

Subject: CREAK OR SQUEAK NOISE FROM LOWER CONTROL ARM AT FRONT SUSPENSION WHEN TRAVELING OVER A BUMP WHILE TURNING AT LOW-SPEED	Bulletin No.: 02-002/26
	Last Issued : 05/26/2026

BULLETIN NOTES

This bulletin supersedes the previously issued bulletin(s) listed below. Wheel alignment has been removed from Warranty Information since wheel alignment is not needed.

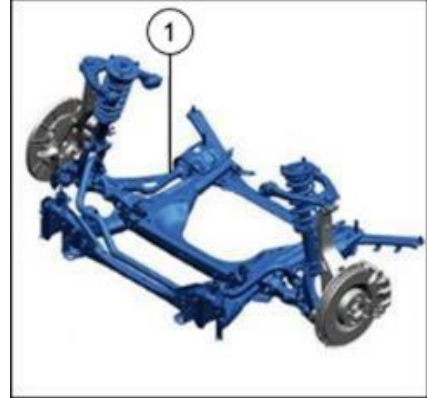
Previous TSBs:	Date(s) Issued:
02-001/25	05/29/25 and 03/11/25
02-002/24	04/10/24, 04/03/24, 03/21/24 and 02/29/24
02-002/23	12/07/23, 10/04/23, 07/05/23 and 06/14/23

APPLICABLE MODEL(S)/VINS

2024 CX-90 PHEV with VINS lower than JM3KK*****126418 (produced before August 2, 2023)

DESCRIPTION

Some vehicles may exhibit a creaking or squeaking noise from the lower control arm at the front suspension when traveling over a bump while turning at low-speed. A stick-slip phenomenon may occur between the stopper rubber (2) and the bracket (3) in the front lower arm (rear) (1).



To eliminate this concern:

- Grease has been applied to the stopper rubber.
- Dust covers have been installed to the lower arm.
- The mounting hole size of the lower arm bracket has been modified.

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

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

Outline:

Step	Action
1	Verify the customer concern and then verify if MSP62 is open.
2	Lift up the vehicle.
3	Remove the front under cover No. 3.
4	Grease Appliance to the stopper rubber. Refer to "Grease Application Procedure" for details. #Grease_Application
5	Dust Cover Installation. Refer to "Dust Cover Installation Procedure" for details. #Dust_Cover_Installation
6	Install the front under cover No. 3.
7	Lower the vehicle down.
8	Verify the repair.

Tool and Materials:

- Bosch putty knife: Part number 682-MSS10 (available on the Mazda Tool & Equipment site) used to help push in the grease
- Grease: refer to "Grease application Procedures"
- Cover: Refer to "PARTS INFORMATION"

1. Verify the customer concern and then verify if MSP62 is open in eMDCS.

- If MSP62 is OPEN, repair the vehicle using this TSB and use the Warranty Information in MSP62 for parts and warranty documentation.
- If the vehicle is in the range but MSP62 is not listed in eMDCS, then use the warranty information in this TSB.
- If MSP62 is CLOSED or the TSB has been completed and claimed prior, then there is no further repair available under this TSB.

2. Lift the vehicle up.

3. Remove the front under cover No. 3.

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.

4. Grease Application Procedure (Apply grease according to the following procedure)

a. Prepare grease with the following specifications.

Grease type: RED RUBBER GREASE

Worked penetration: 9.5 - 11.0 (.004 in (grease consistency) [240 - 280 (0.1 mm (grease consistency))]

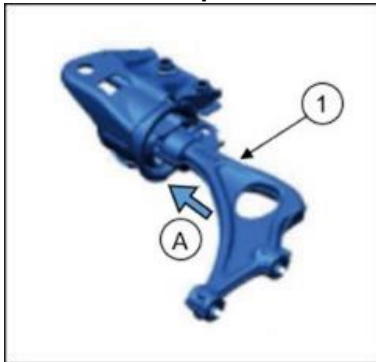
High viscosity and infusible



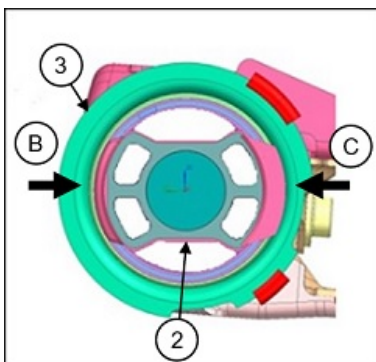
b. Apply the grease using the putty knife, aiming at the yellow highlighted area (4) in View of B and C, which is the contact surface between the stopper rubber (2) and bracket (3) on both left/right sides of the front lower arm (rear) (1).

