



mazda

Still Need to CL-10935790-6208
get Both of these
Recalls Checked or Replaced.
I Live in Bardstown Ky. I have Ms. Can I get

IMPORTANT SAFETY RECALL- PRELIMINARY NOTIFICATION

Passenger Air Bag Inflator Replacement – Safety Recall 9516E

National Highway Traffic Safety Administration (NHTSA) Campaign No. 16V-356

July 2016

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

2011 CX9

VIN JM3TB2CA2B0

DEC -8 2016

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Dear [REDACTED] INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in 2009-2011 Mazda6, 2007-2011 CX-7 and 2007-2011 CX-9 vehicles. If you are a recipient of this notice, your vehicle is included in this Safety Recall.

What is the problem?

In the subject vehicles, continued exposure to high levels of absolute humidity may cause the passenger frontal air bag inflator housing to rupture and deploy abnormally in the event of a crash necessitating deployment of the passenger frontal air bag. An inflator rupture could result in metal fragments striking the driver or other vehicle occupants, resulting in serious injury or death.

What will Mazda do?

Parts are not available at this time. When parts are available for your vehicle, we will send you another notification informing you to bring your vehicle to your Mazda dealer to have the passenger frontal air bag inflator replaced, free of charge.

Investigations conducted by the National Highway Traffic Safety Administration (NHTSA) and independent investigators have concluded that time, temperature, and humidity contribute to significant air bag propellant degradation, which can lead to high risk of inflator rupture in the event of a crash necessitating air bag deployment. Due to limited parts supply, this recall repair will be carried out in phases, with older vehicles in (or ever registered in) geographical areas with consistent high absolute humidity given first priority.

[REDACTED]
Bardstown Ky.

Mazda North American Operations
Technical Services Division
1444 McGaw Ave.
Irvine, CA 92614-5570
www.MazdaUSA.com

(For Recalls)
Which one do I
Take To in Louisville or
Elizabeth town Ky.

Thanks so much

NM
12/5/16
SMD

What should you do?

Please wait until you receive another letter from Mazda notifying you that replacement parts for your vehicle for this repair are available. ***Until this repair is performed, do not allow passengers to ride in the front passenger seat.*** If you have not done so already, please provide your contact information, such as a mobile phone number or email address, to our customer Experience Center (800) 222-5500, option #4, or your dealer so we have additional contact information and can reach you. This information will not be used for marketing purposes and we will not share this information with anyone else.

Where is the closest Mazda dealer?

To locate your nearest Mazda dealer, visit our website www.MazdaRecallInfo.com, consult your local yellow pages, or call our customer Experience Center (800) 222-5500, option #4.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete the enclosed prepaid *Information Change Card* as soon as possible. This enables us to update our records and notify the current owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Still have questions?

If you have any questions regarding this vehicle recall, visit our website www.MazdaRecallInfo.com. If you still have questions, contact our **Customer Experience Center at (800) 222-5500, option #6.**

If Mazda or its dealers do not repair the defect free of charge and within a reasonable amount of time, you may notify the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Your safety is our first priority at Mazda. We apologize for any inconvenience this recall may have caused you.

As a reminder, you can always go to www.MazdaRecallInfo.com and enter your VIN to view recalls and service campaigns that apply to your vehicle.

Sincerely,

Mazda North American Operations



37532

IMPORTANT SAFETY RECALL

2007-2014 CX-9

Front Lower Control Arms Safety Recall 8515G

NHTSA Campaign No. 15V-451

September 2015

This notice applies to your vehicle: VIN JM3TB2CA2B0

Dear Mazda Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2007-2014 CX-9 vehicles produced from October 24, 2006 through December 28, 2013.

If you are a recipient of this notice, your vehicle is included in this recall.

What is the problem?

On certain 2007-2014 CX-9 vehicles, it is possible that water may enter the front suspension lower arm ball joint fitting during driving. Driving on salted roadways during the winter months can lead to saltwater intruding into the ball joint, causing corrosion, which can result in generating looseness of the ball joint in the fitting. As a result of the looseness, a rattle may occur at ball joint of lower arm. After extended operation in such condition, the ball joint and lower arm may separate, causing a loss of steering control and increasing the risk of a crash.

What will Mazda do?

Your Mazda dealer will inspect the front lower control arms to determine if looseness exists at the ball joint fitting, and replace the control arms if one or both fails inspection. The inspection and replacement, if necessary, will be performed free of charge.

If both control arms pass inspection, they will not be replaced at this time due to a shortage of replacement parts. When Mazda has sufficient parts supply, we will send you another notification informing you to have the control arms replaced, free of charge.

As a reminder, Mazda may provide alternate transportation when your vehicle is at an authorized Mazda dealership for a warranty repair. To be eligible for alternate transportation, your vehicle must be within the mileage and time limitations under the Mazda New Vehicle Limited Warranty or Powertrain Limited Warranty for 2007 and newer model years, and adhere to the Rental Car

Reimbursement policy. Ask your dealer for details.

What should you do?

Mazda is concerned about your safety, and we encourage you to make an appointment with any authorized Mazda dealer to have the front lower control arms inspected. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

If inspection reveals no looseness at the ball joint fitting, you will receive another notification from Mazda when additional repair parts are available, to return to a dealer for replacement of the front lower control arms.

What if you already paid for front lower control arms repair?

If you have already paid for repair or replacement of front lower control arms due to looseness of the ball joint, prior to receiving this notice, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards.

Please complete the enclosed "Reimbursement Application Form", include the necessary documentation, and mail it to us in the pre-addressed envelope provided, allowing 6-8 weeks for processing

Where is the closest Mazda dealer?

To locate your nearest Mazda dealer, visit our web site and use our "Locate a Dealer" feature at www.MazdaUSA.com or consult your local yellow pages.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete the enclosed prepaid *Information Change Card* as soon as possible. This enables us to update our records and notify the current owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Still have questions?

If you have any questions regarding this campaign, please contact our Customer Experience Center at (800) 222-5500, option #6.

If Mazda or its dealers do not repair the defect free of charge and within a reasonable amount of time, you may notify the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Your satisfaction is a priority for Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. We sincerely apologize for any inconvenience this recall may cause you.

Sincerely,

Mazda North American Operations

NEF-010
To Whom it May Concern,
If at all possible
I Live 1 to 1 1/2 hours
From any Mazda
dealer ship. Which doesn't
matter. Normally never in
the shop. But I have
Multiple Sclerosis. Leasing
or waiting on my car
is Not Doable. Could
I possibly get a
rental for 1 night only.
Thanks so much.

I don't normally
go any where. But
If something should
happen. It's always
Nice to know you
CAN get out.
Always



Bardstown, KY

LOUISVILLE KY

29 NOV 2014 PM 4 1

ADMINISTRATOR OF THE NATIONAL TRAFFIC HWY
SAFETY ADMINISTRATION
1200 NEW JERSEY AVE.
S.E. WASHINGTON, DC

20590