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

PE11-026 MAZDA 11-10-2011 APPENDIX 04 Category A A, B, E PAGE 31 C, D PAGE 49 C PAGE 72

PE11-026
MAZDA
11-10-2011
APPENDIX 04
Category a



## **Concern Driven Reporting**

**Report Detail** 

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	624082466	Source Code	MAZDA CAC
Commodity As	ssignment		
Commodity	chassis-service brakes—	Symptom	circuit-poor contact/poor ground
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
ommodity	chassis-service brakes—	Symptom	leak-fluid
ommodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes—	Symptom	no problem found
Commodity	chassis-service brakes—	Symptom	repair-prior repair mentioned
Commodity	chassis-service brakes-abs/traction control—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-abs/traction control—	Symptom	leak-fluid
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	leak-fluid
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	mod-vehicle towed in
Commodity	chassis-service brakes-caliper/wheel cylinder—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-caliper/wheel cylinder—	Symptom	leak-fluid
Commodity	chassis-service brakes-caliper/wheel cylinder—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-master cylinder/bo	ooster/Symptom	appearance-scratches/nicks
	hydroboost—		
Commodity	chassis-service brakes-master cylinder/be	ooster/Symptom	fluid level-insufficient fluid
·	hydroboost—		
Commodity		ooster/Symptom	function-malfunction/inoperative
· · · · · · · · · · · · · · · · · · ·	hydroboost—	T.	I
Commodity		ooster/Symptom	function-steering/brake ineffective
zommount,	hydroboost—	o o sterr by improm	tunetion steering state menerate
Commodity		ooster/Symptom	leak-failed gasket/seal/weatherstrip
Commodity	-	ooster/Bymptom	reak-rained gasket/seat/weatherstrip
7 1'.	hydroboost—	, (C)	1 0 1
Commodity		ooster/Symptom	leak-fluid
	hydroboost—		
Commodity	chassis-service brakes-master cylinder/bo	ooster/Symptom	mod-driving condition-while driving
	hydroboost—		
Commodity	chassis-service brakes-master cylinder/bo	ooster/Symptom	mod-vehicle towed in
	hydroboost—		
Significant Event		Verified	N
Tread Informa	ntion		
Fread Category Code	03	Tread Category Descrip	ption service brakes
Reported in Tread Qua		Tread Category Descrip	puoli pervice oranes
•			
Report Details			
Source Claim Key	120648380	Warranty Compone	nt Classification
		(WCC)	
Corporate Product Sys	stems Classification	Time in Service	6
CPSC)			
Customer Condition Co		V Function Group (V	/EQ\

Report Details					
Source Claim Key	120648380	Warranty Component Classification			
		(WCC)			
Corporate Product Systems Classification		Time in Service	6		
(CPSC)					
Customer Condition Code		V Function Group (VFG)			
Source System Program Type		The state of the s	15-Oct-2008		
Version Series Code			27 -Oct-2008		
Causal Part Prefix- Base - Suffix			41194		
Causal Part Name			AUTO WEST MAZDA		
Non Causal Part Prefix-Base-Suffix			ROSEVILLE		
Non Causal Part Numbers		Dealer State/Province	CA		
Fault Code		Dealer Country	USA		
Diagonstic Trouble Code		Dealer Phone Number			
Labor Operation Code		Attachment			
Communication Type		VOQ Component Description Code			
Maintenance Date	27 -Oct-2008	·	<u> </u>		

Comment

Customer C 209.969.6608 CUST STS SINCE PURCH 4/08, @ DLR MULTIPLE TIMES FOR BRAKE LIGHT. STS EA TIME CHECKED, RESERVOIR BONE DRY & NO EVIDENCE OF LEAK & DLR CAN'T FIND PROB. STD DLR ADVD NEXT TIME BRAKE LITE FLICKERS, DRIVE TO DLR ASAP. STS WON'T DO AS DLR HOUR AWAY & UNSAFE IF BRAKES FAIL ON THE WAY. SHE STS POURS BRAKE FLUID IN HERSELF & DLR ADV TO PUT LINE ON RESERVOIR & SEAL CAP. CUST STS PD \$40K & SHLDN'T HAVE THIS PROB. CUST STS JUST WANTS THE VEH FIXED.

### Comment

Technician ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST, PLEASE CLOSE UPON RESOLUTION. THANKS.CUST REQUESTS BRAKE FLUID LEAK RESOLVED.THANK YOUROBIN X1134 INTERNAL BRAKE MASTER CYLINDER FLUID LEAK DISCOVERED BY MAZDA ENGINEER ON 10 20 08.....REPLACEMENT BRAKE MASTER CYLINDER AND BRAKE BOOSTER ORDERED...PARTS HERE AS OF 11AM 10 21 08....BEING INSTALLED NOW.....OWNER TO PICK UP VEHICLE BETWEEN 4 30PM AND 6PM TODAY(10 21 08) OR TOMORROW MORNING AFTER 7AM 0012008 10 15CRPP233 AT ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST, PLEASE CLOSE UPON RESOLUTION. THANKS.CUST REQUESTS BRAKE FLUID LEAK RESOLVED.THANK YOUROBIN X1134 REQ DESC RECURRENT BRAKE FLUID LEAK ADVD CUST WLD SPEAK WITH DLR ABOUT REPAIRS. ADVD WLD INFORM DSM OF UNRESOLVED ISSUE AS WELL. CUST STD THAT DSM ALREADY INVOLVED IN REPAIR. TT CHRIS ESCOE WHO STD BOTH DSM & TECH HOTLINE INVOLVED IN THIS REPAIR. STD TECH HOTLINE (#584405) RECOMMENDED CUST LEAV 0022008 10 15CRPP233 E LINE MARK ON BRAKE FLUID ON RESERVOIR & SEAL THE CAP BUT CUST DOESN'T WANT TO DO THAT SO SHE CAN CONTINUE TO APPLY THE BREAK FLUID HERSELF. HE STD SHE MADE COMMENT THAT ONCE THE BRAKE LIGHT GOES ON, SHE DOESN'T WANT TO PUT HERSELF IN JEOPARDY DRIVING TO DLR. W/O BRAKES. HE STD WORST CASE SCENARIO WLD BE TO HAVE VEH TOWED TO DLR. STS DLR & MAZDA SO FAR HAVE GONE EXTRA MILE. EMAILED FILE NOTES TO DSM HI JIM.I KNOW YOUVE BEEN INVOLVED IN THIS REPAIR BUT CUST CALLED TODAY. VEH @ #41194. PLEA 0032008 10 15CRPP233 SE READ FILE NOTES BELOW. 0042008 10 20CRPP233 EMAIL FROM DSM TO BRETT STIERLI & CAS COPIED I INSPECTED THIS VEHICLE AT DEALERSHIP WITH THE TECHNICIAN AND WHILE TALKING TO ROGER TARVER. WE LOOKED AT EVERY BRAKE LINE AND FITTING, THE CALIPERS, THE PROPORTIONING VALVE THE ABS SYSTEM, THE MASTER CYLINDER AND BRAKE BOOSTER AND FOUND NO SIGNS OF ANY LEAKS. THE CUSTOMER SAYS THE RESERVOIR IS BONE DRY BUT HAS ALWAYS BEEN FULL WHEN BROUGHT TO THE DEALER. I WANTED THE CUSTOMER TO DRIVE THE VEHICLE WITH THE SYSTEM SEALED AND THE RESERVOIR MARKED TO VERIFY THE LOSS OF FLUID. CUSTOMER REFU 0052008 10 20CRPP233 SES. I KNOW BRETT WILL BE AT AUTO WEST ON THE 20TH AND 21ST OF OCT FOR A CUSTOMER MEDIATION REPAIR ON ANOTHER VEHICLE AND WOULD LIKE HIM TO LOOK AT THE VEHICLE TO SEE IF HE CAN FIND AN ISSUE. PLEASE LET ME KNOW IF THIS IS POSSIBLE. EMAIL FROM TECH REGION BRETT STIERLI TO DSM JIM,IS THIS APPOINTMENT ON IF NOT, I NEED TO CANCEL MY FLIGHT TO SACRAMENTO ASAP. THE IVAN MELEZA APPOINTMENT AT AUTOWEST HAS BEEN CANCELED.BRETT CUST LEFT V/M MESSAGE STATING DRIVING TO DLR TO MEET WITH MA 0062008 10 20CRPP233 ZDA TECH. STS SHE FEELS SHE'S AT RISK DRIVING VEHICLE AS UNCERTAIN WHEN BRAKES MAY FAIL. STS THEY DID SEAL THE RESERVOIR THURSDAY & ALREADY THE TANK IS LOW. CUST INQ IF CAN'T BE FIXED WHAT IS THE NEXT STEP. TT DSM JIM HANCOCK WHO STD HE & BRETT STIERLI FOUND THE MASTER CYLINDER WAS LEAKING INTO THE BRAKE BOOSTER. STD BEFORE THEY COULDN'T SEE IT BUT IT'S VISIBLE NOW. STS THEY ORDERED MASTER CYLINDER & BRAKE BOOSTER & SHLD BE READY WEDNESDAY. LEFT V/M MESSAGE FOR CUST ADVISING THE MASTER CYLINDER LEAKI 0072008 10 20CRPP233 NG INTO BRAKE BOOSTER & BOTH PARTS HAD BEEN ORDERED. TOLD CUST VEH SHLD BE READY BY WEDNESDAY & THAT SVC DIRECTOR CHRIS ESCOE WLD KEEP IN TOUCH WITH HER. EMAIL FROM BRETT STIERLI TO ALL, I INSPECTED THIS VEHICLE TODAY AND ADDED THE FOLLOWING TO THE H/L FILE TEXT 10/20/08 PACP267 RTS BRETT INSPECTED THE VEHICLE TODAY AT THE REQUEST OF DSM JIM AND I CONFIRMED THE MASTER CYLINDER CAP HAS NOT BEEN TAMPERED WITH SINCE THE DEALER TAPED IT OFF ON 10/8. THE 10/20/08 PACP267 FLUID LEVEL IS CURRENTLY LOW BY 10MM. 0082008 10 20CRPP233 VISUALLY INSPECTED ALLBRAKE LINES, HOSES, ABS H/U, CALIPERS AND MASTER CYLINDER AND NO OBVIOUS SIGNS OF EXTERNAL LEAKS FOUND, CUSTOMER STATES THEY HAVE ADDED TWO FULL BOTTLES OF FLUID TO THE VEHICLE. SINCE THE ISSUE BEGAN. I REMOVED THE MASTER CYLINDER FROM THE BOOSTER AND FOUND THE BOOSTER FULL OF BRAKE FLUID INSIDE AND THE BACK OF THE MASTER CYLINDER WET WITH FRESH FLUID. THE BRAKE MASTER IS LEAKING FLUID INTO THE BOOSTER.10/20/08 PACP267 REQUESTED THE DEALER TO REPLACE THE BOOSTER AND MASTER CYLINDER. 0092008 10 21CRPP233 INTERNAL BRAKE MASTER CYLINDER FLUID LEAK DISCOVERED BY MAZDA ENGINEER ON 10 20 08.....REPLACEMENT BRAKE MASTER CYLINDER AND BRAKE BOOSTER ORDERED...PARTS HERE AS OF 11AM 10 21 08.....BEING INSTALLED NOW.....OWNER TO PICK UP VEHICLE BETWEEN 4 30PM AND 6PM TODAY(10 21 08) OR TOMORROW MORNING AFTER

COIS Reco mmendatio

Tire :	Infor	mation

Tire Manufacturer	Unknown	Tire Size	Unknown			
Tire Brand Series		Wheel				
DOT Left Front		DOT Right Front				
DOT Left Rear		DOT Right Rear				
DOT Left Inner		DOT Right Inner				
DOT Spare						

<b>T7.1.</b>		r e		. 4 *	
Vehicl	6	Into	rm	atı	Λn

	JM3TB38VX80		CA 10229511
Model Year	2008	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	23-Jan-2008	Retail Sale Indicator Code	
	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	25-Apr-2008
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

### **Disclaimer:**

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
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S1016M1 OPEN CUSTOMER CONTACT INQUIRY

Rgst No.: 1206483 - 80 Source: 1

10/16/11 16:48:45

VIN....: JM3TB38VX80 Goodwill: N

P447 MCJP089

Mdl/Yr..: CX9 / 08 Mileage: Dlvry Dt: 04/25/08 Trnsm: A Srv Agrmt:

Last Nm.: ■ First Nm: ■ /T0....:

Midl Nm.: Address1:

Adr2: City...: ACAMPO

State...: CA Zip: Day Ph.: - - Ext.:

Eve Ph.: - - Brand.: N DSA...: Y Assigned Rgn: PA R/A:

Resp Dir: Rslv Dir: 41194 AUTO WEST MAZDA

E-mail:

1) Typ: 1 Rea: 1B Cat: P20 CC: 97 2) Typ: Rea: Cat: CC:

3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:

C-209.969.6608 CUST STS SINCE PURCH 4/08, @ DLR MULTIPLE TIMES FOR BRAKE LIGHT . STS EA TIME CHECKED, RESERVOIR BONE DRY & NO EVIDENCE OF LEAK & DLR CAN'T F IND PROB. STD DLR ADVD NEXT TIME BRAKE LITE FLICKERS, DRIVE TO DLR ASAP. STS W ON'T DO AS DLR HOUR AWAY & UNSAFE IF BRAKES FAIL ON THE WAY. SHE STS POURS BR AKE FLUID IN HERSELF & DLR ADV TO PUT LINE ON RESERVOIR & SEAL CAP. CUST STS P D \$40K & SHLDN'T HAVE THIS PROB. CUST STS JUST WANTS THE VEH FIXED.

Region: MA Opened by: CRPP233 Opened Dt: 10/15/08 Closed Dt: 10/23/08

SVCD0001I Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360

\$1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 16:48:55 P447 MCJP089

Rqst No.....: 1206483 - 80 Name.....:

VIN.....: JM3TB38VX80 Closed date.: 10/23/08 Handled by....: CRPP233 Date Modified: 10/23/08

Notify QA.....: Y District....: 07
Rgn F-up Dt....: Corp F-up Dt.:

Action Taken:

Date By Whom Text

T<sub>O</sub>P

10/15/08 CRPP233 AT-ATTN: DCSM/SVM: PER CONVERSATION, PLEASE REVIEW REQUEST.

PLEASE CLOSE UPON RESOLUTION. THANKS. CUST REQUESTS BRAKE FLU

 ${\tt ID\ LEAK\ RESOLVED.\ THANK\ YOUROBIN\ X1134}$ 

REQ DESC: RECURRENT BRAKE FLUID LEAK

ADVD CUST WLD SPEAK WITH DLR ABOUT REPAIRS. ADVD WLD INFORM DSM OF UNRESOLVED ISSUE AS WELL. CUST STD THAT DSM ALREADY I

NVOLVED IN REPAIR.

TT CHRIS ESCOE WHO STD BOTH DSM & TECH HOTLINE INVOLVED IN T

MORE...

SVCD0001I Function Completed

\$1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 16:49:00 P447 MCJP089

Rqst No..... 1206483 - 80 Name.....

VIN.....: JM3TB38VX80 Closed date.: 10/23/08 Handled by....: CRPP233 Date Modified: 10/23/08

Notify QA.....: Y District....: 07
Rgn F-up Dt....: Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE...

10/15/08 CRPP233 HIS REPAIR. STD TECH HOTLINE (#584405) RECOMMENDED CUST LEAV
E LINE MARK ON BRAKE FLUID ON RESERVOIR & SEAL THE CAP BUT C
UST DOESN'T WANT TO DO THAT SO SHE CAN CONTINUE TO APPLY THE
BREAK FLUID HERSELF. HE STD SHE MADE COMMENT THAT ONCE THE
BRAKE LIGHT GOES ON, SHE DOESN'T WANT TO PUT HERSELF IN JEOP
ARDY DRIVING TO DLR. W/O BRAKES. HE STD WORST CASE SCENARIO
WLD BE TO HAVE VEH TOWED TO DLR. STS DLR & MAZDA SO FAR HAV

E GONE EXTRA MILE.

MORE...

