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Subject: CREAKING NOISE FROM FRONT LOWER CONTROL ARM BUSHINGS	Bulletin No: 02-001/15
	Last Issued: 11/20/2015

BULLETIN NOTE

- This bulletin supersedes the previous bulletins 02-001/15, issued on 01/14/15 and 02-005/14, issued on 12/12/14. The APPLICABLE MODEL(S)/VINS, REPAIR PROCEDURE, PART(S) and WARRANTY INFORMATION have been revised.
- Changes are noted below in Red beside the change bar.

APPLICABLE MODEL(S)/VINS

2014-2016 Mazda3

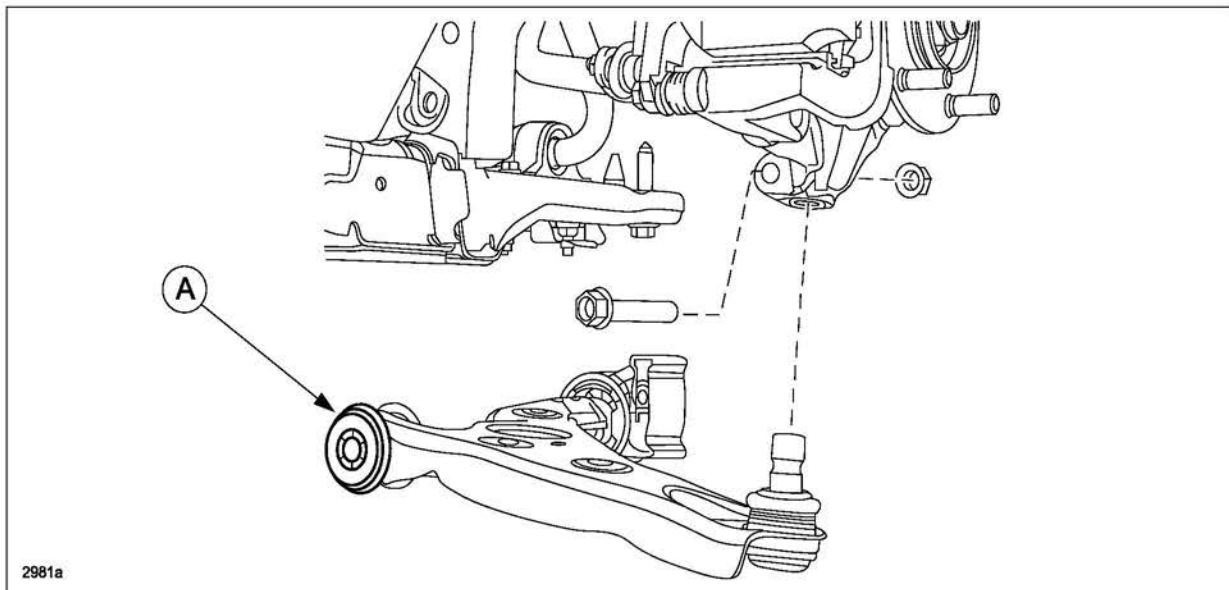
2014-2016 Mazda6

2013-2016 CX-5

DESCRIPTION

Some vehicles may exhibit a creaking noise from under the front of the vehicle when driving over bumps. The noise occurs at approx. 12 - 25 mph (20 - 40 Km/h) when the road surface is wet or after a car wash. The noise becomes more noticeable when driving over higher bumps.

The creaking noise is caused when the front lower control arm bushing(s) (A) become wet.

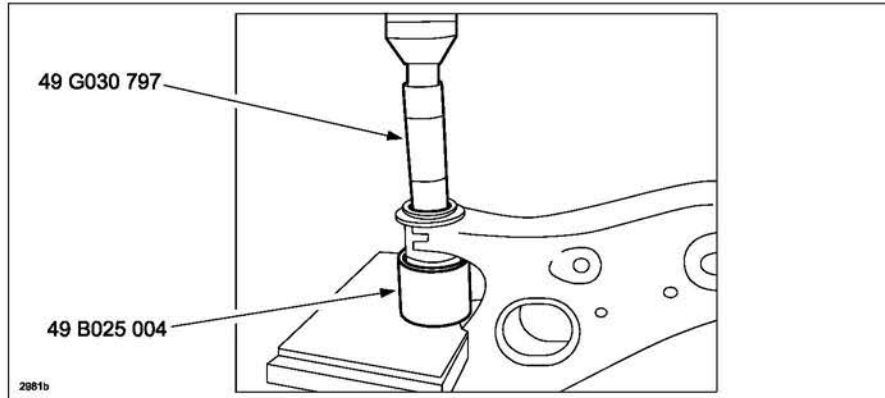


Customers having this concern should have their vehicle repaired using the following repair procedure.