NOTE: The following pictures show RH side.

ATTENTION: Even if the lower arm has already been greased according to previous versions of this TSB, apply additional grease according to this repair procedure (noting that cleaning out the old grease is unnecessary). There is no problem leaving the old grease in as long as it is applied in the minimum amount specified in this instruction since the grease application is considered lubricating.



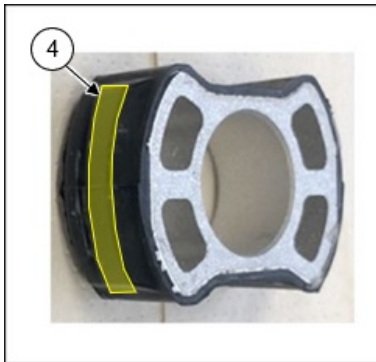
(1) Front Lower Arm (Rear)



(2) Stopper rubber
(3) Bracket

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.

VIEW of A

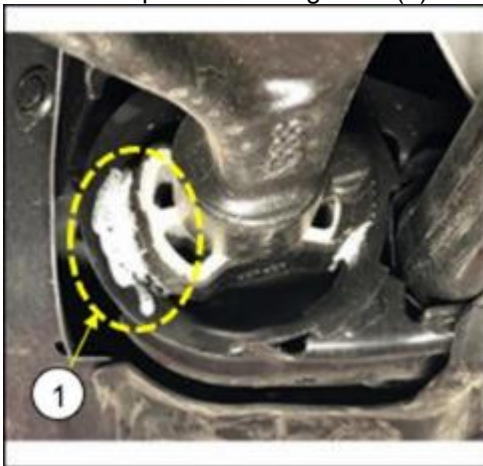


VIEW of B (Stopper rubber)

VIEW of C (Stopper rubber)

ATTENTION: Ensure that enough grease is applied to the specified area (4) on the stopper rubber to completely fill the area (4), otherwise the noise may occur.

c. Wipe off excess grease (1) from external surfaces.



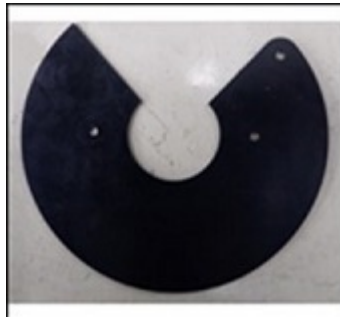
d. Apply the grease on the other side of the front lower arm (rear) in the same procedures.

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.

5. Dust Cover Installation Procedure (Install the following dust covers to both sides of the lower arms according to the following procedure)



Dust Cover A



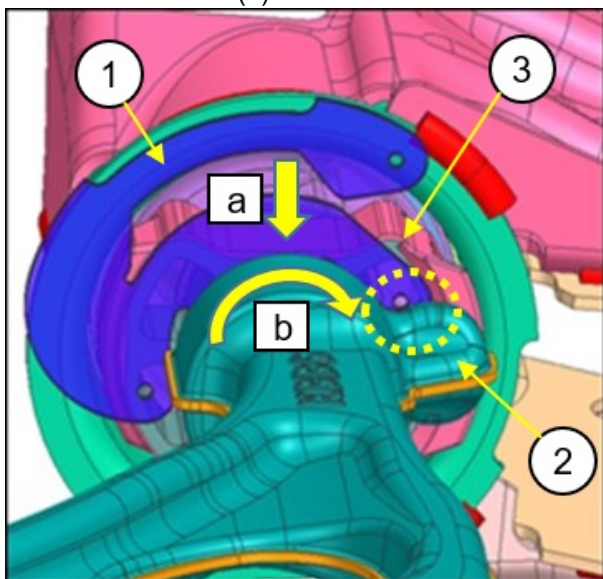
Dust Cover B



Female Rivet
Male Rivet
(3 each for one side)

a. Install Dust Cover A as shown in the following images.

- 1) Insert the dust cover A (1) into the gap between the lower arm and the stopper rubber (3) in the direction of arrow (a).
- 2) Insert the dust cover A (1) under the protrusion (2) of the lower arm while rotating it in the direction of the arrow (b).