S1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 16:49:02 P447 MCJP089

Rqst No..... 1206483 - 80 Name.....

VIN. . . . . . : JM3TB38VX80 Closed date. : 10/23/08
Handled by. . . . : CRPP233 Date Modified: 10/23/08

Notify QA.....: Y District....: 07
Rgn F-up Dt....: Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE...

10/15/08 CRPP233 EMAILED FILE NOTES TO DSM: HI JIM, I KNOW YOUVE BEEN INVOLVED IN THIS REPAIR BUT CUST CALLED TODAY. VEH @ # 41194. PLEA

SE READ FILE NOTES BELOW.

10/20/08 CRPP233 EMAIL FROM DSM TO BRETT STIERLI & CAS COPIED: I INSPECTED T

HIS VEHICLE AT DEALERSHIP WITH THE TECHNICIAN AND WHILE TALK ING TO ROGER TARVER. WE LOOKED AT EVERY BRAKE LINE AND FITTI NG, THE CALIPERS, THE PROPORTIONING VALVE THE ABS SYSTEM, T HE MASTER CYLINDER AND BRAKE BOOSTER AND FOUND NO SIGNS OF A

MORE...

\$1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 16:49:05 P447 MCJP089

Rqst No..... 1206483 - 80 Name.....

VIN.....: JM3TB38VX80 Closed date.: 10/23/08 Handled by....: CRPP233 Date Modified: 10/23/08

Notify QA.....: Y District....: 07
Rgn F-up Dt....: Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE...

10/20/08 CRPP233 NY LEAKS. THE CUSTOMER SAYS THE RESERVOIR IS BONE DRY BUT HA
S ALWAYS BEEN FULL WHEN BROUGHT TO THE DEALER. I WANTED THE
CUSTOMER TO DRIVE THE VEHICLE WITH THE SYSTEM SEALED AND THE
RESERVOIR MARKED TO VERIFY THE LOSS OF FLUID. CUSTOMER REFU
SES. I KNOW BRETT WILL BE AT AUTO WEST ON THE 20TH AND 21ST
OF OCT FOR A CUSTOMER MEDIATION REPAIR ON ANOTHER VEHICLE AN
D WOULD LIKE HIM TO LOOK AT THE VEHICLE TO SEE IF HE CAN FIN

D AN ISSUE. PLEASE LET ME KNOW IF THIS IS POSSIBLE.

MORE...

\$1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 16:49:07 P447 MCJP089

Rqst No..... 1206483 - 80 Name.....

VIN.....: JM3TB38VX80 Closed date.: 10/23/08 Handled by....: CRPP233 Date Modified: 10/23/08

 Notify QA.....: Y
 District....: 07

 Rgn F-up Dt....:
 Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE...

10/20/08 CRPP233 EMAIL FROM TECH REGION BRETT STIERLI TO DSM: JIM, IS THIS APP

OINTMENT ON? IF NOT, I NEED TO CANCEL MY FLIGHT TO SACRAMENT O ASAP. THE IVAN MELEZA APPOINTMENT AT AUTOWEST HAS BEEN CAN

CELED. BRETT

CUST LEFT V/M MESSAGE STATING DRIVING TO DLR TO MEET WITH MA ZDA TECH. STS SHE FEELS SHE'S AT RISK DRIVING VEHICLE AS UNC ERTAIN WHEN BRAKES MAY FAIL. STS THEY DID SEAL THE RESERVOIR THURSDAY & ALREADY THE TANK IS LOW. CUST INQ IF CAN'T BE FI

MORE...

\$1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 16:49:10 P447 MCJP089

VIN.....: JM3TB38VX80 Closed date.: 10/23/08 Handled by....: CRPP233 Date Modified: 10/23/08

Notify QA.....: Y District....: 07 Rgn F-up Dt....: Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE...

10/20/08 CRPP233 XED WHAT IS THE NEXT STEP.

TT DSM JIM HANCOCK WHO STD HE & BRETT STIERLI FOUND THE MAST ER CYLINDER WAS LEAKING INTO THE BRAKE BOOSTER. STD BEFORE T HEY COULDN'T SEE IT BUT IT'S VISIBLE NOW. STS THEY ORDERED M ASTER CYLINDER & BRAKE BOOSTER & SHLD BE READY WEDNESDAY. LEFT V/M MESSAGE FOR CUST ADVISING THE MASTER CYLINDER LEAKING INTO BRAKE BOOSTER & BOTH PARTS HAD BEEN ORDERED. TOLD CUST VEH SHLD BE READY BY WEDNESDAY & THAT SVC DIRECTOR CHRIS MORE...

\$1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 16:49:13 P447 MCJP089

VIN.....: JM3TB38VX80 Closed date.: 10/23/08 Handled by....: CRPP233 Date Modified: 10/23/08

Notify QA.....: Y District....: 07
Rgn F-up Dt....: Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE...

10/20/08 CRPP233 ESCOE WLD KEEP IN TOUCH WITH HER.

EMAIL FROM BRETT STIERLI: TO ALL, I INSPECTED THIS VEHICLE TODAY AND ADDED THE FOLLOWING TO THE H/L FILE TEXT: 10/20/08 PACP267 RTS BRETT INSPECTED THE VEHICLE TODAY AT THE REQUEST OF DSM JIM AND I CONFIRMED THE MASTER CYLINDER CAP HAS NOT BEEN TAMPERED WITH SINCE THE DEALER TAPED IT OFF ON 10/8. THE 10/20/08 PACP267 FLUID LEVEL IS CURRENTLY LOW BY 10MM. VISUALLY INSPECTED ALLBRAKE LINES, HOSES, ABS H/U, CALIPERS MORE...

\$1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 16:49:15
P447 MCJP089

VIN.....: JM3TB38VX80 Closed date.: 10/23/08 Handled by....: CRPP233 Date Modified: 10/23/08

Notify QA.....: Y District....: 07
Rgn F-up Dt....: Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE. . .

10/20/08 CRPP233 AND MASTER CYLINDER AND NO OBVIOUS SIGNS OF EXTERNAL LEAKS F

OUND, CUSTOMER STATES THEY HAVE ADDED TWO FULL BOTTLES OF FLUID TO THE VEHICLE. SINCE THE ISSUE BEGAN. I REMOVED THE MAS TER CYLINDER FROM THE BOOSTER AND FOUND THE BOOSTER FULL OF BRAKE FLUID INSIDE AND THE BACK OF THE MASTER CYLINDER WET WITH FRESH FLUID. THE BRAKE MASTER IS LEAKING FLUID INTO THE BOOSTER. 10/20/08 PACP267 REQUESTED THE DEALER TO REPLACE TH

E BOOSTER AND MASTER CYLINDER.

MORE. . .

S1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 16:49:18
P447 MCJP089

Rqst No.....: 1206483 - 80 Name....:

VIN.....: JM3TB38VX80 Closed date.: 10/23/08 Handled by....: CRPP233 Date Modified: 10/23/08

Notify QA.....: Y District....: 07
Rgn F-up Dt....: Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE...

10/21/08 CRPP233 INTERNAL BRAKE MASTER CYLINDER FLUID LEAK DISCOVERED BY MAZ

DA ENGINEER ON 10-20-08.....REPLACEMENT BRAKE MASTER CYLIND ER AND BRAKE BOOSTER ORDERED...PARTS HERE AS OF 11AM 10-21-0 8....BEING INSTALLED NOW.....OWNER TO PICK UP VEHICLE BETW EEN 4 30PM AND 6PM TODAY (10-21-08) OR TOMORROW MORNING AFTER

**7AM** 

**BOTTOM** 

S1018M1 CUSTOMER CLOSING INQUIRY 10/16/11 16:49:25 P447 MCJP089 Rqst No...: 1206483 - 80 Name....: RsIv DIr.....: 41194 AUTO WEST MAZDA Closed By..: DEALER Closed Date....: 10/23/08 Satis Code.: Y Re-open Date...: Re-open. . . . : Dir Contact: CHRIS ESCOE Cust Contact Dt: 10/20/08 D: INTERNAL BRAKE MASTER CYLINDER FLUID LEAK DISCOVERED BY MAZDA ENGINEER ON L: 10-20-08..... REPLACEMENT BRAKE MASTER CYLINDER AND BRAKE BOOSTER ORDERED.. R: PARTS HERE AS OF 11AM 10-21-08.....BEING INSTALLED NOW......OWNER TO PICK : UP VEHICLE BETWEEN 4 30PM AND 6PM TODAY(10-21-08) OR TOMORROW MORNING AFTER : 7AM M: M: Α:

Ref Nbr: Lgl: Arb: R/TO Log Nbr: Lock Contact: N

Micro-Film Cassette Number: Frame Nbr...:

SVCD0001I Function Completed

PF3=EXIT PF5=RFSH PF6=OPN PF9=FLP PF11=SNT PF12=RETN



## **Concern Driven Reporting**

Report Detail

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	62411542	4	So	urce Code	MAZI	DA CAC
Commodity Assignm	ient					
Commodity	chassis-se	rvice brakes—	Sy	mptom	admin	istrative cost
Commodity	chassis-se	rvice brakes—	Sy	mptom	damag	ge-cracked/fractured/split
Commodity	chassis-se	rvice brakes—	Sy	mptom	function	on-malfunction/inoperative
Commodity		rvice brakes—	Sy	mptom	leak-fa	niled gasket/seal/weatherstrip
Commodity		rvice brakes—	Sy	mptom	leak-fl	
Commodity		rvice brakes—	Sy	mptom	P	ntermittent/random
Commodity	chassis-se	rvice brakes—		mptom	no key	word found
Significant Event			Ve	rified	N	
Tread Information						
Tread Category Code	03		Tre	ead Category Description	service	e brakes
Reported in Tread Quarter	Q3 2010					
Report Details						
Source Claim Key	1	31696640	Ŋ	Warranty Component Cl	assification	1
,				(WCC)		
Corporate Product Systems Cla	ssification			Time in Service		24
(CPSC)						
Customer Condition Code				V Function Group (VFG)		
Source System Program Type				Repair/Report/Paid Date		15-Sep-2010
Version Series Code			l	Load Date		03 -Oct-2010
Causal Part Prefix- Base - Suffix	-	-		Dealer Code		34469
Causal Part Name		ınknown		Dealer Name		BOMMARITO MAZDA
Non Causal Part Prefix-Base-Suf	ffix			Dealer City		SAINT PETERS
Non Causal Part Numbers				Dealer State/Province		MO
Fault Code				Dealer Country		USA
Diagonstic Trouble Code				Dealer Phone Number		6369282300
Labor Operation Code				Attachment		
Communication Type				VOQ Component Descript	ion Code	
Maintenance Date	0	3 -Oct-2010				

Comment

Customer Customer, BILL, STATES WAS HAVING A CONCERN WITH VEHICLE AND TOOK IT INTO DEALER AND DETERMINED THAT THE BRAKE SEAL HAD BROKEN CAUSING THE BRAKE FLUID TO LEAK. CUSTOMER ENDED UP PAYING \$800 FOR THE REPAIR AND WAS WONDERING IF MAZDA WOULD BE WILLING TO HELP WITH A NOT SO COMMON ISSUE. ALSO INQUIRED IF DEALER IN POSITION TO OFFER ANY HELP AS THEY JUST REFERRED HIM TO CALL MNAO.636 373 1058

## Comment

Technician ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST, PLEASE CONTACT THE DCSM FOR POSSIBLE GOODWILL, PLEASE CONTACT TECH SUPPORT IF NECESSARY. PLEASE CLOSE UPON RESOLUTION. THANKS. AL PEREZ 949 727 6512 DSM REQUESTED CAC TO SEND CUSTOMER GIFT CERTIFICATES. SEPTEMBER 30, 2010WILLIAM MORRIS II309 EVENING STAR COURTWENTZVILLE, MO 63385 4572DEAR WILLIAM THANK YOU FOR YOUR CALL TO MAZDA NORTH AMERICAN OPERATIONS REGARDING THE BRAKE SEAL ON YOUR 2008 MAZDA CX 9.FIRST, LET ME SAY IT IS NEVER OUR INTENTION TO HAVE ANYONE LESS THAN COMPLETELY SATISFIED WITH ANY ASPECT OF HIS OR HER MAZDA OWNERSHIP EXPERIENCE. I APOLOGIZE THAT THE BRAKE SEAL NEEDED TO BE REPLACED ON YOUR VEHICLE AND UNDERSTAND HOW FRUSTRATING REPAIRS CAN BE. AS PROMISE 0012010 09 15CRPP926 REQ DESC SEEKING GOODWILL ADVISED CUSTOMER WE NORMALLY DON'T REIMBURSE FOR GOODWILL REPAIRS. ADVISED WE TAKE IT ON CASE BY CASE BASIS AND IF WE FEEL THAT GOODWILL APPLIES WE WILL AUTHORIZE DEALER TO DO REPAIR. ADVISED DEALER WILL SOMETIME CALL MAZDA ABOUT AWA IF CUSTOMER IS A GOOD SERVICING CUSTOMER, CUSTOMER STATES HE IS AND WAS ABLE TO CONFIRM THAT HE DOES SERVICE VEHICLE AT THE DEALER. CUSTOMER STATES WAS GIVEN OUR NUMBER WHEN HE INQUIRED TO DEALER ABOUT ASSISTANCE BUT HE WAITED TO CALL UNTIL AFTER 0022010 09 15CRPP926 THE REPAIR. CUSTOMER NOT PLEASED THAT DEALER DIDNT LOOK INTO HELPING HIM MORE BESIDES JUST GIVING HIM A NUMBER THAT NOW HE FINDS OUT IS TO LATE BECAUSE HE ALL READY PAID. CALLED DSM BILL, NO ANSWER LEFT VM AND ADVISED I WOULD FOLLOW UP WITH EMAIL DETAILS. MORNING BILL,THIS IS THE CASE THAT I LEFT YOU THE VOICEMAIL ON. I HAD A SIMILAR SITUATION LIKE THIS WITH ANOTHER QUESTION AND WE (DSM AN I) OFFERED CUSTOMER SOME GIFT CARDS. I DONT KNOW IF YOU WOULD HAVE OFFERED AWA TO THIS CUSTOMER BUT IT 0032010 09 15CRPP926 DOES LOOK LIKE HE WOULD HAVE BEEN A GOOD CANDIDATE IF HE OR DEALER WOULD HAVE INFORMED US BEFORE CUSTOMER PAID.CUSTOMER NOTESCUSTOMER STATES WAS HAVING A CONCERN WITH VEHICLE AND TOOK IT INTO DEALER AND DETERMINED THAT THE BRAKE SEAL HAD BROKEN CAUSING THE BRAKE FLUID TO LEAK. CUSTOMER ENDED UP PAYING \$800 FOR THE REPAIR AND WAS WONDERING IF MAZDA WOULD BE WILLING TO HELP SINCE THIS IS NOT A NOT SO COMMON ISSUE. ALSO INQUIRED IF DEALER IN POSITION TO OFFER ANY HELP AS THEY JUST REFERRED HIM TO CALL MNAO.ADVISED CUSTOMER WE NORMALLY D 0042010 09 15CRPP926 ONT REIMBURSE FOR GOODWILL REPAIRS. ADVISED WE TAKE IT ON CASE BY CASE BASIS AND IF WE FEEL THAT GOODWILL APPLIES WE WILL AUTHORIZE DEALER TO DO REPAIR, ADVISED DEALER WILL SOMETIMES CALL MAZDA ABOUT AWA IF CUSTOMER IS A GOOD SERVICING CUSTOMER, CUSTOMER STATES HE IS AND WAS ABLE TO CONFIRM THAT HE DOES SERVICE VEHICLE AT THE DEALER. CUSTOMER STATES WAS GIVEN OUR NUMBER WHEN HE INQUIRED TO DEALER ABOUT ASSISTANCE BUT HE WAITED TO CALL UNTIL AFTER THE REPAIR. CUSTOMER NOT PLEASED THAT DEALER DIDNT LOOK INTO HELPING HIM MORE, BESIDES JU 0052010 09 15CRPP926 ST GIVING HIM A NUMBER THAT NOW HE FINDS OUT IS TO LATE BECAUSE HE ALL READY PAID. 0062010 09 16CRPP926 AT ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST. PLEASE CONTACT THE DCSM FOR POSSIBLE GOODWILL. PLEASE CONTACT TECH SUPPORT IF NECESSARY. PLEASE CLOSE UPON RESOLUTION. THANKS. AL PEREZ 949 727 6512 AL,I GOT YOUR MESSAGE THIS MORNING, I AM GOING TO THIS DEALER ON FRIDAY AND WILL TALK TO THEM ABOUT THE REPAIR AT THAT TIME.BILL VANIWAARDEN DSM GULF REGION ADVISED CUSTOMER THAT DSM WILL BE GOING INTO DEALER TOMORROW, TO DISCUSS WITH DEALER. 0072010 09 28CRPP206 TALKED TO DSM, BILL VAN IWAARDEN, WHO STATES AFTER HIS RESEARCH HE IS WILLING TO SEND CUSTOMER \$400 WORTH OF MAZDA GIFT CARDS AS GOODWILL. LEFT VOICE MAIL MESSAGE FOR CUSTOMER ASKING FOR A CALL BACK, 0082010 09 28CRPP172 CUSTOMER CALLED REQUESTING TO SPEAK WITH AGENT GLYNN. AGENT TRANSFERRED CALL TO GLYNN WITH PERMISSION. 0092010 09 28CRPP206 DSM REQUESTED CAC TO SEND CUSTOMER GIFT CERTIFICATES. 0102010 09 29CRPP206 RE OPEN TO ADD GOODWILL. SEPTEMBER 30, 2010WILLIAM MORRIS II309 EVENING STAR COURTWENTZVILLE, MO 63385 4572DEAR WILLIAM THANK YOU FOR YOUR CALL TO MAZDA NORTH AMERICAN OPERATIONS REGARDING THE BRAKE SEAL ON YOUR 2008 MAZDA CX 9.FIRST, LET ME SAY IT IS NEVER OUR INTENTION TO HAVE ANYONE LESS THAN COMPLETELY SATISFIED WITH ANY ASPECT OF HIS OR HER MAZDA OWNERSHIP EXPERIENCE. I APOLOGIZE THAT THE BRAKE SEAL NEEDED TO BE REPLACED ON YOUR VEHICLE AND UNDERSTAND HOW FRUSTRATING REPAIRS CAN BE. AS PROMISE 0112010 09 29CRPP206 D IN OUR TELEPHONE CONVERSATION I HAVE ENCLOSED A COUPLE OF \$400 WORTH OF MAZDA GIFT CARDS, WHICH CAN BE USED AT ANY MAZDA DEALERSHIP FOR PARTS, SERVICE OR ACCESSORIES. I HOPE THESE GIFT CARDS REINFORCE OUR COMMITMENT TO YOUR SATISFACTION FOR THIS CONCERN.THANK YOU FOR CONTACTING MAZDA AND ALLOWING US THE OPPORTUNITY TO ASSIST YOU. IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT ME DIRECTLY AT (800) 222 5500 X 1143.SINCERELY,GLYNN NOLESREPRESENTATIVE, CUSTOMER ASSISTANCE CC 131696640

