

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922

**Subject:**

**CLICKING OR KNOCKING NOISE FROM EITHER FRONT DRIVE
SHAFT OUTER CV JOINT WHEN TURNING AND ACCELERATING**

Service Alert No.: SA-028/26

Last Issued : 06/29/2026

BULLETIN NOTES

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

Previous SAs:	Date(s) Issued:
SA-028/26	04/16/26

APPLICABLE MODEL(S)/VINS

2024-2026 CX-50 (produced before December 1, 2025)

2025-2026 CX-50 Hybrid (produced before December 1, 2025)

2024-2026 CX-30 (produced before December 1, 2025)

DESCRIPTION

Some vehicles may exhibit a clicking, popping, tapping or knocking noise from the front **end** when turning left or right and accelerating.

NOTE:

- The noise could occur at different steering wheel angles or power levels.
- Due to the insulating properties of the suspension and chassis, it can be difficult to determine which driveshaft is at fault by listening from inside the vehicle.
- See the attached video for an example of an outer CV joint clicking.

These noises may be caused by the outer ball joint cage machining being out of specification. To eliminate this concern, tighter quality controls have been implemented to ensure proper machining of the cage window.

NOTE:

- **The part number for the improved part has not been changed.**
- **The current parts inventory is after the countermeasure production date implementation.**

REPAIR PROCEDURE

Inspection Procedure:

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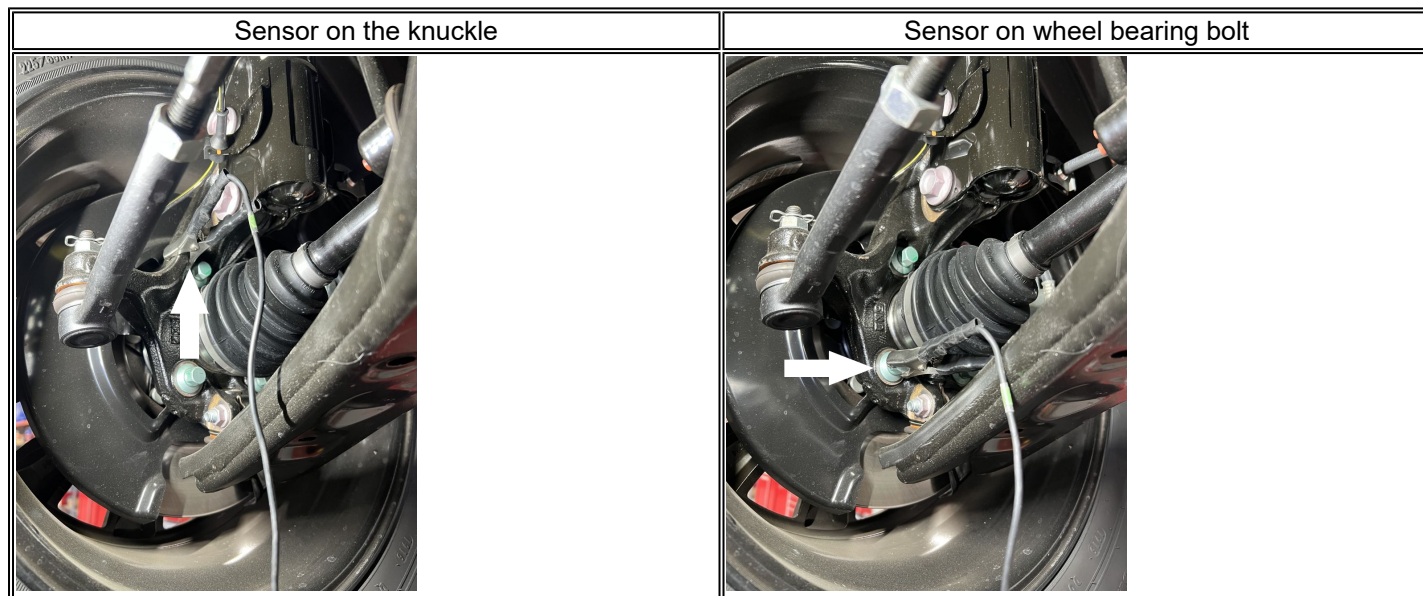
1. Verify chassis ear operation:

- Attach all sensors to a steel workbench.
- Tap the workbench and compare pickup sensitivity across all channels.

2. Sensor placement:

- Attach chassis ears to the steering knuckle as close to the front wheel bearing as possible.
- DO NOT attach sensors to the driveshaft.

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3. Road test:

- Accelerate while turning up a driveway or incline, performing both left and right turns.
- Perform power braking and drive in circles in both counterclockwise (CCW) and clockwise (CW) directions using varying steering angles.

NOTE:

- On the CX-50 Hybrid test vehicle, the noise was most pronounced at approximately one full turn in either direction.
- DTC P2119 may set during power braking.
- Clear any stored DTCs after diagnosis and prior to vehicle release.

Repair Procedure:

- Replace the affected driveshaft after confirming the source of the noise using chassis ears.
- Both driveshafts may be faulty; verify each side before replacement.

PARTS INFORMATION

Refer to EPCS for part number.

WARRANTY INFORMATION

Normal warranty applies.

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