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.

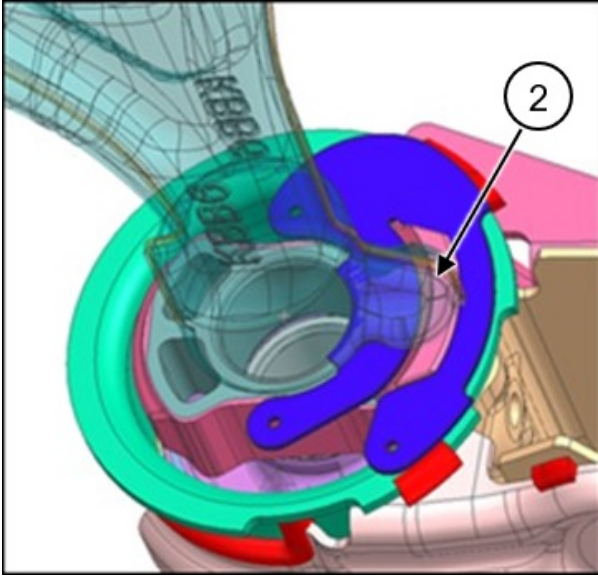
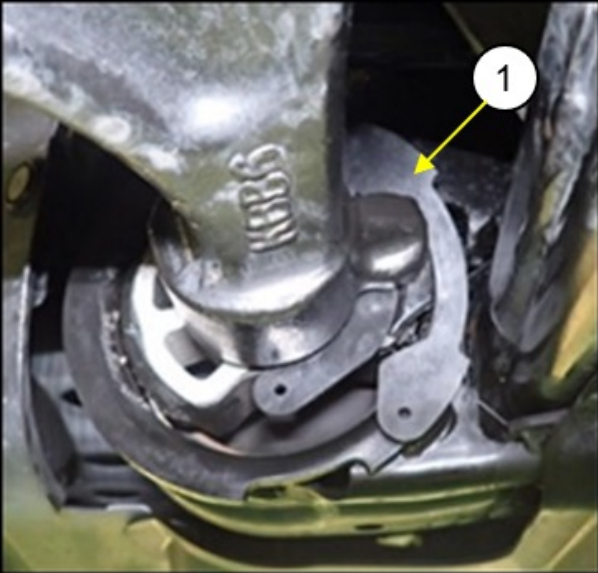
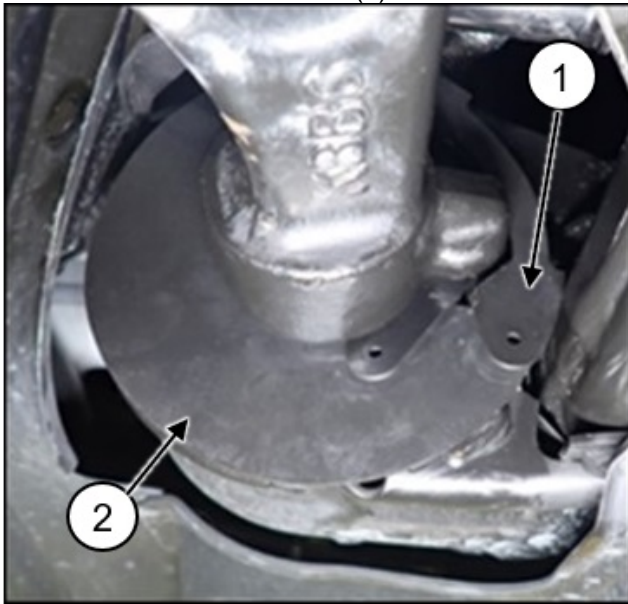


Image of Dust Cover A installed



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.