COIS Reco mmendatio

Tire Information						
Tire Manufacturer	Unknown	Tire Size	Unknown			
Tire Brand Series		Wheel				
DOT Left Front		DOT Right Front				
DOT Left Rear		DOT Right Rear				
DOT Left Inner		DOT Right Inner				
DOT Spare						

Vehicle Information						
VIN	JM3TB28A280	Engine Serial Number	CA 10254720			
Model Year	2008	8	3.7L 4V DAMB PFI V6 NA GAS			
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9			
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE			
Production Date	20-Jun-2008	Retail Sale Indicator Code				
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle				
Build Region		Warranty Start Date	22-Oct-2008			
Build Country Code		Transmission Serial Number				
Mileage	46000	Vehicle Axle Ratio				
Vehicle Restraint Code						

### **Disclaimer:**

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
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S1016M1 OPEN CUSTOMER CONTACT INQUIRY

10/16/11 16:55:26

R/T0....:

P447 MCJP089

Rqst No.: 1316966 - 40 Source: 1 VIN....: JM3TB28A280 Goodwill.: N

First Nm:

Midl Nm.: Address1:

Adr2: City...: WENTZVILLE

State...: MO Zip: Day Ph.: - - Ext.:

Eve Ph.: - - Brand.: N DSA...: Y Assigned Rgn: MW R/A:

Resp Dlr: Rslv Dlr: 34469 BOMMARITO MAZDA

E-mail: .com

Last Nm.:

1) Typ: 1 Rea: 1B Cat: P20 CC: 97 2) Typ: 3 Rea: 5K Cat: CC:

3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:

CUSTOMER, BILL, STATES WAS HAVING A CONCERN WITH VEHICLE AND TOOK IT INTO DEAL ER AND DETERMINED THAT THE BRAKE SEAL HAD BROKEN CAUSING THE BRAKE FLUID TO LE AK. CUSTOMER ENDED UP PAYING \$800 FOR THE REPAIR AND WAS WONDERING IF MAZDA WO ULD BE WILLING TO HELP WITH A NOT SO COMMON ISSUE. ALSO INQUIRED IF DEALER IN POSITION TO OFFER ANY HELP AS THEY JUST REFERRED HIM TO CALL MNAO. 636-373-1058

Region: MA Opened by: CRPP926 Opened Dt: 09/15/10 Closed Dt: 09/29/10

SVCD0001I Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360

\$1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 16:55:35 P447 MCJP089

Rqst No...... 1316966 - 40 Name......

VIN.....: JM3TB28A280 Closed date.: 09/29/10
Handled by....: CRPP206 Date Modified: 09/29/10

 Notify QA.....:
 District....:
 08

 Rgn F-up Dt....:
 Corp F-up Dt.:

Action Taken:

Date By Whom Text

T0P

09/15/10 CRPP926 REQ DESC: SEEKING GOODWILL

ADVISED CUSTOMER WE NORMALLY DONT REIMBURSE FOR GOODWILL REPAIRS. ADVISED WE TAKE IT ON CASE BY CASE BASIS AND IF WE FEEL THAT GOODWILL APPLIES WE WILL AUTHORIZE DEALER TO DO REPAIR. ADVISED DEALER WILL SOMETIME CALL MAZDA ABOUT AWA IF CUSTOMER IS A GOOD SERVICING CUSTOMER, CUSTOMER STATES HE IS AND WAS ABLE TO CONFIRM THAT HE DOES SERVICE VEHICLE AT THE DEALER. CUSTOMER STATES WAS GIVEN OUR NUMBER WHEN HE INQUIRED T

MORE...

SVCD0001I Function Completed

\$1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 16:55:39 P447 MCJP089

Rgst No...... 1316966 - 40 Name......

VIN...... JM3TB28A280 Closed date.: 09/29/10

Handled by.....: CRPP206 Date Modified: 09/29/10

 Notify QA.....:
 District....:
 08

 Rgn F-up Dt....:
 Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE...

09/15/10 CRPP926 O DEALER ABOUT ASSISTANCE BUT HE WAITED TO CALL UNTIL AFTER

THE REPAIR. CUSTOMER NOT PLEASED THAT DEALER DIDNT LOOK INTO HELPING HIM MORE BESIDES JUST GIVING HIM A NUMBER THAT NOW

HE FINDS OUT IS TO LATE BECAUSE HE ALL READY PAID.

CALLED DSM BILL, NO ANSWER LEFT VM AND ADVISED I WOULD FOLLO

W UP WITH EMAIL DETAILS.

MORNING BILL, THIS IS THE CASE THAT I LEFT YOU THE VOICEMAIL ON. I HAD A SIMILAR SITUATION LIKE THIS WITH ANOTHER QUESTIO

MORE...

\$1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 16:55:41 P447 MCJP089

Rqst No.....: 1316966 - 40 Name....:

VIN.....: JM3TB28A280 Closed date.: 09/29/10
Handled by....: CRPP206 Date Modified: 09/29/10

Notify QA.....: District....: 08

Rgn F-up Dt....: Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE...

MORE. . .

09/15/10 CRPP926 N AND WE (DSM AN I) OFFERED CUSTOMER SOME GIFT CARDS. I DONT
KNOW IF YOU WOULD HAVE OFFERED AWA TO THIS CUSTOMER BUT IT
DOES LOOK LIKE HE WOULD HAVE BEEN A GOOD CANDIDATE IF HE OR
DEALER WOULD HAVE INFORMED US BEFORE CUSTOMER PAID. CUSTOMER
NOTESCUSTOMER STATES WAS HAVING A CONCERN WITH VEHICLE AND T
OOK IT INTO DEALER AND DETERMINED THAT THE BRAKE SEAL HAD BR
OKEN CAUSING THE BRAKE FLUID TO LEAK. CUSTOMER ENDED UP PAYI
NG \$800 FOR THE REPAIR AND WAS WONDERING IF MAZDA WOULD BE W

\$1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 16:55:43 P447 MCJP089

Rqst No...... 1316966 - 40 Name......

VIN.....: JM3TB28A280 Closed date.: 09/29/10
Handled by....: CRPP206 Date Modified: 09/29/10

Notify QA....: District....: 08
Rgn F-up Dt...: Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE...

09/15/10 CRPP926 ILLING TO HELP SINCE THIS IS NOT A NOT SO COMMON ISSUE. ALS

O INQUIRED IF DEALER IN POSITION TO OFFER ANY HELP AS THEY J UST REFERRED HIM TO CALL MNAO. ADVISED CUSTOMER WE NORMALLY D ONT REIMBURSE FOR GOODWILL REPAIRS. ADVISED WE TAKE IT ON CA SE BY CASE BASIS AND IF WE FEEL THAT GOODWILL APPLIES WE WIL L AUTHORIZE DEALER TO DO REPAIR. ADVISED DEALER WILL SOMETIM ES CALL MAZDA ABOUT AWA IF CUSTOMER IS A GOOD SERVICING CUST OMER, CUSTOMER STATES HE IS AND WAS ABLE TO CONFIRM THAT HE

MORE...

\$1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 16:55:45 P447 MCJP089

VIN.....: JM3TB28A280 Closed date.: 09/29/10
Handled by....: CRPP206 Date Modified: 09/29/10

Notify QA.....: District....: 08

Rgn F-up Dt....: Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE...

09/15/10 CRPP926 DOES SERVICE VEHICLE AT THE DEALER. CUSTOMER STATES WAS GIVE

N OUR NUMBER WHEN HE INQUIRED TO DEALER ABOUT ASSISTANCE BUT HE WAITED TO CALL UNTIL AFTER THE REPAIR. CUSTOMER NOT PLEA SED THAT DEALER DIDNT LOOK INTO HELPING HIM MORE, BESIDES JU ST GIVING HIM A NUMBER THAT NOW HE FINDS OUT IS TO LATE BECA

USE HE ALL READY PAID.

09/16/10 CRPP926 AT-ATTN: DCSM/SVM: PER CONVERSATION, PLEASE REVIEW REQUEST.

PLEASE CONTACT THE DCSM FOR POSSIBLE GOODWILL. PLEASE CONTAC

MORE...

\$1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 16:55:47 P447 MCJP089

Rqst No.....: 1316966 - 40 Name.....:

VIN.....: JM3TB28A280 Closed date.: 09/29/10 Handled by....: CRPP206 Date Modified: 09/29/10

 Notify QA.....:
 District....:
 08

 Rgn F-up Dt....:
 Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE...

09/16/10 CRPP926 T TECH SUPPORT IF NECESSARY. PLEASE CLOSE UPON RESOLUTION.

THANKS. AL PEREZ 949 727 6512

AL, I GOT YOUR MESSAGE THIS MORNING, I AM GOING TO THIS DEALE R ON FRIDAY AND WILL TALK TO THEM ABOUT THE REPAIR AT THAT T

IME. BILL VANIWAARDEN 7 DSM GULF REGION 7

ADVISED CUSTOMER THAT DSM WILL BE GOING INTO DEALER TOMORROW

, TO DISCUSS WITH DEALER.

09/28/10 CRPP206 TALKED TO DSM, BILL VAN IWAARDEN, WHO STATES AFTER HIS RESEA MORE...

\$1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 16:55:50 P447 MCJP089

Rqst No..... 1316966 - 40 Name.....

VIN.....: JM3TB28A280 Closed date..: 09/29/10
Handled by.....: CRPP206 Date Modified: 09/29/10

 Notify QA.....:
 District....:
 08

 Rgn F-up Dt....:
 Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE...

09/28/10 CRPP206 RCH HE IS WILLING TO SEND CUSTOMER \$400 WORTH OF MAZDA GIFT

CARDS AS GOODWILL.

LEFT VOICE MAIL MESSAGE FOR CUSTOMER ASKING FOR A CALL BACK.

09/28/10 CRPP172 CUSTOMER CALLED REQUESTING TO SPEAK WITH AGENT GLYNN. AGENT

TRANSFERRED CALL TO GLYNN WITH PERMISSION.

09/28/10 CRPP206 DSM REQUESTED CAC TO SEND CUSTOMER GIFT CERTIFICATES.

09/29/10 CRPP206 RE-OPEN TO ADD GOODWILL.

SEPTEMBER 30, 2010WILLIAM MORRIS II309 EVENING STAR COURTWEN

MORE...

\$1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 16:55:52 P447 MCJP089

Rqst No.....: 1316966 - 40 Name....:

VIN.....: JM3TB28A280 Closed date.: 09/29/10
Handled by....: CRPP206 Date Modified: 09/29/10

Notify QA....: District....: 08
Rgn F-up Dt...: Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE. . .

09/29/10 CRPP206 TZVILLE, MO 63385-4572DEAR THANK YOU FOR YOUR CALL T

O MAZDA NORTH AMERICAN OPERATIONS REGARDING THE BRAKE SEAL ON YOUR 2008 MAZDA CX-9. FIRST, LET ME SAY IT IS NEVER OUR INTENTION TO HAVE ANYONE LESS THAN COMPLETELY SATISFIED WITH AN Y ASPECT OF HIS OR HER MAZDA OWNERSHIP EXPERIENCE. I APOLOGIZE THAT THE BRAKE SEAL NEEDED TO BE REPLACED ON YOUR VEHICLE AND UNDERSTAND HOW FRUSTRATING REPAIRS CAN BE. AS PROMISE D IN OUR TELEPHONE CONVERSATION I HAVE ENCLOSED A COUPLE OF MORE...

\$1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 16:55:54
P447 MCJP089

Rqst No...... 1316966 - 40 Name......

VIN.....: JM3TB28A280 Closed date.: 09/29/10 Handled by.....: CRPP206 Date Modified: 09/29/10

 Notify QA.....:
 District....:
 08

 Rgn F-up Dt....:
 Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE...

09/29/10 CRPP206 \$400 WORTH OF MAZDA GIFT CARDS, WHICH CAN BE USED AT ANY MAZ

DA DEALERSHIP FOR PARTS, SERVICE OR ACCESSORIES. I HOPE THE SE GIFT CARDS REINFORCE OUR COMMITMENT TO YOUR SATISFACTION FOR THIS CONCERN. THANK YOU FOR CONTACTING MAZDA AND ALLOWING US THE OPPORTUNITY TO ASSIST YOU. IF YOU HAVE ANY QUESTION S, PLEASE CONTACT ME DIRECTLY AT (800) 222-5500 X 1143. SINCE RELY, GLYNN NOLESREPRESENTATIVE, CUSTOMER ASSISTANCE CC: 1316 96640

**BOTTOM** 

\$1018M1 CUSTOMER CLOSING INQUIRY 10/16/11 16:55:58 P447 MCJP089

Rqst No...: 1316966 - 40 Name.....: ■

VIN.....: JM3TB28A280 Rslv Dlr.....: 34469 BOMMARITO MAZDA

Closed By..: DEALER Closed Date....: 9/29/10

Satis Code.: Y Re-open Date...: 9/29/10 Re-open....: Y

DIr Contact: SCOTT COWAN Cust Contact Dt: 09/28/10

D: DSM REQUESTED CAC TO SEND CUSTOMER GIFT CERTIFICATES.

