

Subject: KNOCKING NOISE FROM REAR SUSPENSION WHILE DRIVING ON ROUGH ROAD	Bulletin No.: 02-005/20
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APPLICABLE MODEL(S)/VINS

2016-2020 Mazda2 vehicles (Mexico spec) with VINS lower than 3MDDJ*****401991 (produced before Jan. 14, 2020)

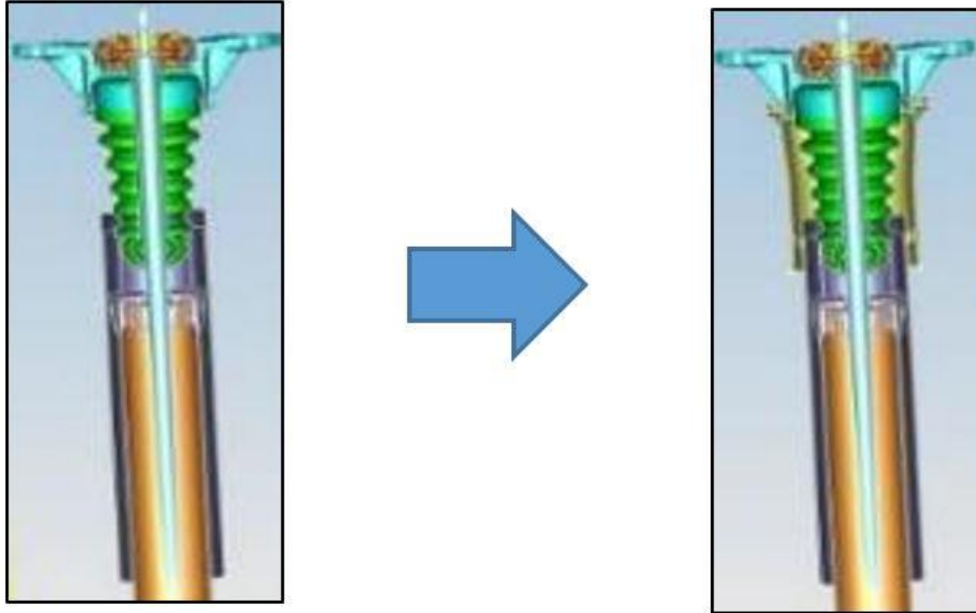
DESCRIPTION

Some customers may complain about a knocking noise heard from the rear suspension while driving on rough road. The noise may be caused by a broken bound (bump) stopper that breaks because of deterioration from environmental factors and bad road conditions.



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To eliminate this concern, a dust boot has been added in order to protect the bound (bump) stopper from water and the mounting rubber has been changed accordingly.



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

REPAIR PROCEDURE

1. Verify customer concern.

- If the bound (bump) stopper is broken, replace the bound (bump) stopper with a new one, the mounting rubber with a modified one, and install a new dust boot. Refer to the instructions on MGSS (REAR SHOCK ABSORBER DISASSEMBLY/ASSEMBLY).
- If the bound (bump) stopper is not broken, look for other sources of the noise.

2. Verify repair.

PARTS INFORMATION

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Parts Number	Description	Qty.	Notes
DA6C-28-1A0B	Stopper, Bump	1 or 2	
DA7B-28-380	Rubber, Mounting	1 or 2	
KF49-28-0A5	Boot, Dust	1 or 2	
9YB04-0811	Nut	1 or 2	[R] for piston rod

[R]: Non-reusable part

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	9A
Part Number Main Cause	DA6C-28-1A0B
Quantity	1 or 2
Operation Number / Labor Hours:	Bound (Bump) Stopper (RR) XXS2BARX/ 0.4 Hrs. (One side) XXS2BBRX / 0.6 Hrs. (Both sides)

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