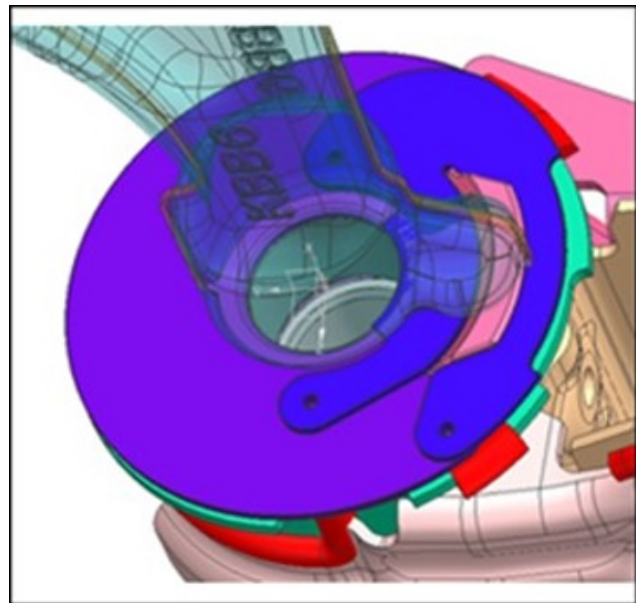
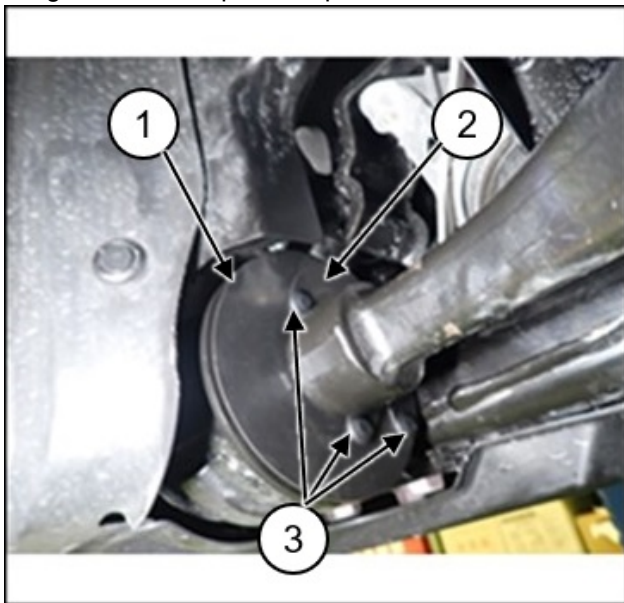
b. Install Dust Cover B (2) so that Dust Cover A (1) is on the vehicle front as shown.



c. Install the female and male rivets (3 pcs. each) so that the male rivets are on the vehicle front.

NOTE: Push the rivets until they are seated completely.

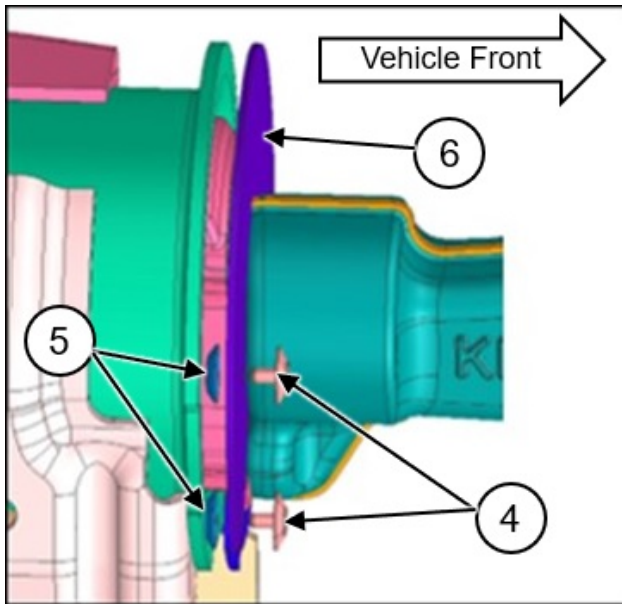
Images of the completed repair



- (1) Dust Cover A
- (2) Dust Cover B
- (3) Rivets

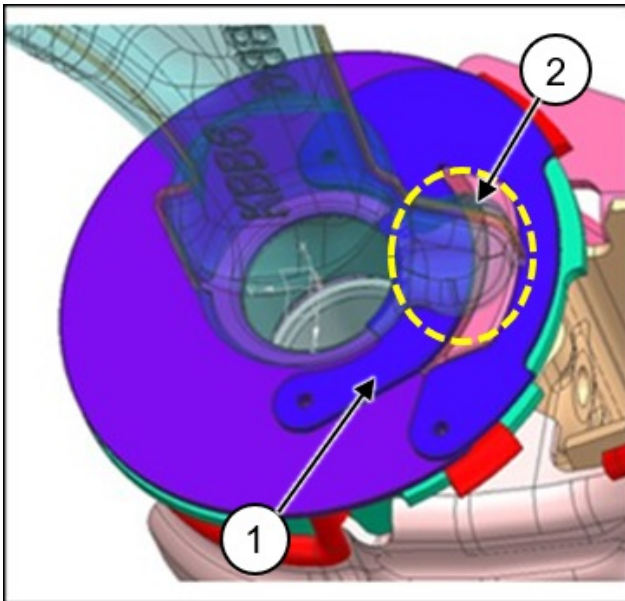
CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/ equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers 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.