L: R:

:

M: SEPTEMBER 30, 2010WILLIAM MORRIS II309 EVENING STAR COURTWENTZVILLE, MO 633

M: 85-4572DEAR :THANK YOU FOR YOUR CALL TO MAZDA NORTH AMERICAN OPERATI

A: ONS REGARDING THE BRAKE SEAL ON YOUR 2008 MAZDA CX-9. FIRST, LET ME SAY IT I

: S NEVER OUR INTENTION TO HAVE ANYONE LESS THAN COMPLETELY SATISFIED WITH AN

: Y ASPECT OF HIS OR HER MAZDA OWNERSHIP EXPERIENCE. I APOLOGIZE THAT THE BR

: AKE SEAL NEEDED TO BE REPLACED ON YOUR VEHICLE AND UNDERSTAND HOW FRUSTRATI

Ref Nbr: Lgl: Arb: R/TO Log Nbr: Lock Contact: N

Micro-Film Cassette Number: Frame Nbr...:

SVCD0001I Function Completed

PF3=EXIT PF5=RFSH PF6=OPN PF9=FLP PF11=SNT PF12=RETN

PE11-026
MAZDA
11-10-2011
APPENDIX 04
Category a, b, e



# **Concern Driven Reporting**

**Report Detail** 

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	624122363	Source Code	MAZDA CAC
Commodity Assi	gnment		
Commodity	chassis-service brakes—	Symptom	administrative cost
Commodity	chassis-service brakes—	Symptom	appearance-scratches/nicks
Commodity	chassis-service brakes—	Symptom	damage
ommodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
ommodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
ommodity	chassis-service brakes—	Symptom	function-steering/brake ineffective
ommodity	chassis-service brakes—	Symptom	leak-water leak/entry
ommodity	chassis-service brakes—	Symptom	mod-driving condition-at cruise
ommodity	chassis-service brakes—	Symptom	mod-driving condition-on grade
ommodity	chassis-service brakes—	Symptom	mod-driving condition-while driving
ommodity	chassis-service brakes—	Symptom	mod-weather-cold
ommodity	chassis-service brakes—	Symptom	mod-weather-wet
ommodity	chassis-service brakes—	Symptom	no keyword found
ommodity	chassis-service brakes—	Symptom	no problem found
ommodity	chassis-service brakes-master cylinder	r/booster/Symptom	appearance-scratches/nicks
	hydroboost—		
ommodity	chassis-service brakes-master cylinder	r/booster/Symptom	fluid level-insufficient fluid
· ·	hydroboost—	7 1	
ommodity		r/booster/Symptom	function-malfunction/inoperative
	hvdroboost—	, cooster, symptom	Tunetion manufaction moperative
ommodity		r/booster/Symptom	function-steering/brake ineffective
Ollillodity		1/booste1/ByInptoIII	runction-steering/brake merrective
1.	hydroboost—	0 40	1 0 1
ommodity	•	r/booster/Symptom	leak-fluid
	hydroboost—		
gnificant Event	Property Damage;	Verified	Y
<b>Tread Information</b>	on		
read Category Code	03	Tread Category Descrip	tion service brakes
aported in Tread Quarter	01 2011		

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2011		

Report Details					
Source Claim Key	134068520	Warranty Component Classification			
		(WCC)			
Corporate Product Systems Classification	1	Time in Service			
(CPSC)					
Customer Condition Code		V Function Group (VFG)			
Source System Program Type			03-Feb-2011		
Version Series Code		Load Date	13 -Feb-2011		
Causal Part Prefix- Base - Suffix			51600		
Causal Part Name	unknown		WESTCHESTER MAZDA		
Non Causal Part Prefix-Base-Suffix			ELMSFORD		
Non Causal Part Numbers			NY		
Fault Code			USA		
Diagonstic Trouble Code			9143473377		
Labor Operation Code		Attachment			
Communication Type		VOQ Component Description Code			
Maintenance Date	13 -Feb-2011				

Comment

Customer Cusotmer States wife driving down hill and when hit brakes they did not respond and ended up hitting a pile OF SNOW CAUSING DAMAGE TO FRONT OF VEHICLE. CUSTOMER STATED WENT THROUGH INSURANCE AND FILED A CLAIM. CONTINUED IN NOTES....DEALER# 914 949 3690

Comment

Technician ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST AND PLEASE CLOSE UPON RESOLUTION, THANKS, MIRIAM, AGENT ADVISED CUSTOMER HE WOULD HAS TO GO THROUGH HIS INSURANCE COMPANY WHEN IN AN ACCIDENT AND THEY WILL INVESTIGATE THE CAUSE OF THE ACCIDENT AND PROCEED ACCORDINGLY. AGENT ADVISED WE DO NOT HAVE INVESTIGATORS BY WHICH TO DETERMINE CAUSE OF A ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST AND PLEASE CLOSE UPON RESOLUTION. THANKS. MIRIAM. AGENT ADVISED CUSTOMER HE WOULD HAS TO GO THROUGH HIS INSURANCE COMPANY WHEN IN AN ACCIDENT AND THEY WILL INVESTIGATE THE CAUSE OF THE ACCIDENT AND PROCEED ACCORDINGLY. AGENT ADVISED WE DO NOT HAVE INVESTIGATORS BY WHICH TO DETERMINE CAUSE OF ACCIDENTS. CUSTOMER ACCEPTING OF THAT ANSWER AND WILL SPEAK WITH INSURANCE COMPANY. 0012011 02 03CRPP104 AT ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST AND PLEASE CLOSE UPON RESOLUTION. THANKS. MIRIAM. AGENT ADVISED CUSTOMER HE WOULD HAS TO GO THROUGH HIS INSURANCE COMPANY WHEN IN AN ACCIDENT AND THEY WILL INVESTIGATE THE CAUSE OF THE ACCIDENT AND PROCEED ACCORDINGLY. AGENT ADVISED WE DO NOT HAVE INVESTIGATORS BY WHICH TO DETERMINE CAUSE OF A0000 N0REQ DESC ACCIDENT WHEN BRAKES FAILED NOTES CONTINUED....TOOK VEHILCE TO DEALERSHIP AND UPON THEIR INVESTIGATION ADVISED VEHICLE WAS LOW ON BRAKE FLUID BUT NO 0022011 02 03CRPP104 APPARENT LEAK THEN FOUND BRAKE FLUID IN ANOTHER PLACE ( ). CUSTOMER FEELS THIS CAUSED ACCIDENT AND DOESN'T FEEL SHOULD HAVE TO PAY INSURANCE DEDUCTABLE. CUSTOMER ALSO GOT A LOANER AS NEED A VEHICLE AND INQUIRING ABOUT REIMBURSEMENT FOR LOANER. NOTES CONTINUED....TOOK VEHILCE TO DEALERSHIP AND UPON THEIR INVESTIGATION ADVISED VEHICLE WAS LOW ON BRAKE FLUID BUT NO APPARENT LEAK THEN FOUND BRAKE FLUID IN ANOTHER PLACE (). CUSTOMER FEELS THIS CAUSED ACCIDENT AND DOESN'T FEEL SHOULD 0032011 02 03CRPP104 HAVE TO PAY INSURANCE DEDUCTABLE. CUSTOMER ALSO GOT A LOANER AS NEED A VEHICLE AND INQUIRING ABOUT REIMBURSEMENT FOR LOANER. AGENT CONTACTED DEALER AND ASKED FOR SERVICE MANAGER, GIVEN ROBERT WHO STATES HE ISN'T THAT FAMILIAR WITH TO CALL AND SPEAK WITH SERVICE MGR () RAFIEL IN ABOUT 20 MINUTES. AGENT CONTACTED DEALER AND ASKED FOR SERVICE MANAGER, GIVEN ROBERT WHO STATES HE ISN'T THAT FAMILIAR WITH TO CALL AND SPEAK WITH SERVICE MGR ( ) RAFIEL IN ABOUT 20 MINUTES. 0042011 02 03CRPP104 AGENT SPOKE WITH DSM MARK WHO STATED HE WAS AWARE OF VEHILCE AND IF MAZDA FOUND A PROBLEM THAT NEEDED REPAIRING UNDER WARRANTY WE WILL REPAIR AND IF QUALIFIES FOR LOANER DUE TO THAT REPAIR HE WILL BE PUT IN ONE. HE WOULD NEED TO GO THROUGH INSURANCE REGARDING ACCIDENT AGENT SPOKE WITH DSM MARK WHO STATED HE WAS AWARE OF VEHILCE AND IF MAZDA FOUND A PROBLEM THAT NEEDED REPAIRING UNDER WARRANTY WE WILL REPAIR AND IF QUALIFIES FOR LOANER DUE TO THAT REPAIR HE WILL BE PUT IN ONE. HE WOULD NEED TO GO THROUGH 0052011 02 03CRPP104 INSURANCE REGARDING ACCIDENT CALLED SERVICE MGR RAFIEL AND HE SAID CUSTOMER ADVISED SECOND TIME PROBLEM WITH BRAKES NOT RESPONDING, WIFE WAS GOING DOWN AN INCLINE AND BRAKES DIDN'T RESPOND SO TO AVOID COLLISION WENT AROUND VEHICLE INTO A DRIVEWAY AND HIT A PILE OF SNOW CAUSING DAMAGE TO FRONT END. CUSTOMER BROUGHT TO DEALERSHIP AND THEY COULDN'T DUPLICAE CONCERN BUT BRAKE FLUID LOW. TECH TOOK VEHICLE WITH PERMISSION AND DROVE ABOUT 170 MILES, WEND DOWN STEEP DRIVEWAY, NO PROBLEM AND DIDN'T EXPERIENCE AN 0062011 02 03CRPP104 Y PROBLEM WITH BRAKES. NEXT DAY CONTACTED TECHLINE ADVISED COULDN'T DUPLICATE CUSOTMER PROBLEM BUT LOW BRAKE FLUID WITH NO APPEARANT LEAK. TOOK MASTER CYLINDER AND BRAKE FLUID INSIDE VACUME BOOSTER, FLUID SEEPING INTO VACUME BOOSTER, REPLACED VACUME BOOSTER AND BRAKE CYLINDER PER TECHLINE. CUSTOMER FEELS THIS CAUSED ACCIDENT AND LOOKING FOR SOMETHING. DSM MARK BAILY AWARE OF VEHICLE/ACCIDENT. REPAIR IS MADE TO VEHICLE BUT VEHICLE STILL AT DEALERSHIP FOR ACCIDENT REPAIR (BUMPER) 0072011 02 03CRPP104 CALLED SERVICE MGR RAFIEL AND HE SAID CUSTOMER ADVISED SECOND TIME PROBLEM WITH BRAKES NOT RESPONDING, WIFE WAS GOING DOWN AN INCLINE AND BRAKES DIDN'T RESPOND SO TO AVOID COLLISION WENT AROUND VEHICLE INTO A DRIVEWAY AND HIT A PILE OF SNOW CAUSING DAMAGE TO FRONT END. CUSTOMER BROUGHT TO DEALERSHIP AND THEY COULDN'T DUPLICAE CONCERN BUT BRAKE FLUID LOW. TECH TOOK VEHICLE WITH PERMISSION AND DROVE ABOUT 170 MILES. WEND DOWN STEEP DRIVEWAY, NO PROBLEM AND DIDN'T EXPERIENCE ANY PROBLEM WITH BRAKES. NEXT DAY CONTACTED TECHLINE ADVISED C 0082011 02 03CRPP104 OULDN'T DUPLICATE CUSOTMER PROBLEM BUT LOW BRAKE FLUID WITH NO APPEARANT LEAK. TOOK MASTER CYLINDER AND BRAKE FLUID INSIDE VACUME BOOSTER, FLUID SEEPING INTO VACUME BOOSTER. REPLACED VACUME BOOSTER AND BRAKE CYLINDER PER TECHLINE. CUSTOMER FEELS THIS CAUSED ACCIDENT AND LOOKING FOR SOMETHING. DSM MARK BAILY AWARE OF VEHICLE/ACCIDENT. REPAIR IS MADE TO VEHICLE BUT VEHICLE STILL AT DEALERSHIP FOR ACCIDENT REPAIR (BUMPER) 0092011 02 08CRPP104 RECEIVED A MESSAGE FROM INSURANCE COMPANY (GARY 888 288 6084 EXT. 7405) REGARDING MAZDA REPAIRING VEHICLE FOR BRAKE FAILURE, REQUESTING A RETURN CALL. AGENT DID NOT RETURN CALL. 0102011 02 09CRPP289 CUSTOMER STATES WOULD LIKE INFORMATION FROM FILE AGENT. CALL TRANSFERRED WITH PERMISSION. 0112011 02 09CRPP104 UNETRIN SERVICE GROUP, INSURANCE COMPANY CALLED ABOUT REPAIR, AGENT ADVISED HIM HE WOULD HAVE TO GO THROUGH NORMAL CHANNELS REGARDING INSURANCE CLAIMS AND CONTACT MAZDA VIA MAIL (GAVE ADDRESS) ATTENTION MEDIATION. HE STATED THEY PAID FOR REPAIR. ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST AND PLEASE CLOSE UPON RESOLUTION. THANKS. MIRIAM. AGENT ADVISED CUSTOMER HE WOULD HAS TO GO THROUGH HIS INSURANCE COMPANY WHEN IN AN ACCIDENT AND THEY WILL INVESTIGATE THE CAUSE OF TH 0122011 02 09CRPP104 E ACCIDENT AND PROCEED ACCORDINGLY. AGENT ADVISED WE DO NOT HAVE INVESTIGATORS BY WHICH TO DETERMINE CAUSE OF ACCIDENTS. CUSTOMER ACCEPTING OF THAT ANSWER AND WILL SPEAK WITH INSURANCE COMPANY.

COIS Reco mmendatio

Tire Information				
Tire Manufacturer	Unknown	Tire Size	Unknown	
Tire Brand Series		Wheel		
DOT Left Front		DOT Right Front		
DOT Left Rear		DOT Right Rear		
DOT Left Inner		DOT Right Inner		
DOT Spare				

Vehicle Information				
VIN	JM3TB38VX80		CA 10242462	
Model Year	2008	Engine Description	3.7L 4V DAMB PFI V6 NA GAS	
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9	
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE	
Production Date	09-Apr-2008	Retail Sale Indicator Code		
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle		
Build Region		Warranty Start Date		
Build Country Code		Transmission Serial Number		

Mileage 26000 Vehicle Axle Ratio
Vehicle Restraint Code

### **Disclaimer:**

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
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S1016M1 OPEN CUSTOMER CONTACT INQUIRY 10/16/11 17:07:22

P447 MCJP089

Rqst No.: 1340685 - 20 Source: F VIN....: JM3TB38VX80 Goodwill.: N

MdI/Yr..: CX9 / 08 Mileage: 26000 Dlvry Dt: 07/18/08 Trnsm: A Srv Agrmt:

Last Nm.: R/TO.....:

Midl Nm.: P Address1:

Adr2: City....: THORNWOOD

State...: NY Zip: Day Ph.: - - Ext.:

Eve Ph.: - - Brand.: N DSA...: Y Assigned Rgn: NE R/A: N

Resp Dir: Rslv Dir: 51600 WESTCHESTER MAZDA

E-mail:

1) Typ: 1 Rea: 1B Cat: P20 CC: 36 2) Typ: 3 Rea: 5E Cat: CC:

3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:

CUSOTMER STATES WIFE DRIVING DOWN HILL AND WHEN HIT BRAKES THEY DID NOT RESPON D AND ENDED UP HITTING A PILE OF SNOW CAUSING DAMAGE TO FRONT OF VEHICLE. CUST OMER STATED WENT THROUGH INSURANCE AND FILED A CLAIM. CONTINUED IN NOTES....DE ALER#

Region: MA Opened by: CRPP104 Opened Dt: 02/03/11 Closed Dt: 02/09/11

SVCD0001I Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360

S1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 17:07:29
P447 MCJP089

Rqst No..... 1340685 - 20 Name.....

