concern.
2. Tighten all cowl panel bolts according to the instructions on MGSS online (COWL PANEL REMOVAL/INSTALLATION).

- **Tightening Torque: 29 ft.-lbf. {40 kgf-m, 40 N-m}**

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1. Cowl Panel Bolts
2. Cowl Panel

3. Verify the repair.

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	9G
Part Number Main Cause	TK48-53-500

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Quantity	0
Operation Number / Labor Hours:	XXRBZTX / 0.5 Hrs.

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