Rivets installation direction



- (4) Male rivet
- (5) Female rivet
- (6) Dust cover

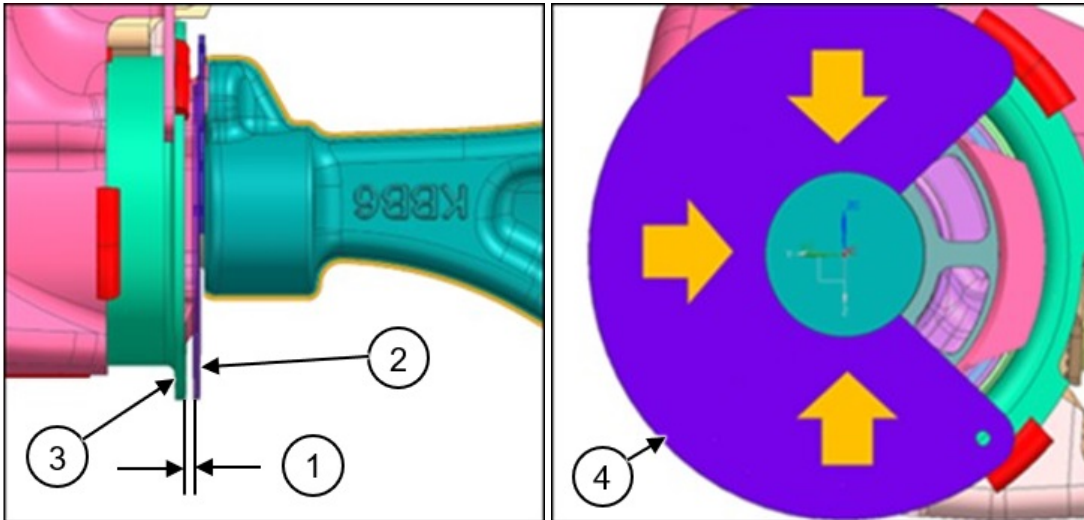
d. After the installation, check if Dust Cover A (1) is under the protrusion (2) of the lower arm.



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.

NOTE:

- Ensure the space (1) of 3-5 mm {0.1-0.2 in.} between the dust cover (2) and the bracket (3).
- If the space (1) is wider than 10 mm {0.4 in.}, the mounting position may be incorrect.
- If the space (1) is wider than 5 mm {0.2 in.}, push the dust cover B (4) into the direction of the shaft (yellow arrows) and adjust the gap.



e. After the installation, pull both of the dust covers outward and confirm that the rivets DO NOT come off.

f. Install the dust covers to the other side of the lower arm as per the same procedures.

6. Install the front under cover No. 3.
7. Lower the vehicle.
8. Verify the repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Notes
KBY0-34-4DX	Cover, Dust Set	1	Set includes KBY0-34-4D1 (qty 2), KBY0-34-4D2 (qty 2), KBY0-34-4P1 (qty 6) and KBY0-34-4P2 (qty 6)

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.

WARRANTY INFORMATION

- If MSP62 is OPEN, repair the vehicle using this TSB and use the Warranty Information in MSP62 for parts and warranty documentation.
- If the vehicle is in the range but MSP62 is not listed in eMDCS, then use the warranty information in this TSB.
- If MSP62 is CLOSED or the TSB has been completed and claimed prior, then there is no further repair available under this TSB.
- 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	9W
Part Number Main Cause	7777-SP-Y02
Quantity	0
Operation No. and Labor Hours	• Apply grease to the stopper rubber • Dust Cover Installation
	XXWB7ARX / 0.8 Hrs.

NOTE:

- Grease amount is included in the labor time.
- Claim the dust covers and the rivets as related parts.

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.