Notify QA....: District....: 03

Rgn F-up Dt....: Corp F-up Dt.:

Action Taken:

Date By Whom Text

T<sub>O</sub>P

02/03/11 CRPP104 AT-ATTN: DCSM/SVM: PER CONVERSATION, PLEASE REVIEW REQUEST A

ND PLEASE CLOSE UPON RESOLUTION. THANKS. AGENT ADVISED CUSTOMER HE WOULD HAS TO GO THROUGH HIS INSURANCE COMPANY WHEN IN AN ACCIDENT AND THEY WILL INVESTIGATE THE CAUSE OF THE ACCIDENT AND PROCEED ACCORDINGLY. AGENT ADVISED WE DO NOT HAVE INVESTIGATORS BY WHICH TO DETERMINE CAUSE OF A0000 NO

REQ DESC: ACCIDENT WHEN BRAKES FAILED

NOTES CONTINUED....TOOK VEHILCE TO DEALERSHIP AND UPON THEIR

MORE...

SVCD0001I Function Completed

\$1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 17:07:33
P447 MCJP089

Rqst No..... 1340685 - 20 Name.....

VIN.....: JM3TB38VX80 Closed date.: 02/09/11
Handled by....: CRPP104 Date Modified: 02/09/11

Notify QA....: District....: 03

Rgn F-up Dt....: Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE...

02/03/11 CRPP104 INVESTIGATION ADVISED VEHICLE WAS LOW ON BRAKE FLUID BUT NO

APPARENT LEAK THEN FOUND BRAKE FLUID IN ANOTHER PLACE (?).

CUSTOMER FEELS THIS CAUSED ACCIDENT AND DOESN'T FEEL SHOULD

HAVE TO PAY INSURANCE DEDUCTABLE. CUSTOMER ALSO GOT A LOANER

AS NEED A VEHICLE AND INQUIRING ABOUT REIMBURSEMENT FOR LOA

NER.

NOTES CONTINUED.... TOOK VEHILCE TO DEALERSHIP AND UPON THEIR INVESTIGATION ADVISED VEHICLE WAS LOW ON BRAKE FLUID BUT NO

MORE...

\$1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 17:07:36 P447 MCJP089

Rqst No..... 1340685 - 20 Name.....

VIN.....: JM3TB38VX80 Closed date.: 02/09/11
Handled by....: CRPP104 Date Modified: 02/09/11

Notify QA.....: District....: 03

Rgn F-up Dt. . . . : Corp F-up Dt. :

Action Taken:

Date By Whom Text

MORE...

02/03/11 CRPP104 APPARENT LEAK THEN FOUND BRAKE FLUID IN ANOTHER PLACE (?).

CUSTOMER FEELS THIS CAUSED ACCIDENT AND DOESN'T FEEL SHOULD HAVE TO PAY INSURANCE DEDUCTABLE. CUSTOMER ALSO GOT A LOANER AS NEED A VEHICLE AND INQUIRING ABOUT REIMBURSEMENT FOR LOA

NER.

AGENT CONTACTED DEALER AND ASKED FOR SERVICE MANAGER, GIVEN ROBERT WHO STATES HE ISN'T THAT FAMILIAR WITH TO CALL AND SP

EAK WITH SERVICE MGR (?) RAFIEL IN ABOUT 20 MINUTES.

MORE...

\$1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 17:07:38 P447 MCJP089

Rqst No.....: 1340685 - 20 Name.....:

VIN.....: JM3TB38VX80 Closed date.: 02/09/11
Handled by....: CRPP104 Date Modified: 02/09/11

 Notify QA.....:
 District....:
 03

 Rgn F-up Dt....:
 Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE...

MORE...

02/03/11 CRPP104 AGENT CONTACTED DEALER AND ASKED FOR SERVICE MANAGER, GIVEN

ROBERT WHO STATES HE ISN'T THAT FAMILIAR WITH TO CALL AND SP

EAK WITH SERVICE MGR (?) RAFIEL IN ABOUT 20 MINUTES.

AGENT SPOKE WITH DSM MARK WHO STATED HE WAS AWARE OF VEHILCE AND IF MAZDA FOUND A PROBLEM THAT NEEDED REPAIRING UNDER WARRANTY WE WILL REPAIR AND IF QUALIFIES FOR LOANER DUE TO THAT REPAIR HE WILL BE PUT IN ONE. HE WOULD NEED TO GO THROUGH

INSURANCE REGARDING ACCIDENT

\$1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 17:07:40 P447 MCJP089

Rqst No.....: 1340685 - 20 Name.....:

VIN.....: JM3TB38VX80 Closed date.: 02/09/11
Handled by....: CRPP104 Date Modified: 02/09/11

 Notify QA.....:
 District....:
 03

 Rgn F-up Dt....:
 Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE. . .

02/03/11 CRPP104 AGENT SPOKE WITH DSM MARK WHO STATED HE WAS AWARE OF VEHILCE

AND IF MAZDA FOUND A PROBLEM THAT NEEDED REPAIRING UNDER WARRANTY WE WILL REPAIR AND IF QUALIFIES FOR LOANER DUE TO THAT REPAIR HE WILL BE PUT IN ONE. HE WOULD NEED TO GO THROUGH

INSURANCE REGARDING ACCIDENT

CALLED SERVICE MGR RAFIEL AND HE SAID CUSTOMER ADVISED SECON D TIME PROBLEM WITH BRAKES NOT RESPONDING, WIFE WAS GOING DO WN AN INCLINE AND BRAKES DIDN'T RESPOND SO TO AVOID COLLISIO

MORE...

\$1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 17:07:42 P447 MCJP089

Rqst No..... 1340685 - 20 Name.....

VIN.....: JM3TB38VX80 Closed date.: 02/09/11
Handled by....: CRPP104 Date Modified: 02/09/11

Notify QA....: District....: 03
Rgn F-up Dt...: Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE...

O2/O3/11 CRPP1O4 N WENT AROUND VEHICLE INTO A DRIVEWAY AND HIT A PILE OF SNOW
CAUSING DAMAGE TO FRONT END. CUSTOMER BROUGHT TO DEALERSHIP
AND THEY COULDN'T DUPLICAE CONCERN BUT BRAKE FLUID LOW. TEC
H TOOK VEHICLE WITH PERMISSION AND DROVE ABOUT 170 MILES. W
END DOWN STEEP DRIVEWAY, NO PROBLEM AND DIDN'T EXPERIENCE AN
Y PROBLEM WITH BRAKES. NEXT DAY CONTACTED TECHLINE ADVISED C
OULDN'T DUPLICATE CUSOTMER PROBLEM BUT LOW BRAKE FLUID WITH

NO APPEARANT LEAK. TOOK MASTER CYLINDER AND BRAKE FLUID INSI

MORE...

\$1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 17:07:44 P447 MCJP089

Rqst No.....: 1340685 - 20 Name.....:

VIN.....: JM3TB38VX80 Closed date.: 02/09/11
Handled by....: CRPP104 Date Modified: 02/09/11

 Notify QA.....:
 District.....:
 03

 Rgn F-up Dt.....:
 Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE...

02/03/11 CRPP104 DE VACUME BOOSTER, FLUID SEEPING INTO VACUME BOOSTER. REPLAC

ED VACUME BOOSTER AND BRAKE CYLINDER PER TECHLINE. CUSTOMER FEELS THIS CAUSED ACCIDENT AND LOOKING FOR SOMETHING. DSM MA RK BAILY AWARE OF VEHICLE/ACCIDENT. REPAIR IS MADE TO VEHICL E BUT VEHICLE STILL AT DEALERSHIP FOR ACCIDENT REPAIR (BUMPE

R)

CALLED SERVICE MGR RAFIEL AND HE SAID CUSTOMER ADVISED SECON D TIME PROBLEM WITH BRAKES NOT RESPONDING, WIFE WAS GOING DO

MORE...

\$1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 17:07:47 P447 MCJP089

Rqst No..... 1340685 - 20 Name.....

VIN.....: JM3TB38VX80 Closed date.: 02/09/11
Handled by....: CRPP104 Date Modified: 02/09/11

Notify QA....: District....: 03
Rgn F-up Dt...: Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE...

02/03/11 CRPP104 WN AN INCLINE AND BRAKES DIDN'T RESPOND SO TO AVOID COLLISIO

N WENT AROUND VEHICLE INTO A DRIVEWAY AND HIT A PILE OF SNOW

N WENT AROUND VEHICLE INTO A DRIVEWAY AND HIT A PILE OF SNOW CAUSING DAMAGE TO FRONT END. CUSTOMER BROUGHT TO DEALERSHIP AND THEY COULDN'T DUPLICAE CONCERN BUT BRAKE FLUID LOW. TECH TOOK VEHICLE WITH PERMISSION AND DROVE ABOUT 170 MILES. WEND DOWN STEEP DRIVEWAY, NO PROBLEM AND DIDN'T EXPERIENCE AN Y PROBLEM WITH BRAKES. NEXT DAY CONTACTED TECHLINE ADVISED COULDN'T DUPLICATE CUSOTMER PROBLEM BUT LOW BRAKE FLUID WITH

MORE...

\$1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 17:07:49
P447 MCJP089

Rqst No.....: 1340685 - 20 Name.....:

VIN.....: JM3TB38VX80 Closed date.: 02/09/11
Handled by....: CRPP104 Date Modified: 02/09/11

Notify QA....: District....: 03
Rgn F-up Dt...: Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE...

02/03/11 CRPP104 NO APPEARANT LEAK. TOOK MASTER CYLINDER AND BRAKE FLUID INSI

DE VACUME BOOSTER, FLUID SEEPING INTO VACUME BOOSTER. REPLAC ED VACUME BOOSTER AND BRAKE CYLINDER PER TECHLINE. CUSTOMER FEELS THIS CAUSED ACCIDENT AND LOOKING FOR SOMETHING. DSM MA RK BAILY AWARE OF VEHICLE/ACCIDENT. REPAIR IS MADE TO VEHICL E BUT VEHICLE STILL AT DEALERSHIP FOR ACCIDENT REPAIR (BUMPE

R)

02/08/11 CRPP104 RECEIVED A MESSAGE FROM INSURANCE COMPANY (GARY 888-288-6084 MORE...

\$1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 17:07:51 P447 MCJP089

Rqst No.....: 1340685 - 20 Name.....:

VIN.....: JM3TB38VX80 Closed date..: 02/09/11
Handled by.....: CRPP104 Date Modified: 02/09/11

Notify QA....: District....: 03
Rgn F-up Dt...: Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE...

02/08/11 CRPP104 EXT. 7405) REGARDING MAZDA REPAIRING VEHICLE FOR BRAKE FAIL URE. REQUESTING A RETURN CALL. AGENT DID NOT RETURN CALL.

02/09/11 CRPP289 CUSTOMER STATES WOULD LIKE INFORMATION FROM FILE AGENT. CAL L TRANSFERRED WITH PERMISSION.

02/09/11 CRPP104 UNETRIN SERVICE GROUP, INSURANCE COMPANY CALLED ABOUT REPAIR
, AGENT ADVISED HIM HE WOULD HAVE TO GO THROUGH NORMAL CHANN
ELS REGARDING INSURANCE CLAIMS AND CONTACT MAZDA VIA MAIL (G
AVE ADDRESS) ATTENTION MEDIATION. HE STATED THEY PAID FOR RE

MORE...

\$1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 17:07:54 P447 MCJP089

Rqst No.....: 1340685 - 20 Name.....:

VIN.....: JM3TB38VX80 Closed date..: 02/09/11
Handled by.....: CRPP104 Date Modified: 02/09/11

Notify QA....: District....: 03
Rgn F-up Dt...: Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE...

02/09/11 CRPP104 PAIR.

ATTN: DCSM/SVM: PER CONVERSATION, PLEASE REVIEW REQUEST AND PLEASE CLOSE UPON RESOLUTION. THANKS. MIRIAM. AGENT ADVISED CUSTOMER HE WOULD HAS TO GO THROUGH HIS INSURANCE COMPANY W HEN IN AN ACCIDENT AND THEY WILL INVESTIGATE THE CAUSE OF THE ACCIDENT AND PROCEED ACCORDINGLY. AGENT ADVISED WE DO NOT HAVE INVESTIGATORS BY WHICH TO DETERMINE CAUSE OF ACCIDENTS. CUSTOMER ACCEPTING OF THAT ANSWER AND WILL SPEAK WITH INSUR MORE...

S1017M1 CUSTOMER FOLLOW-UP INQUIRY 10/16/11 17:07:56
P447 MCJP089

Rqst No.....: 1340685 - 20 Name.....:

VIN. . . . . . : JM3TB38VX80 Closed date. . : 02/09/11
Handled by. . . . : CRPP104 Date Modified: 02/09/11

 Notify QA.....:
 District....:
 03

 Rgn F-up Dt....:
 Corp F-up Dt.:

Action Taken:

Date By Whom Text

MORE...

02/09/11 CRPP104 ANCE COMPANY.

**BOTTOM** 

S1018M1 CUSTOMER CLOSING INQUIRY 10/16/11 17:08:00 P447 MCJP089 Rqst No...: 1340685 - 20 Name....: VIN..... : JM3TB38VX80 RsIv Dir.....: 51600 WESTCHESTER MAZDA Closed By..: DEALER Closed Date....: 2/09/11 Satis Code.: Y Re-open Date...: Re-open. . . . : Dir Contact: MARK BAILEY Cust Contact Dt: 02/09/11 D: ATTN: DCSM/SVM: PER CONVERSATION, PLEASE REVIEW REQUEST AND PLEASE CLOSE U L: PON RESOLUTION. THANKS. AGENT ADVISED CUSTOMER HE WOULD HAS TO GO T R: HROUGH HIS INSURANCE COMPANY WHEN IN AN ACCIDENT AND THEY WILL INVESTIGATE : THE CAUSE OF THE ACCIDENT AND PROCEED ACCORDINGLY. AGENT ADVISED WE DO NOT : HAVE INVESTIGATORS BY WHICH TO DETERMINE CAUSE OF ACCIDENTS. CUSTOMER ACCEP M: M: Α: Ref Nbr: Lgl: Arb: R/TO Log Nbr: Lock Contact: N Micro-Film Cassette Number: Frame Nbr...:

SVCD0001I Function Completed

PF3=EXIT PF5=RFSH PF6=OPN PF9=FLP PF11=SNT PF12=RETN

PE11-026
MAZDA
11-10-2011
APPENDIX 04
Category c, d

Open Date	06/05/2009	
Sequence Number	00159	
ECI Record Id 620400613		
Source Code MAZDA Hotline	Source Claim #	

Symptom Information	
Symptom Code 1 mod-driving condition-at idle	Symptom Code 2 pedal concerns-service brake
	pedal
Symptom Code 3 fluid level-insufficient fluid	Symptom Code 4 function-malfunction/inoperative
Symptom Code 5 leak-fluid	
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details			
Customer/Contact First		Dealer Name	BROWNING MAZDA
Name			
Customer/Contact Last		Dealer Code	41959
Name			
Customer/Contact City			CERRITOS
Customer/Contact State		Dealer State	
Comment Type	05	Attachements	
Customer			
Comments			
	05/09 BRAKE PEDAL TO FLOOR(		
			D AT A STOP TECH STATES THE
			O TRACES OF WHERE THE FLUID
	PER TECHLINE REPLACE LEAKING	MASTER CYLINE	DER & BRAKE BOOSTER
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28V880	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage7316
Production Date 08-Apr-2008	Warranty Start Date 06-Jun-2008

Open Date	02/03/2010
Sequence Number	00337
ECI Record Id 620433762	
Source Code MAZDA Hotline	Source Claim #

Symptom Information						
Symptom Code 1			pedal concerns-service brake pedal			
Symptom Code 3	leak-fluid	Symptom Code 4	mod-driving condition-on deceleration/			
			braking			
Original Symptom 1		Original Symptom				
		2				
Causal Component	NOT PROVIDED BY SOURCE					
Base						