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

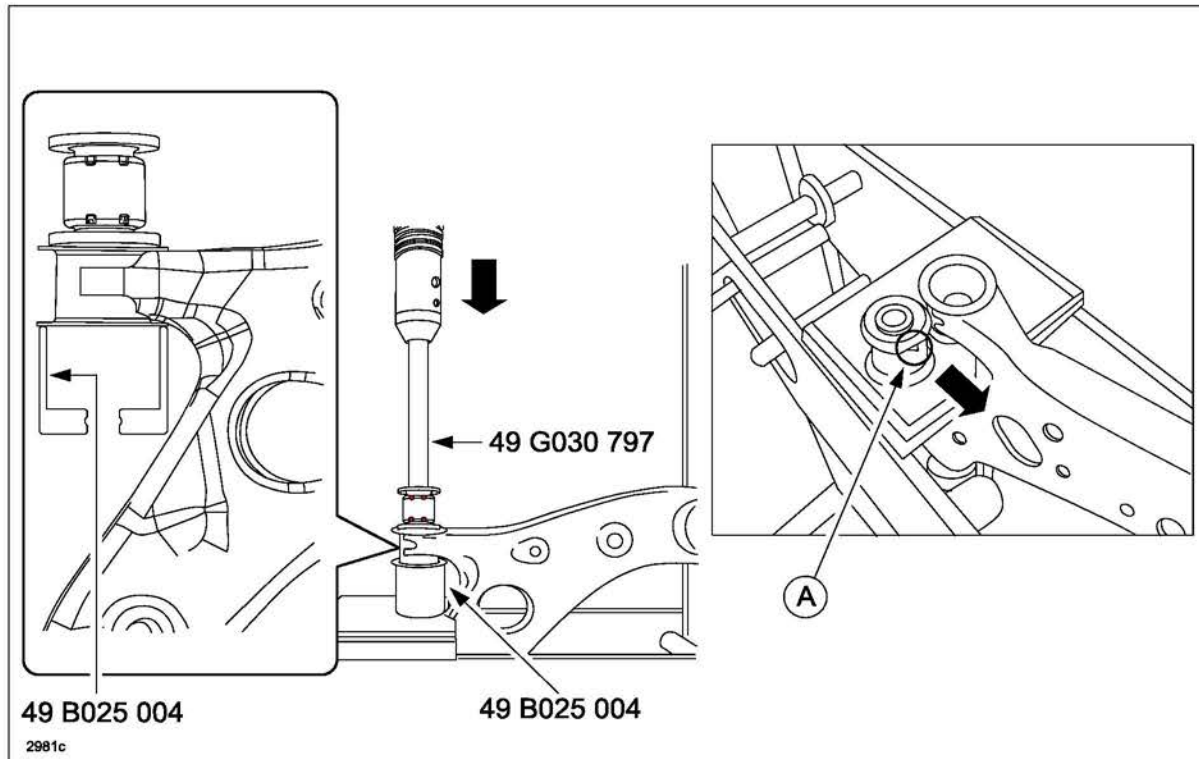
1. If possible, verify the customer concern when driving over bumps under wet conditions.
2. Replace front lower control arm bushing with new service part according to Steps 3 - 8.
3. Remove the front lower control arm according to the on-line instructions on MS3 or the Workshop Manual (section 02-13 FRONT LOWER ARM REMOVAL/INSTALLATION).
4. Remove the front lower arm bushing using SSTs 49 G030 797 and 49 B025 004.
5. Place the SSTs on the front lower control arm as shown below, then press out the bushing.



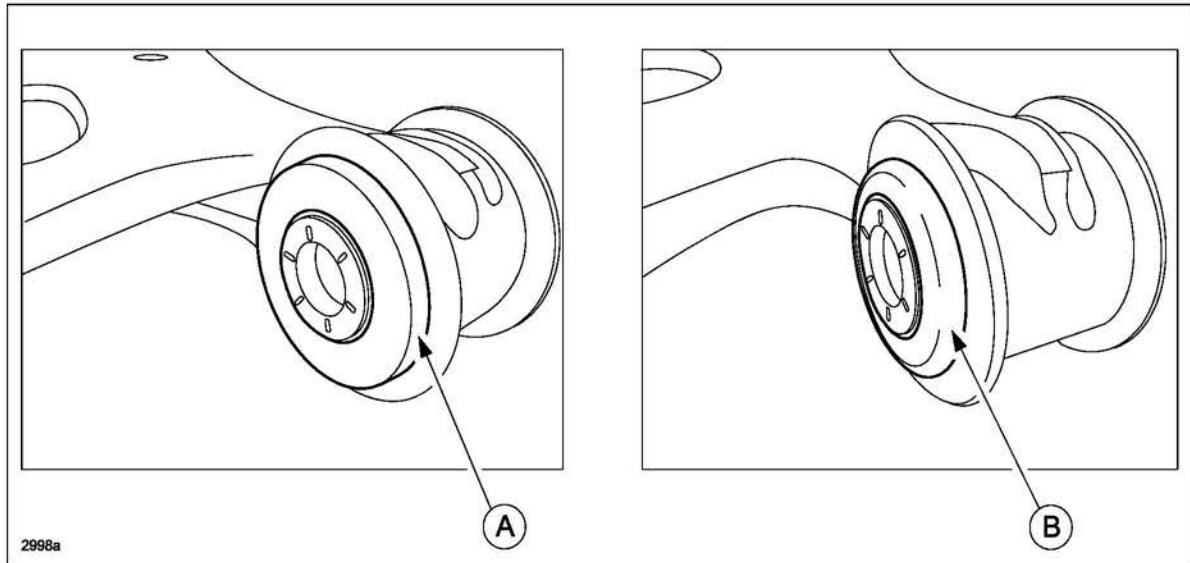
6. Install the modified bushing using the same SSTs.

