

# Service Bulletin

Mazda North American Operations  
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<b>Subject:</b> <b>RATTLE NOISE FROM STEERING SYSTEM</b>	<b>Bulletin No:</b> 06-002/12
	<b>Last Issued:</b> 05/11/2012

## APPLICABLE MODEL(S)/VINS

2011-2012 Mazda2 vehicles with VINs lower than JM1 DE 1\*\*\*\*\* 140732 (produced before December 10, 2011)

## DESCRIPTION

When driving straight on a rough road at approximately 6-19 mph (10-30 km/h), some vehicles may exhibit a rattle noise from the front passenger side floor.

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

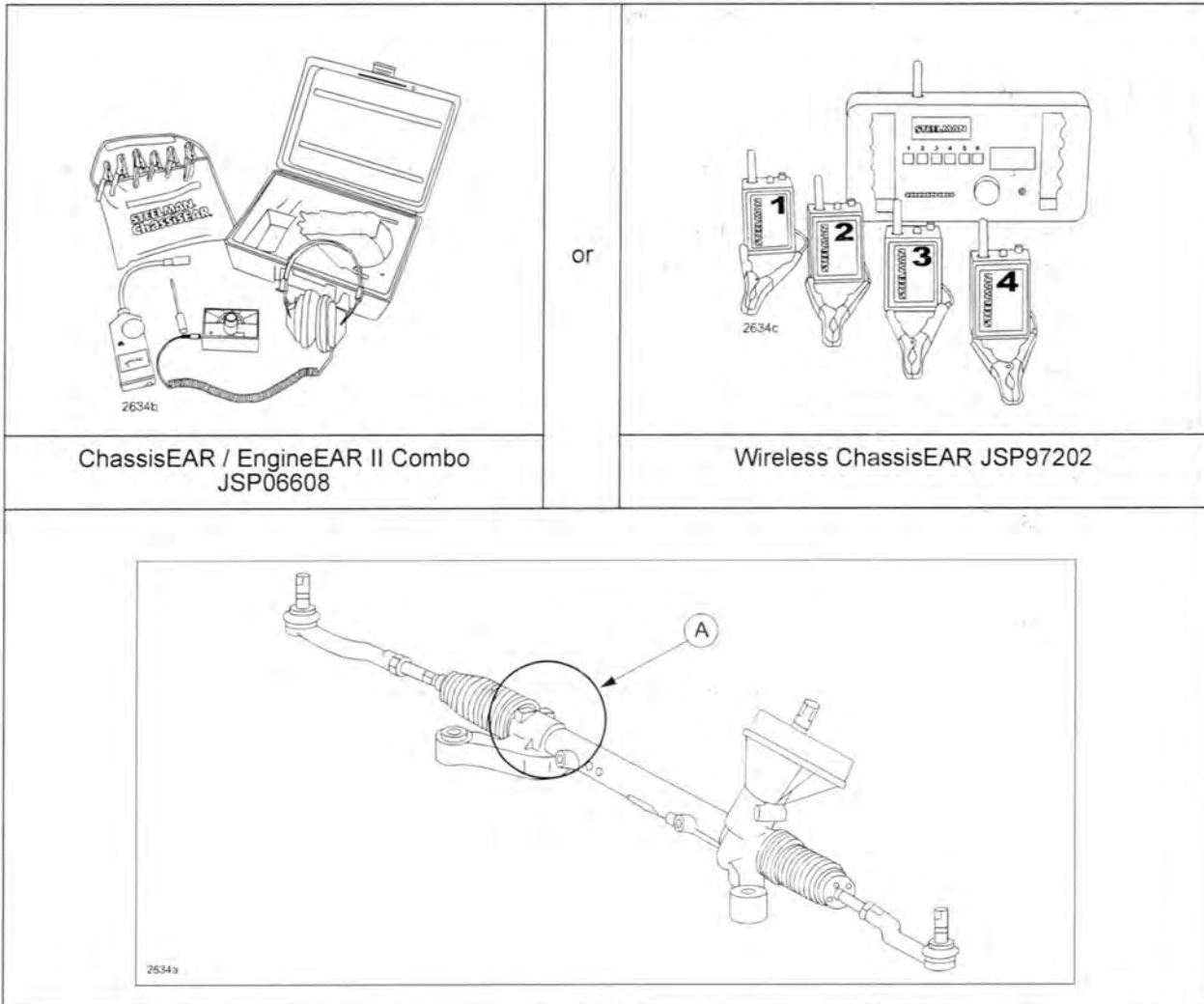
## REPAIR PROCEDURE

1. Verify customer concern matches all of the following conditions:
  - The noise occurs when driving on rough road at approximately 6-19 mph (10-30 km/h).
  - The noise is more pronounced in the front passenger side floor rather than the driver side floor.
  - The noise does not occur on flat and smooth road.
  - The noise continues even after rotating the steering wheel in any direction.

**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.

2. Use Special Service Tool (SST) ChassisEAR / EngineEAR II Combo JSP06608 or Wireless ChassisEAR JSP97202 to confirm rattle noise is coming from the rack end bushing (A) (shown below):

**NOTE:** SST JSP06608 and JSP97202 are available for purchase on M-Store.



3. If step 1-2 apply, replace the steering gear assembly according to MS3 online or Workshop Manual (section 06-13 STEERING GEAR AND LINKAGE REMOVAL/INSTALLATION).
4. Verify repair.

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### PART(S) INFORMATION

Part Number	Description	Qty.
DF95-32-960A	Steering Gear	1

### 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	97
Part Number Main Cause	DF95-32-960A
Quantity	1
Operation Number / Labor Hours:	XXG7BXRX / 1.8 Hrs.

**NOTE:** Front wheel alignment time is included in the labor hour shown above.