Report Details			
Customer/Contact First	t	Dealer Name	MODERN MAZDA
Name			
Customer/Contact Last	ŧ	Dealer Code	50704
Name			
Customer/Contact City		Dealer City	THOMASTON
Customer/Contact State		Dealer State	СТ
Comment Type	05	Attachements	
Customer			
Comments			
Technician GF 2/3/	10 BRAKE FLUID-BOOSTER M/CYI	L C/STATES BK F	PEDAL GO'S TO THE FLOOR TECH
Comments HAS C	ALLED WITH A CONCERN THAT TH	IE THE BRAKE P	EDAL GO'S TO THE FLOOR WHEN
STOPPING ALL THE BRAKE FLUID IS LEAR		KED INTO BOOST	ER BOOSTER M/CYL
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38V580	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 26210
Production Date 11-Jun-2008	Warranty Start Date 18-Aug-2008



**Report Detail** 

ECI Record	6204408	14	Source Code	MAZDA	Hotline	
Commodity Assignment						
Commodity chassis-service brakes— Symptom no keyword found					word found	
		vice brakes—	Symptom		oncerns-service brake pedal	
		vice brakes-brake pedal—	Symptom		oncerns-service brake pedal	
,	hassis-se		oster/Symptom		n-malfunction/inoperative	
· ·	vdroboosi		oster/by inptom	runctio	ii martinetion/moperative	
	hassis-se		oster/Symptom	leak-flu	iid	
•	vdroboosi	<u>,                                      </u>	oster/Dymptom	louk no		
Significant Event	ydroboosi	<u> </u>	Verified	N		
Tread Information			vermeu	F`		
	102					
Tread Category Code	03		Tread Category Description	service b	rakes	
Reported in Tread Quarter	Q1 2010					
Report Details						
Source Claim Key		000663866	Warranty Component Class	ification		
•			(WCC)			
Corporate Product Systems Clas	sification		Time in Service	36	5	
(CPSC)						
Customer Condition Code			V Function Group (VFG)			
Source System Program Type			Repair/Report/Paid Date	2.9	9-Mar-2010	
Version Series Code		AAAMR	Load Date		5 -Apr-2010	
Causal Part Prefix- Base - Suffix			Dealer Code		0206	
Causal Part Name		unknown	Dealer Name		ESTCOTT MAZDA	
Non Causal Part Prefix-Base-Suf	fix	dikiowii	Dealer City		ATIONAL CITY	
Non Causal Part Numbers	117		Dealer State/Province	C		
Fault Code			Dealer Country		SA	
Diagonstic Trouble Code			Dealer Phone Number			
Labor Operation Code			Attachment			
Communication Type			VOQ Component Description	Code		
Maintenance Date		19 -Apr-2010	VOQ Component Description	Couc		
		19 71pi 2010				
Customer						
Comment						
Technician LD 03/29/10 I	BRAKE F	PEDAL GOES TO THE FLOOR BRAI	E MASTER IS LOW DUPED i	nspected a	nd found leaking brake master cylinder,	
		r and brake power unit as advice per tech				
_	i cylliaci	and brake power unit as advice per teer	inie to correct condition,retest ar	id operation	ii restorded	
CQIS Recommen						
dations						
Tire Information						
Tire Manufacturer	Unknow	n	Tire Size	Unknow	n	
Tire Brand Series			Wheel			
DOT Left Front			DOT Right Front			
DOT Left Rear			DOT Right Rear			
DOT Left Inner			DOT Right Inner			
DOT Spare						
Vehicle Information						
VIN	JM3TB2	8C270	Engine Serial Number	CY 2159		
Model Year	2007	LIEO ED ANGLAGON SOL	Engine Description		DOHC VCT SMPI V6 GAS	
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX-9	/ILEDONIC DDDVC	
		5 DOOR LIGHT TRUCK	Drive Line	2 WHL I	_/H FRONT DRIVE	
Production Date 22-Mar-2			Retail Sale Indicator Code			
Plant Description	HIROST	IIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle			
Build Region			Warranty Start Date	23-Apr-2	2007	
Build Country Code			Transmission Serial Number			
Mileage 31633			Vehicle Axle Ratio			
Vehicle Restraint Code						

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Report Detail

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620456100	Source Code	MAZDA Hotline		
Commodity Assignment					
Commodity	chassis-service brakes—	Symptom	function-shuts off		
Commodity	chassis-service brakes—	Symptom	function-stays on		
Commodity	chassis-service brakes-brake pedal—	Symptom	damage-cracked/fractured/split		
Commodity	chassis-service brakes-brake pedal—	Symptom	function-malfunction/inoperative		
Commodity	chassis-service brakes-brake pedal—	Symptom	function-steering/brake ineffective		
Commodity	chassis-service brakes-brake pedal—	Symptom	leak-fluid		
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-driving condition-on deceleration/braking		
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-driving condition-while driving		
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-driving condition-while turning		
Commodity	chassis-service brakes-brake pedal—	Symptom	no keyword found		
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal		
Commodity	chassis-service brakes-brake pedal—	Symptom	repair-similar failures on other vehicles		
			mentioned		
Commodity	chassis-service brakes-master cylinder/	booster/Symptom	function-malfunction/inoperative		
•	hvdroboost—	, ·	•		
Commodity	chassis-service brakes-master cylinder/	booster/Symptom	function-steering/brake ineffective		
	hvdroboost—	1.0	8		
Commodity		booster/Symptom	leak-fluid		
commounty	hydroboost—	o o o steri, by imptoin			
Commodity		booster/Symptom	mod-driving condition-while driving		
Commodity		booster/Bymptom	inod-driving condition-while driving		
C	hydroboost— chassis-service brakes-master cylinder/				
Commodity		booster/Symptom	pedal concerns-service brake pedal		
	hydroboost—				
Commodity	chassis-service brakes-master cylinder/	booster/Symptom	repair-similar failures on other vehicles		
	hydroboost—		mentioned		
Commodity	chassis-service brakes-rotor/drum—	Symptom	damage-cracked/fractured/split		
Commodity	chassis-service brakes-rotor/drum—	Symptom	mod-driving condition-on deceleration/braking		
Commodity	chassis-service brakes-rotor/drum—	Symptom	mod-driving condition-while driving		
Commodity	chassis-service brakes-rotor/drum—	Symptom	mod-driving condition-while turning		
Commodity	chassis-service brakes-rotor/drum—	Symptom	no keyword found		
Significant Event		Verified	N		
	·				

Tread Information				
	Tread Category Code		Tread Category Description	service brakes
	Reported in Tread Quarter	O3 2010		

Report Details			
Source Claim Key	000680624	Warranty Component Classification	
		(WCC)	
Corporate Product Systems Classification		Time in Service	15
(CPSC)			
Customer Condition Code		V Function Group (VFG)	
Source System Program Type			21-Jul-2010
Version Series Code			26 -Jul-2010
Causal Part Prefix- Base - Suffix			51598
Causal Part Name	unknown		SCOTT MAZDA
Non Causal Part Prefix-Base-Suffix		1	ALLENTOWN
Non Causal Part Numbers			PA
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	6107911221
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	01 -Aug-2010		

Customer Comment Technician Comment

Technician RC 7/21/10 BRAKE PEDAL DROPPED,DSC LITE CSTM IS SALES AT THE DL,CSTM STS CONCERN HAS OCCURED ACOUPLE TIME FOR HIS WIFE,HE EXPERIENCED THE CONCERN LAST FRIDAY,WHILE BRAKING TO MAKE A LEFT TURN,THE BRAKE PEDAL DROPPED ABOUT 4 INCHES,VEH.WAS NOT SLOWING,CSTM PUMPED THE BRAKE PEDAL,THEN VEH.BRAKING WAS RESTORED.DSC LIGHT (CAR WITH SQUIGGLE LINES) CAME ON AT THAT TIME AND STAYED ON UNTIL THE ENG.WAS SHUT OFF A SHORT TIME AFTER THE CONCERN.WHEN RESTARTED THE LITE WAS OUTTECH.HAS NOT CHECKED FOR DTC,OR RUN A NETWORK TEST CASE #680624 NO OTHER CARS WITH THIS CONCERN. TOLD ME TO TRY BRAKE MASTER CYL. TECH REMOVED MASTER CYL. & FOUND REAR OF CYL. LEAKING INTO BOOSTER. TECH REPLACED MASTER CYL. & POWER FLUSHED BRAKE SYSTEM. NOW BRAKE PEDAL VERY LOW BLED SYSTEM TWICE & STILL SOFT PEDAL. REMOVED MASTER CYL AGAIN & BENCH BLED CYL AGAIN.INSTALLED M/CYL AGAIN & MANUAL BLEED BRAKE SYSTEM TO PURGE ANY AIR. OK, NOW.ROAD TESTED ABOUT 5 MILES AROUND AREA & HAD NO PROBLEM.

CQIS Recommendation

Tire Information						
Tire Manufacturer	Unknown	Tire Size	Unknown			
Tire Brand Series		Wheel				
DOT Left Front		DOT Right Front				
DOT Left Rear		DOT Right Rear				
DOT Left Inner		DOT Right Inner				
DOT Spare						
Vehicle Information	Vehicle Information					
	JM3TB38V890		CA 10269212			
Model Year	2009		3.7L 4V-DAMB PFI V6 NA GAS			
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9			
Body Cab Style	Unknown		ALL 4 WHEEL LEFT HAND DRIVE			
	21-Aug-2008	Retail Sale Indicator Code				
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle				
Build Region			05-May-2009			
Build Country Code		Transmission Serial Number				
Mileage	11369	Vehicle Axle Ratio				
Vehicle Restraint Code						

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DOT Spare

Model Year

Transmission

Body Cab Style

VIN

Vehicle Information

JM3TB38VX80

6 SPD AUTO TRANS AISIN F21

2008

Unknown

## **Concern Driven Reporting**

**Report Detail** 

CA 10242462 3.7L 4V-DAMB PFI V6 NA GAS

ALL 4 WHEEL LEFT HAND DRIVE

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620481260	Sou	urce Code	MAZDA Hotline
Commodity Assignm	nont			
		1.1	10	
	chassis-service brakes-brake pe		Symptom	function-steering/brake ineffective
	chassis-service brakes-brake pe chassis-service brakes-brake pe		Symptom Symptom	high effort mod-intermittent/random
	chassis-service brakes-brake pe		Symptom	no problem found
	chassis-service brakes-ma			engine power-stall
•	nydroboost—	ster cyllider/booster	7. Symptom	eligilie power-staff
	chassis-service brakes-ma	ster cylinder/booster	r/Symptom	high effort
•		ster cyllider/booster	1/Symptom	ingh enort
	nydroboost—	ston ovlindon/hoostos	"Cymatom	mod driving condition at arrise
	chassis-service brakes-ma	ster cylinder/booster	1/Symptom	mod-driving condition-at cruise
	nydroboost—	1: 1 /1	40	11'' 1'' 1'' 1''
•	chassis-service brakes-ma	ster cylinder/booster	r/Symptom	mod-driving condition-while driving
	nydroboost—		G	
	chassis-service brakes-ma	ster cylinder/booster	r/Symptom	mod-intermittent/random
	nydroboost—		0	
	chassis-service brakes-ma	ster cylinder/booster	r/Symptom	mod-weather-cold
	nydroboost—			1, 2
•	chassis-service brakes-ma	ster cylinder/booster	r/Symptom	no problem found
	nydroboost—			
	chassis-service brakes-pads/sho		Symptom	mod-driving condition-while driving
	chassis-service brakes-pads/sho	oes/linings—	Symptom	mod-weather-cold
Significant Event			Verified	N
Tread Information				
	102	Tr	-d C-t Di-ti	
Tread Category Code Reported in Tread Quarter	03 Q1 2011	Ire	ead Category Description	service brakes
	Q1 2011			
Report Details				
Source Claim Key	000707839	N	Varranty Component Classifi	cation
Source Claim Hey	000707039		WCC)	
Corporate Product Systems Cla	ssification		ime in Service	
	ssincation	*	ille ill Service	
(CPSC) Customer Condition Code			/ Function Crown (VEC)	
Source System Program Type			Function Group (VFG) Repair/Report/Paid Date	31-Jan-2011
Version Series Code			Load Date	06 -Feb-2011
Causal Part Prefix- Base - Suffix	L .		Dealer Code	51600
Causal Part Name	unknown		Dealer Name	WESTCHESTER MAZDA
Non Causal Part Prefix-Base-Sut			Dealer City	ELMSFORD
Non Causal Part Numbers			Dealer State/Province	NY
Fault Code			Dealer Country	USA
Diagonstic Trouble Code			Dealer Phone Number	9143473377
Labor Operation Code		A	Attachment	
Communication Type		V	OQ Component Description C	ode
Maintenance Date	06 -Mar-2011		~ 1	
Customer				
Comment Tashnisian pagasasasasasasas		amen) arra		D
				P THE BRAKE PEDAL WASSTIFF AND TH
Comment VEH WAS HARD	TO STOP. TECH HASNT DI	UPLICATED THE CON-	CERN YET TECH STATES C	URRENTLY IN THE AREA, ALL THE ROAD
ARE ICY. THE VI	EH HAS BEEN DRIVEN OVI	ER THE WEEKEND BY	THE D302 OVER 200 MILE	S WITHOUT DUPLICATING THE CONCERN
FRONT AND REA	AR PADS LOOK NEW.BOOS	STER IS GETTING VA	CUUM. TECH DID MENTIO	N THE FLUID LEVEL IS AT THE MINIMU
	· · · · · · · · · · · · · · · · · · ·			RAKE FLD.REPLACE BOOSTER WITH NEV
				PING NORMALCOULD NOT DUPLICATE
	EING BOOSTER CUSTOMER	X WAS OK WITH KEPA	IK THANKS US FUK THE SU	UPPORT. PLESAE CLOSETHIS CASE.
CQIS Reco				
mmendation				
s				
Cina Information				
Tire Information				
Tire Manufacturer	Unknown			Unknown
Tire Brand Series			neel	
DOT Left Front			OT Right Front	
DOT Left Rear			OT Right Rear	
DOT Left Inner		DC	OT Right Inner	
DOT Spare				

Engine Serial Number

Engine Description

Vehicle Description

Drive Line

Production Date	09-Apr-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	
Build Country Code		Transmission Serial Number	
Mileage	26513	Vehicle Axle Ratio	
Vehicle Restraint Code			

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**Report Detail** 

ECI Record	620482195 Source Code MAZDA Hotline				OA Hotline
Commodity Assign	ment				
Commodity		vice brakes—	Symptom	no ke	eyword found
Commodity		vice brakes— vice brakes-abs/traction control—	Symptom		level-insufficient fluid
Commodity		vice brakes-abs/traction control—	Symptom		ion-malfunction/inoperative
Commodity		vice brakes-abs/traction control—	Symptom	mod-	indicator light/warning chime on
Commodity	chassis-ser	vice brakes-abs/traction control—	Symptom	peda	concerns-service brake pedal
Commodity		vice brakes-abs/traction control-abs mod			concerns-service brake pedal
Commodity		vice brakes-brake pedal—	Symptom		ion-malfunction/inoperative
Commodity		vice brakes-brake pedal—	Symptom		indicator light/warning chime on
Commodity Commodity		vice brakes-brake pedal—	Symptom		concerns-service brake pedal level-insufficient fluid
Commodity	chassis-se	•	oster/Symptom	IIuiu	level-insufficient fluid
Commodity	hydroboos chassis-se	ervice brakes-master cylinder/boo	oster/Symptom	funct	ion-malfunction/inoperative
Commodity	hydroboos chassis-se		oster/Symptom	mod-	indicator light/warning chime on
	hydroboos	t—			
Commodity	chassis-se hydroboos		oster/Symptom	peda	concerns-service brake pedal
Significant Event			Verified	N	
Tread Information				_	
Tread Category Code	03		Tread Category Description	service	brakes
Reported in Tread Quarter	Q1 2011				
Report Details					
Source Claim Key		000708878	Warranty Component Class:	fication	
- said camin recj			(WCC)		
Corporate Product Systems C	lassification		Time in Service		25
(CPSC)	iassificatioi		Time in Service		
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date		08-Feb-2011
Version Series Code			Load Date		13 -Feb-2011
Causal Part Prefix- Base - Suff	ix		Dealer Code		42077
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name		TRACY MAZDA
Non Causal Part Prefix-Base-S	uffix		Dealer City		TRACY
Non Causal Part Numbers			Dealer State/Province		CA
Fault Code			Dealer Country		USA
Diagonstic Trouble Code Labor Operation Code			Dealer Phone Number Attachment		2098207800
Communication Type			VOQ Component Description	Code	
Maintenance Date		13 -Feb-2011	VOQ Component Description Co		
		110 110 110			
Customer					
Comment Technician DR 02/08/11	DD 4 775 D				D A DO A TIME A VID DD A VIE A TIME GOAD
DR 02/00/11					R,ABS LITE AND BRAKE LITE COME
OIT,I OUITD	BKAKE FI	LUID LOW, NO BOOSTER ACTION,N	U EXTERNAL LEAKS DUPLIC.	ALED R	eplaced brake master cyl and brake booster
CQIS Recomme ndations					
Tire Information	II ( )		m' 6'	II 11	
Tire Manufacturer	Unknow	11	Tire Size	Unkno	WII
DOT Left Front			DOT Right Front		
DOT Left Ploit  DOT Left Rear			DOT Right Profit		
DOT Left Real DOT Left Inner			DOT Right Real DOT Right Inner		
DOT Spare					
1					
Vehicle Information				<b>6</b>	257575
VIN	JM3TB3	38V59U	Engine Serial Number		257575
Model Year	2009	LITO TO AND AIGIN FOI	Engine Description		V-DAMB PFI V6 NA GAS
Transmission Body Cab Style	Unknow	UTO TRANS AISIN F21	Vehicle Description Drive Line	CX-9	WHEEL LEFT HAND DRIVE
Production Date	02-Aug-		Retail Sale Indicator Code	ALL 4	WHEEL LEFT HAND DRIVE
Plant Description		HIMA ASSEMBLY PLANT-JAPAN	Reaguired Vehicle		
Build Region	IIICOSI		Warranty Start Date	17-Feb	0-2009
Build Country Code			Transmission Serial Number	1. 130	
Mileage	47867		Vehicle Axle Ratio		
Vehicle Restraint Code					
			·		

