

# Service Information

Mazda Motor Corporation

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Category <b>N</b>	<b>Technical</b>	Ref. No. E005/13	Page 1 of 2
Coverage <input type="checkbox"/> Distributor only <input checked="" type="checkbox"/> Please inform your dealers		Date Issued April 8, 2013	
Please convey this information to your <input type="checkbox"/> Director <input checked="" type="checkbox"/> General Manager <input checked="" type="checkbox"/> Warranty Dept. <input checked="" type="checkbox"/> Parts Dept. <input checked="" type="checkbox"/> Training Dept. <input checked="" type="checkbox"/> Field Rep.		Date Revised	
Applicable Model  All Models with rack and pinion type steering gear	Applicable Countries or Specifications  Worldwide		

## Subject: Steering Gear Noise and/or Vibration When Turning Steering Wheel

### DESCRIPTION

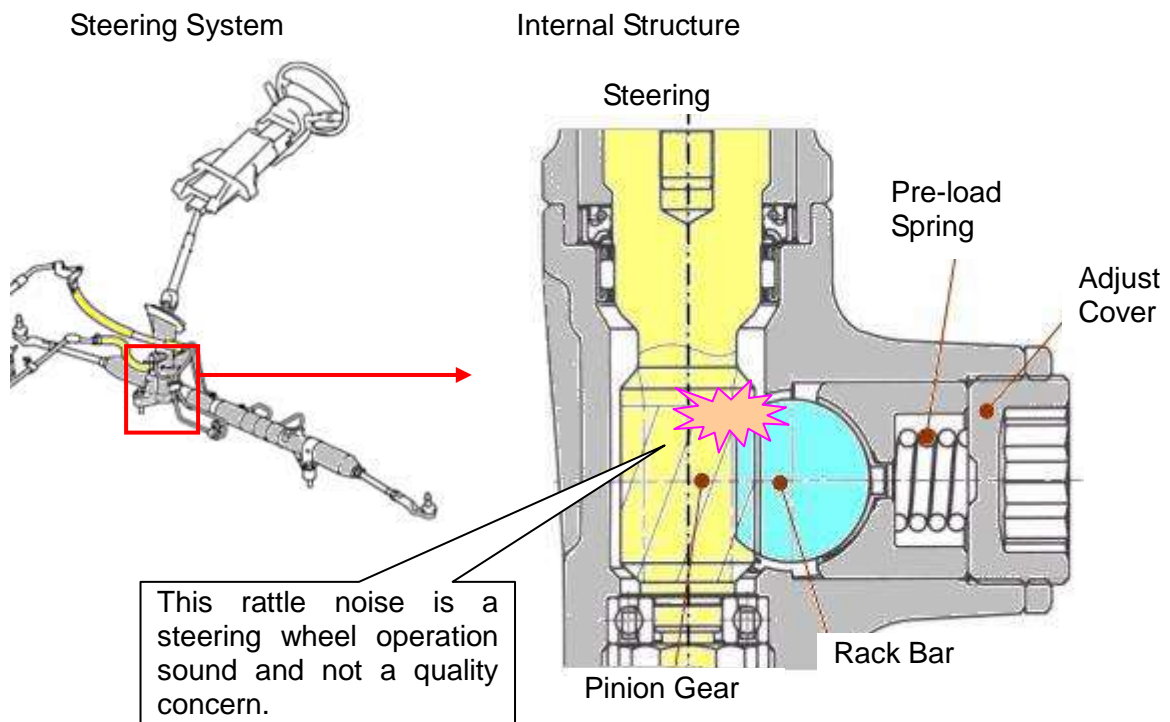
When turning the steering wheel, some vehicles may exhibit an unusual noise from the steering gear or vibration (like rattling, knocking, etc.) is felt on the steering wheel.

### CAUSE

In order to ensure smooth operation of steering gear, it is designed that appropriate pre-load is applied to the engagement point between the rack and pinion gear.

This design sometimes allow a backlash noise from the gears engagement point depending on the conditions of the tire-to-road contact surface, vehicle speed and steering wheel operating speed.

This backlash noise (vibration) is not related to any functional failures.



MASS PRODUCTION CHANGE

No mass production change is planned.

ACTION TO BE TAKEN

When you encounter a customer complaint on this concern, explain the mechanism of this noise to the customer and convince him or her that this is not a quality concern, but an operating sound of steering gear.

Do NOT replace the steering gear with a new one as this will not be efficient to solve the customer complaint.

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