

Technical Service Bulletin

Mazda North American Operations
Irvine, CA 92618-2922



Subject: FLUID SEEPAGE AND KNOCKING NOISE FROM FRONT AND/OR REAR SHOCK ABSORBERS	Bulletin No.: 02-008/17
	Last Issued: 09/12/2017

BULLETIN NOTES

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

Previous TSBs:	Date(s) Issued:
02-008/17	6/30/17 and 7/21/17

DESCRIPTION

APPLICABLE MODEL(S)/VINS

2007-2015 CX-9 vehicles with VINs lower than JM3TB*****470223 (produced before November 18, 2015)

Some vehicles may experience a knocking noise from the front **and/or rear** shock absorbers when driving over rough roads or speed bumps. The noise may be caused by damage to the inner seal of shock absorber, resulting in fluid seepage. To eliminate this concern, modified parts with improved oil sealing performance have been established as service parts.

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

REPAIR PROCEDURE

1. Verify the customer concern.

- If the knocking noise is confirmed to be coming from the front **suspension** when driving over rough roads or speed bumps, replace both front shock absorbers with the modified parts according to the instructions on MGSS online.

NOTE:(FRONT): Due to a difference in damping force between the old and new parts, both front shock absorbers must be replaced.

- Front: (FRONT SHOCK ABSORBER AND COIL SPRING REMOVAL/INSTALLATION).

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- If the knocking noise is confirmed to be coming from the rear suspension when driving over rough roads or speed bumps, replace only the affected side rear shock absorber with the modified part according to the instructions on MGSS online.

NOTE: (REAR): The damping force between the old and new parts is the same. It is not necessary to replace both rear shock absorbers. Replace only the affected side rear shock absorber(s).

- **Rear:** (REAR SHOCK ABSORBER AND COIL SPRING REMOVAL/INSTALLATION).

2. Verify the repair.

PARTS INFORMATION

Parts Number	Description	Qty.	Spec.	Model Years
TGY1-34-900	Damper (L), Front	1	2WD / 4WD	2011 - 2015
TGY1-34-700	Damper (R), Front	1	2WD / 4WD	2011 - 2015
TDY1-34-900	Damper (L), Front	1	4WD	2007-2010
TDY1-34-700	Damper (R), Front	1	4WD	2007-2010
TDY2-34-900	Damper (L), Front	1	2WD	2007-2010
TDY2-34-700	Damper (R), Front	1	2WD	2007-2010
TDY2-28-700	Damper, Rear	1	2WD	2007-2010
TDY1-28-700	Damper, Rear	1	4WD	2007-2010
TGY2-28-700	Damper, Rear	1	2WD	2011-2015
TGY1-28-700	Damper, Rear	1	4WD	2011-2015

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.

FRONT SHOCK ABSORBER:

Warranty Type	A
Symptom Code	76
Damage Code	93

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Part Number Main Cause	(SEE PARTS INFORMATION)
Quantity	2
Operation Number / Labor Hours:	---
Front Wheel Alignment Check Adjust is performed at outside shop	XXN6JXRX / 0.7 Hrs. (Only Front shock absorbers, replace) Sublet Code: If Wheel Alignment Check and adjust is performed at an outside shop, claim the actual invoice amount with the sublet code "C1".
Front Wheel Alignment Check Adjust is performed at dealer using 4-Wheel Alignment Tester	XXN6JARX / 1.8 Hrs. (Includes Front wheel alignment, Check)
Front Wheel Alignment Check Adjust is performed at dealer using 4-wheel alignment tester with Wireless Type	XXN6JBRX / 1.4 Hrs. (Includes Front wheel alignment, Check)

NOTE:(FRONT): Replace both front shock absorbers due to a difference of damping force between the old and new parts.

REAR SHOCK ABSORBER:

Warranty Type	A
Symptom Code	76
Damage Code	93
Part Number Main Cause	(SEE PARTS INFORMATION)
Quantity	1 or 2
Operation Number / Labor Hours:	XXN4KXRX / 0.8 Hrs. (one side) XXN4KARX / 1.2 Hrs. (both sides)

NOTE: (REAR): Replace only the affected side rear shock absorber(s). Since the damping force between the old and new parts is the same, it is not necessary to replace both sides.

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