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**Report Detail** 

ECI Record	620488148	Source Code	MAZDA Hotline
Commodity Assign	ment		
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/bo	ooster/Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/bo	ooster/Symptom	leak-fluid
Significant Event	hydroboost—	Verified	N
Tread Information		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	r'
Fread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2011	ricad Category Description	Scivice brakes
Report Details			
Source Claim Key	000715005	Warranty Component Cla	assification
Source Claim Rey	000713003	(WCC)	issincation
Corporate Product Systems C	Classification	Time in Service	34
(CPSC)			
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	25-Mar-2011
Version Series Code		Load Date	27 -Mar-2011
Causal Part Prefix- Base - Suf		Dealer Code	34400
Causal Part Name	unknown	Dealer Name	GARLYN SHELTON MAZDA O BRYAN
Non Causal Part Prefix-Base-S	Suffix	Dealer City	BRYAN
Non Causal Part Numbers	Julii X	Dealer State/Province	TX
Fault Code		Dealer Country	USA
Fault Code Diagonstic Trouble Code		Dealer Country Dealer Phone Number	
Fault Code Diagonstic Trouble Code Labor Operation Code		Dealer Country Dealer Phone Number Attachment	USA 9797767600
Fault Code Diagonstic Trouble Code	03 -Apr-2011	Dealer Country Dealer Phone Number	USA 9797767600
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Technician LD 03/25/111	1	Dealer Country Dealer Phone Number Attachment VOQ Component Description	USA 9797767600 on Code
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment THE FLOOR	BRAKE PEDAL HARD THEN GOES DOWN(PA	Dealer Country Dealer Phone Number Attachment VOQ Component Description GE4) CLAIMS THAT THE BRA L LEAKING INTO BOOSTER	USA 9797767600 on Code AKE PEDAL GETS HARD AND TEN WILL GO TH
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment	BRAKE PEDAL HARD THEN GOES DOWN(PA ENQUIRING FOUND MASTER CYLINDER	Dealer Country Dealer Phone Number Attachment VOQ Component Description GE4) CLAIMS THAT THE BRA L LEAKING INTO BOOSTER	USA 9797767600
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Technician Comment THE FLOOR LEAN CODE CQIS Recommendations	BRAKE PEDAL HARD THEN GOES DOWN(PA ENQUIRING FOUND MASTER CYLINDER	Dealer Country Dealer Phone Number Attachment VOQ Component Description GE4) CLAIMS THAT THE BRA L LEAKING INTO BOOSTER	USA 9797767600 on Code AKE PEDAL GETS HARD AND TEN WILL GO TH
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Technician Comment THE FLOOR LEAN CODE CQIS Recommendations Tire Information	BRAKE PEDAL HARD THEN GOES DOWN(PA ENQUIRING FOUND MASTER CYLINDER BANK 1 AND 2. REPLACED MASTER CYLINI	Dealer Country Dealer Phone Number Attachment VOQ Component Description  GE4) CLAIMS THAT THE BRA LEAKING INTO BOOSTER DER AND BRAKE BOOSTER	ON CODE  ON CODE  AKE PEDAL GETS HARD AND TEN WILL GO THE CAUSING BOOSTER TO FAIL ALSO CAUSING
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment COMMENT COMMENT THE FLOOR LEAN CODE CQIS Recommendations Tire Information Tire Manufacturer	BRAKE PEDAL HARD THEN GOES DOWN(PA ENQUIRING FOUND MASTER CYLINDER	Dealer Country Dealer Phone Number Attachment VOQ Component Description  GE4) CLAIMS THAT THE BRA LEAKING INTO BOOSTER DER AND BRAKE BOOSTER	USA 9797767600 on Code AKE PEDAL GETS HARD AND TEN WILL GO TH
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment COMMENT COMMENT THE FLOOR LEAN CODE CQIS Recommendations  Tire Information Tire Manufacturer Tire Brand Series	BRAKE PEDAL HARD THEN GOES DOWN(PA ENQUIRING FOUND MASTER CYLINDER BANK 1 AND 2. REPLACED MASTER CYLINI	Dealer Country Dealer Phone Number Attachment VOQ Component Description  GE4) CLAIMS THAT THE BRA LEAKING INTO BOOSTER DER AND BRAKE BOOSTER  Tire Size Wheel	ON CODE  ON CODE  AKE PEDAL GETS HARD AND TEN WILL GO THE CAUSING BOOSTER TO FAIL ALSO CAUSING
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment Comment THE FLOOR LEAN CODE CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front	BRAKE PEDAL HARD THEN GOES DOWN(PA ENQUIRING FOUND MASTER CYLINDER BANK 1 AND 2. REPLACED MASTER CYLINI	Dealer Country Dealer Phone Number Attachment VOQ Component Description  GE4) CLAIMS THAT THE BRA LEAKING INTO BOOSTER DER AND BRAKE BOOSTER  Tire Size Wheel DOT Right Front	USA 9797767600 on Code AKE PEDAL GETS HARD AND TEN WILL GO TH CAUSING BOOSTER TO FAIL ALSO CAUSING
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment Comment THE FLOOR LEAN CODE CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear	BRAKE PEDAL HARD THEN GOES DOWN(PA ENQUIRING FOUND MASTER CYLINDER BANK 1 AND 2. REPLACED MASTER CYLINI	Dealer Country Dealer Phone Number Attachment VOQ Component Description  GE4) CLAIMS THAT THE BRA LEAKING INTO BOOSTER DER AND BRAKE BOOSTER  Tire Size Wheel DOT Right Front DOT Right Rear	USA 9797767600 on Code AKE PEDAL GETS HARD AND TEN WILL GO TH CAUSING BOOSTER TO FAIL ALSO CAUSING
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment THE FLOOR LEAN CODE CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner	BRAKE PEDAL HARD THEN GOES DOWN(PA ENQUIRING FOUND MASTER CYLINDER BANK 1 AND 2. REPLACED MASTER CYLINI	Dealer Country Dealer Phone Number Attachment VOQ Component Description  GE4) CLAIMS THAT THE BRA LEAKING INTO BOOSTER DER AND BRAKE BOOSTER  Tire Size Wheel DOT Right Front	USA 9797767600 on Code AKE PEDAL GETS HARD AND TEN WILL GO TH CAUSING BOOSTER TO FAIL ALSO CAUSING
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment THE FLOOR LEAN CODE CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner	BRAKE PEDAL HARD THEN GOES DOWN(PA ENQUIRING FOUND MASTER CYLINDER BANK 1 AND 2. REPLACED MASTER CYLINI	Dealer Country Dealer Phone Number Attachment VOQ Component Description  GE4) CLAIMS THAT THE BRA LEAKING INTO BOOSTER DER AND BRAKE BOOSTER  Tire Size Wheel DOT Right Front DOT Right Rear	ON CODE  ON CODE  AKE PEDAL GETS HARD AND TEN WILL GO THE CAUSING BOOSTER TO FAIL ALSO CAUSING
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment Comment THE FLOOR LEAN CODE CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Informatio	BRAKE PEDAL HARD THEN GOES DOWN(PAI ENQUIRING FOUND MASTER CYLINDER BANK I AND 2. REPLACED MASTER CYLINI Unknown	Dealer Country Dealer Phone Number Attachment VOQ Component Description  GE4) CLAIMS THAT THE BRA LEAKING INTO BOOSTER DER AND BRAKE BOOSTER  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner	ON CODE  ON CODE  AKE PEDAL GETS HARD AND TEN WILL GO THE CAUSING BOOSTER TO FAIL ALSO CAUSING
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment Comment THE FLOOR LEAN CODE CQIS Recommendations Tire Information Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Informatio	BRAKE PEDAL HARD THEN GOES DOWN(PA' ENQUIRING FOUND MASTER CYLINDER BANK 1 AND 2. REPLACED MASTER CYLINI  Unknown	Dealer Country Dealer Phone Number Attachment VOQ Component Description  GE4) CLAIMS THAT THE BRA LEAKING INTO BOOSTER DER AND BRAKE BOOSTER  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner	USA 9797767600 on Code AKE PEDAL GETS HARD AND TEN WILL GO TH CAUSING BOOSTER TO FAIL ALSO CAUSING
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment Comment THE FLOOR LEAN CODE CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Informatio	BRAKE PEDAL HARD THEN GOES DOWN(PARENQUIRING FOUND MASTER CYLINDER BANK 1 AND 2. REPLACED MASTER CYLINIC UNKnown UN	Dealer Country Dealer Phone Number Attachment VOQ Component Description  GE4) CLAIMS THAT THE BRA LEAKING INTO BOOSTER DER AND BRAKE BOOSTER  Tire Size Wheel DOT Right Front DOT Right Rear	USA 9797767600 on Code  AKE PEDAL GETS HARD AND TEN WILL GO TH CAUSING BOOSTER TO FAIL ALSO CAUSING Unknown
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment Comment THE FLOOR LEAN CODE CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Informatio VIN Model Year	BRAKE PEDAL HARD THEN GOES DOWN(PAI ENQUIRING FOUND MASTER CYLINDER BANK 1 AND 2. REPLACED MASTER CYLINI Unknown	Dealer Country Dealer Phone Number Attachment VOQ Component Description  GE4) CLAIMS THAT THE BRA R LEAKING INTO BOOSTER DER AND BRAKE BOOSTER  Tire Size Wheel DOT Right Front DOT Right Inner  Engine Serial Number	USA 9797767600 on Code  AKE PEDAL GETS HARD AND TEN WILL GO TH CAUSING BOOSTER TO FAIL ALSO CAUSING  Unknown  CA 10233781
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment Comment THE FLOOR LEAN CODE CQIS Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Informatio Win Model Year Transmission	BRAKE PEDAL HARD THEN GOES DOWN(PARENQUIRING FOUND MASTER CYLINDER BANK 1 AND 2. REPLACED MASTER CYLINIC UNKnown UN	Dealer Country Dealer Phone Number Attachment VOQ Component Description  GE4) CLAIMS THAT THE BRAY E LEAKING INTO BOOSTER DER AND BRAKE BOOSTER  Tire Size Wheel DOT Right Front DOT Right Inner  Engine Serial Number Engine Description	USA 9797767600  on Code  AKE PEDAL GETS HARD AND TEN WILL GO THE CAUSING BOOSTER TO FAIL ALSO CAUSING  Unknown  CA 10233781 3.7L 4V-DAMB PFI V6 NA GAS
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Fe c h n i c i a n Comment Comment THE FLOOR LEAN CODE CQIS Recommendations  Tire Information Fire Manufacturer Fire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Informatio Win Model Year Fransmission Body Cab Style	BRAKE PEDAL HARD THEN GOES DOWN(PARTICLE) ENQUIRING FOUND MASTER CYLINDER BANK 1 AND 2. REPLACED MASTER CYLINI  Unknown  JM3TB38A380 2008 6 SPD AUTO TRANS AISIN F21	Dealer Country Dealer Phone Number Attachment VOQ Component Description  GE4) CLAIMS THAT THE BRA LEAKING INTO BOOSTER DER AND BRAKE BOOSTER  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description	USA 9797767600  on Code  AKE PEDAL GETS HARD AND TEN WILL GO TI CAUSING BOOSTER TO FAIL ALSO CAUSING  Unknown  CA 10233781 3.7L 4V-DAMB PFI V6 NA GAS CX-9
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment THE FLOOR LEAN CODE CQIS Recommendations  Tire Information Fire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Informatio Fransmission Body Cab Style Production Date	BRAKE PEDAL HARD THEN GOES DOWN(PAIENQUIRING FOUND MASTER CYLINDER BANK 1 AND 2. REPLACED MASTER CYLINI Unknown  Unknown  JM3TB38A380  2008 6 SPD AUTO TRANS AISIN F21 Unknown	Dealer Country Dealer Phone Number Attachment VOQ Component Description  GE4) CLAIMS THAT THE BRAY LEAKING INTO BOOSTER DER AND BRAKE BOOSTER  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code	USA 9797767600  on Code  AKE PEDAL GETS HARD AND TEN WILL GO TI CAUSING BOOSTER TO FAIL ALSO CAUSING  Unknown  CA 10233781 3.7L 4V-DAMB PFI V6 NA GAS CX-9
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment Comment THE FLOOR LEAN CODE CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Informatio VIN Model Year Transmission Body Cab Style Production Date Plant Description	BRAKE PEDAL HARD THEN GOES DOWN(PAIENQUIRING FOUND MASTER CYLINDER BANK I AND 2. REPLACED MASTER CYLINI  Unknown  JM3TB38A380 2008 6 SPD AUTO TRANS AISIN F21 Unknown 20-Feb-2008	Dealer Country Dealer Phone Number Attachment VOQ Component Description  GE4) CLAIMS THAT THE BRAST LEAKING INTO BOOSTER DER AND BRAKE BOOSTER  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	USA 9797767600  on Code  AKE PEDAL GETS HARD AND TEN WILL GO THE CAUSING BOOSTER TO FAIL ALSO CAUSING  Unknown  CA 10233781 3.7L 4V-DAMB PFI V6 NA GAS CX-9  ALL 4 WHEEL LEFT HAND DRIVE
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment COMMENT COMMENT COMMENT THE FLOOR LEAN CODE CQIS Recommendations Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Front DOT Left Inner DOT Spare  Vehicle Informatio VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	BRAKE PEDAL HARD THEN GOES DOWN(PAIENQUIRING FOUND MASTER CYLINDER BANK I AND 2. REPLACED MASTER CYLINI  Unknown  JM3TB38A380 2008 6 SPD AUTO TRANS AISIN F21 Unknown 20-Feb-2008	Dealer Country Dealer Phone Number Attachment VOQ Component Description  GE4) CLAIMS THAT THE BRAST LEAKING INTO BOOSTER DER AND BRAKE BOOSTER  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	USA 9797767600  on Code  AKE PEDAL GETS HARD AND TEN WILL GO TE CAUSING BOOSTER TO FAIL ALSO CAUSING  Unknown  CA 10233781 3.7L 4V-DAMB PFI V6 NA GAS CX-9
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment Comment THE FLOOR LEAN CODE CQIS Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Rear DOT Left Inner DOT Spare  Vehicle Informatio Win Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code	BRAKE PEDAL HARD THEN GOES DOWN(PALENQUIRING FOUND MASTER CYLINDER BANK 1 AND 2. REPLACED MASTER CYLINI Unknown  Unknown  JM3TB38A380 2008 6 SPD AUTO TRANS AISIN F21 Unknown 20-Feb-2008 HIROSHIMA ASSEMBLY PLANT-JAPAN	Dealer Country Dealer Phone Number Attachment VOQ Component Description  GE4) CLAIMS THAT THE BRA LEAKING INTO BOOSTER DER AND BRAKE BOOSTER  Fire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	USA 9797767600  on Code  AKE PEDAL GETS HARD AND TEN WILL GO THE CAUSING BOOSTER TO FAIL ALSO CAUSING  Unknown  CA 10233781 3.7L 4V-DAMB PFI V6 NA GAS CX-9  ALL 4 WHEEL LEFT HAND DRIVE
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment Comment COMBERCOME COJIS Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Inner DOT Spare  Vehicle Informatio VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	BRAKE PEDAL HARD THEN GOES DOWN(PAIENQUIRING FOUND MASTER CYLINDER BANK I AND 2. REPLACED MASTER CYLINI  Unknown  JM3TB38A380 2008 6 SPD AUTO TRANS AISIN F21 Unknown 20-Feb-2008	Dealer Country Dealer Phone Number Attachment VOQ Component Description  GE4) CLAIMS THAT THE BRAST LEAKING INTO BOOSTER DER AND BRAKE BOOSTER  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	USA 9797767600  on Code  AKE PEDAL GETS HARD AND TEN WILL GO THE CAUSING BOOSTER TO FAIL ALSO CAUSING  Unknown  CA 10233781 3.7L 4V-DAMB PFI V6 NA GAS CX-9  ALL 4 WHEEL LEFT HAND DRIVE