NOTE:

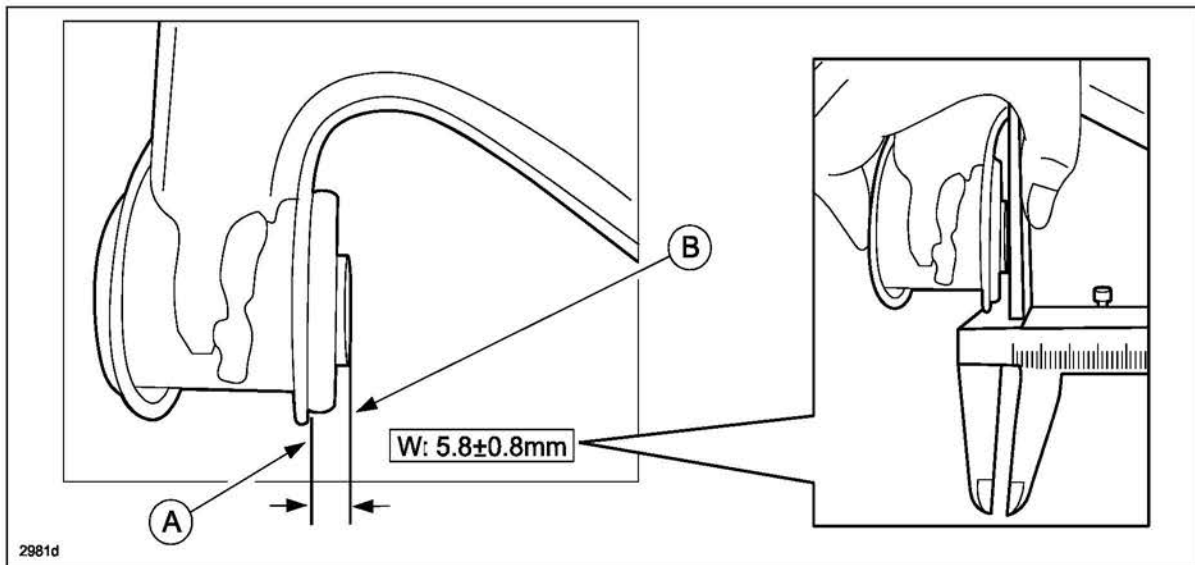
- Apply soap suds to the bushing to ease the installation.
- Always wipe off soap suds from the front lower control arm and bushing with a cloth.
- Install the bushing so the projection (A) is pointing toward the front of the vehicle.



CAUTION: Make sure the bushing has been properly inserted by verifying that the bushing tab **IS FULLY EXPANDED**, as shown in the illustration to the left (A). The illustration to the right (B) shows an example of a bushing tab that **IS NOT FULLY EXPANDED**.



7. After installing the bushing, verify the distance between the front lower control arm (A) and front lower control arm bushing inner pipe (B) equals $5.8 \pm 0.8\text{mm}$ as shown below.



8. Reinstall the front lower control arm according to the on-line instructions on MS3 or the Workshop Manual (section 02-13 FRONT LOWER ARM REMOVAL/INSTALLATION).

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

9. Perform Steps 3 - 8 on opposite side of vehicle.
10. Perform wheel alignment inspection and adjust if necessary.
11. Verify the repair.

PART(S) INFORMATION

Part Number	Description	Qty.	Notes
KDY5-34-470A	Front Rubber Bushing	2	Repair both sides of vehicle

WARRANTY INFORMATION

NOTE:

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

	Dealer Sublets Wheel Alignment	Dealer Performs Wheel Alignment
Warranty Type	A	A
Symptom Code	82	82
Damage Code	93	93
Part Number Main Cause	KDY5-34-470A (Lower Arm Bushing)	KDY5-34-470A (Lower Arm Bushing)
Quantity	2	2
Operation Number/Labor Hours	XXK8NARX / 0.8 Hrs. (Only replacement of front lower arm bushing)	XXK8NBRX / 1.8 Hrs. (Includes front wheel alignment check and adjust)
Sublet Code	Z9 or X	---