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**Report Detail** 

ECI Record	620493392		So	urce Code	MAZI	OA Hotline
Commodity Assignm	nent					
		akes-brake pedal—		Symptom	funct	ion-steering/brake ineffective
		akes-brake pedal—		Symptom		concerns-service brake pedal
		akes-brake pedal—		Symptom		/soft/sagged
	chassis-service	brakes-master	cylinder/booste			level-insufficient fluid
	hydroboost—		•			
Commodity	chassis-service	brakes-master	cylinder/booste	r/Symptom	funct	ion-malfunction/inoperative
	hydroboost—		•			•
	chassis-service	brakes-master	cylinder/booste	r/Symptom	leak-	fluid
,	hydroboost—					
Commodity	chassis-service	brakes-master	cylinder/booste	r/Symptom	peda	concerns-service brake pedal
	hydroboost—		•			•
Significant Event				Verified	N	
Tread Information				-		
	10.0		<b>T</b>			
Tread Category Code	03		Ir	ead Category Description	service	brakes
Reported in Tread Quarter	Q2 2011					
Report Details						
Source Claim Key	000720	)487		Warranty Component Clas	sification	
Double Claim Rey	000720	,		(WCC)	cation	
Corporate Product Systems Cla	assification			Time in Service		14
(CPSC)	and the design of the second			III GOI 1100		<u>, , , , , , , , , , , , , , , , , , , </u>
Customer Condition Code				V Function Group (VFG)		
Source System Program Type				Repair/Report/Paid Date		09-May-2011
Version Series Code				Load Date		15 -May-2011
Causal Part Prefix- Base - Suffix	x			Dealer Code		61454
Causal Part Name	unknov	wn		Dealer Name		RICART MAZDA
Non Causal Part Prefix-Base-Su	ıffix			Dealer City		GROVEPORT
Non Causal Part Numbers				Dealer State/Province		OH
Fault Code				Dealer Country USA		USA
Diagonstic Trouble Code				Dealer Phone Number		
Labor Operation Code			Attachment			
Communication Type		2011		VOQ Component Description	n Code	
Maintenance Date	15 -Ma	ny-2011				
Customer						
Comment						
Technician BS 05/09/11(C	HAT)BRAKE PI	EDAL LOW(BOO	STER&MASTER	CUST STATES THE BR	AKE BI	RAKE PEDAL IS LOW & SOFT TECH
Comment STATES HE NO	OTICED THE BR	AKE ELUID LEV	FI WAS LOW A	ND THERE IS A SLIGHT T	RAII O	F WHERE FLUID HAS BEEN LEAKING
				air brake fluid leak	ICHE O	WHERE I LOID III IS BEEN EEN KING
CQIS Recomm	TER replaced bla	Ke booster and mas	ter cymider ,to rep	dan brake nuid leak		
endations						
Tire Information						
Tire Manufacturer	Unknown		Ti	re Size	Unkno	wn
Tire Brand Series	James Will			heel	Cincio	··
DOT Left Front				OT Right Front		
DOT Left Rear				OT Right Rear		
DOT Left Inner				OT Right Inner		
DOT Spare						
Vehicle Information						
					<b>A</b>	211000
VIN	JM3TB3MA5A	U		gine Serial Number		311080
Model Year	2010	DANIC AIGINI DOS		gine Description		V-DAMB PFI V6 NA GAS
Transmission		RANS AISIN F21		hicle Description	CX-9	WHEEL I EET HAND DRIVE
Body Cab Style	Unknown 13-Nov-2009			ive Line	ALL 4	WHEEL LEFT HAND DRIVE
Production Date Plant Description		SSEMBLY PLAN		tail Sale Indicator Code		
Build Region	пкозпіма А	SSEMBLI PLAN		arranty Start Date	31-Ma	r_2010
Build Country Code				ansmission Serial Number	51-IVI	1-2010
Mileage	10624			hicle Axle Ratio		
Vehicle Restraint Code	10021		VC	mole rivie really		
· cmc.o restraint code						

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**Report Detail** 

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620503046	Source	e Code	MAZDA Hotline
Commodity Assig	enment			
Commodity	chassis-service brakes-brake pedal—	- Sv	mptom	damage-cracked/fractured/split
Commodity	chassis-service brakes-brake pedal—	- Sv	mptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake pedal—		mptom	high effort
Commodity	chassis-service brakes-brake pedal—	- Sy	mptom	incorrect size
Commodity	chassis-service brakes-brake pedal—	- Sy	mptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes-brake pedal—	- Sy	mptom	nvh-noisy operation
Commodity	chassis-service brakes-master	cylinder/booster/Sy	mptom	circuit-shorted
•	hydroboost—	·	•	
Commodity	chassis-service brakes-master	cylinder/booster/Sy	mptom	fluid level-insufficient fluid
	hydroboost—		r · ·	
Commodity	chassis-service brakes-master	cylinder/booster/Sy	mntom	function-malfunction/inoperative
commounty	hvdroboost—	cyllidely booster/by	inptoin	ranction martanetion moperative
Commodity	chassis-service brakes-master	cylinder/booster/Sy	mntom	high effort
commounty		cyllidel/boostel/by	прип	ingh chort
1'.	hydroboost—	1: 1 /1 / 0		1 1 0 1
Commodity	chassis-service brakes-master	cylinder/booster/Sy	mptom	leak-fluid
	hydroboost—			
Commodity	chassis-service brakes-master	cylinder/booster/Sy	mptom	leak-loss of vacuum
	hydroboost—			
Commodity	chassis-service brakes-master	cylinder/booster/Sy	mptom	mod-codes found
	hydroboost—			
Commodity	chassis-service brakes-master	cylinder/booster/Sy	mptom	mod-driving condition-at idle
·	hydroboost—		•	
Commodity	chassis-service brakes-master	cylinder/booster/Sy	mptom	mod-location-under hood
	hydroboost—		r · ·	
Commodity	chassis-service brakes-master	cylinder/booster/Sy	mntom	nvh-noisy operation
commodity	hydroboost—	cyllidel/boostel/by	inptoin	ivii noisy operation
Commodity	chassis-service brakes-master	cylinder/booster/Sy	mntom	vibration/pulsation
oniniounty		cyllidel/boostel/by	прин	vioration/pulsation
· · · · · · · · · · · · · · · · · · ·	hydroboost—	17	·c 1	
ignificant Event		ve	erified	N
<b>Tread Information</b>	n			
read Category Code	03	Tread	Category Descriptio	n service brakes
Reported in Tread Quarter	Q3 2011			

Report Details					
Source Claim Key	000730272	Warranty Component Classification			
		(WCC)			
Corporate Product Systems Classification		Time in Service	30		
(CPSC)					
Customer Condition Code		V Function Group (VFG)			
Source System Program Type		The state of the s	20-Jul-2011		
Version Series Code			25 -Jul-2011		
Causal Part Prefix- Base - Suffix			42102		
Causal Part Name			PALM SPRINGS MAZDA		
Non Causal Part Prefix-Base-Suffix			CATHEDRAL CITY		
Non Causal Part Numbers		Dealer State/Province	CA		
Fault Code		Dealer Country	USA		
Diagonstic Trouble Code		Dealer Phone Number	7603282102		
Labor Operation Code		Attachment			
Communication Type		VOQ Component Description Code			
Maintenance Date	28 -Aug-2011	<u> </u>			

Customer Comment

Comment

Technician BS 07/20/11 BRAKE PEDAL NOISE,HISS(MSTR&BOOSTER) CUST STATES THERE IS A HISS NOISE HEARD WHILE BRAKING AND THE PEDAL REQUIRES EXTRA EFFORT TO GET IT TO STOP \*\* PREVIOUS DEALER CLOSING WAS TOO LONG...THE ACTUAL REPAIR WAS CUT-OFF. PLEASE CLOSE THE FILE WITH WHAT WAS DONE TO REPAIR THE VEH...THAT'S ALL TECH STATES HE HEARS A VAC LEAK FROM THE BOOSTER AREA AND THE ENG SHAKES BADLY FOUND MASTER CYLINDER HAD INTERNAL LEAK TO BRK BOOSTER CAUSING BRK BOOSTER TO FAIL. REPLACED MASTER CYLINDER AND BRK BOOSTER. BLEAD BRK SYSTEM AND TEST DROVE-PASS. FOUND NORMAL BRK SYSTEM OPERATION AT THIS TIME.

CQIS Reco mmendation

Tire Information					
Tire Manufacturer	Unknown	Tire Size	Unknown		
Tire Brand Series		Wheel			
DOT Left Front		DOT Right Front			
DOT Left Rear		DOT Right Rear			

DOT Left Inner		DOT Right Inner				
DOT Spare						
Vehicle Information						
VIN	JM3TB38V690		CA 10257786			
Model Year	2009		3.7L 4V-DAMB PFI V6 NA GAS			
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9			
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE			
Production Date	02-Aug-2008	Retail Sale Indicator Code				
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle				
Build Region			02-Mar-2009			
Build Country Code		Transmission Serial Number				
Mileage	61269	Vehicle Axle Ratio				
Vehicle Restraint Code						

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**Report Detail** 

ECI Record	623022406 Source Code MAZDA PQI				
<b>Commodity Assignm</b>	ent				
		rvice brakes—	Symptom	function-steering/brake ineffective	ve
		rvice brakes—	Symptom	mod-indicator light/warning chir	
		rvice brakes—	Symptom	pedal concerns-service brake ped	
		rvice brakes—	Symptom	weak/soft/sagged	
Commodity	hassis-se	ervice brakes-master cylinder/boost	er/Symptom	function-malfunction/inoperative	;
h	vdroboos			•	
Commodity	nmodity chassis-service brakes-master cylinder/booster			leak-fluid	
•	vdroboos	· · · · · · · · · · · · · · · · · · ·	7 1		
Significant Event	ydrocoos		Verified	N	
Tread Information					
	03	1	read Category Description	service brakes	
Reported in Tread Quarter Q4 2009					
Report Details					
Source Claim Key		000099161	Warranty Component Classic	fication	
Source Claim Rey		0000000101	(WCC)		
Corporate Product Systems Clas	sification	1	Time in Service	6	
1	,,,,,,,catioi	1	Time in Service		
(CPSC) Customer Condition Code		P20	V Function Group (VEC)		
Source System Program Type		F 20	V Function Group (VFG) Repair/Report/Paid Date	16-Sep-2009	
Version Series Code			Load Date	25 -Oct-2009	
Causal Part Prefix- Base - Suffix		TD11 -43 -40ZA	Dealer Code	51553	
Causal Part Name		MASTER CYLINDER	Dealer Name	WELLESLEY MAZDA	
Non Causal Part Prefix-Base-Suf	fix	WE BTER CTENDER	Dealer City	WELLESLEY	
Non Causal Part Numbers	1174		Dealer State/Province	MA	
Fault Code			Dealer Country	USA	
Diagonstic Trouble Code			Dealer Phone Number	7812356000	
Labor Operation Code			Attachment	N	
Communication Type			VOQ Component Description O	Code	
Maintenance Date		02 -Nov-2009			
Customer					
Comment					
	ON DD	AKES SPONGY BRAKE WARNING I	ICUT ON DRAVE MACTEI	D CVI LEAVING INTO DDAI	ZE DOOSTED
KLI LACED IV.	IASTER	CYL 0022009-10-26MANP375 Thank you	for your PQI on brake fluid leal	kage intobrake booster. Yasu Yata@	NER
CQIS Recomme					
ndations					
Tire Information					
Tire Manufacturer	Unknow		ire Size	Unknown	
Tire Brand Series			Vheel		
DOT Left Front			OOT Right Front		
DOT Left Rear			OOT Right Rear		
DOT Left Inner			OOT Right Inner		
DOT Spare					
Vehicle Information					
VIN	ЈМ3ТВ3		Engine Serial Number	CA 10269557	
Model Year	2009		Ingine Description	3.7L 4V-DAMB PFI V6 NA GAS	
Transmission			ehicle Description	CX-9	
Body Cab Style	Unknow		Drive Line	ALL 4 WHEEL LEFT HAND DR	IVE
Production Date	22-Aug-		Retail Sale Indicator Code		
Plant Description	HIROSE		Reaquired Vehicle	10 4 2000	
Build Region			Varranty Start Date	19-Apr-2009	
Build Country Code	7000		Transmission Serial Number		
Mileage	7988		Vehicle Axle Ratio		
Vehicle Restraint Code					

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**Report Detail** 

ECI Record	623024221 Source Code MAZDA PQI					
Commodity Assignm	Commodity Assignment					
		rvice brakes-brake pedal—	Symptom	loose		
		rvice brakes-brake pedal—	Symptom	pedal concerns-service brake pedal		
			oster/Symptom	leak-failed gasket/seal/weatherstrip		
-		,	Oster/Bymptom	leak faired gasket/seai/weatherstrip		
	ydroboos	it—		Landa Hari d		
	hassis-se		oster/Symptom	leak-fluid		
	iydroboos					
Commodity	hassis-se	ervice brakes-master cylinder/bo	oster/Symptom	no keyword found		
h	hydroboost—					
Significant Event			Verified	N		
Tread Information						
	10.0					
Tread Category Code	03		Tread Category Description	service brakes		
Reported in Tread Quarter	Q1 2010					
Report Details						
Source Claim Key		000100868	Warranty Component Classif	fication		
		1	(WCC)			
Corporate Product Systems Class	ssification		Time in Service	30		
(CPSC)	Join Cation	1	Time in Bervice			
		D20	V.E C (VEC)			
Customer Condition Code		P20	V Function Group (VFG)	12 Mar 2010		
Source System Program Type		 	Repair/Report/Paid Date	13-Mar-2010		
Version Series Code		AAAAR	Load Date	05 -Apr-2010		
Causal Part Prefix- Base - Suffix		TD11 -43 -40ZA	Dealer Code	34491		
Causal Part Name		MASTER CYLINDER	Dealer Name	MAZDA SOUTH		
Non Causal Part Prefix-Base-Suf	ПX		Dealer City	AUSTIN TX		
Non Causal Part Numbers			Dealer State/Province			
Fault Code			Dealer Country			
Diagonstic Trouble Code		Dealer Phone Number				
Labor Operation Code			Attachment	N		
Communication Type		VOQ Component Description Code				
Maintenance Date		05 -Apr-2010				
Customer						
Comment						
	****	DIDED LE LUDIG ME LUMIN GUADO	CED COLOR LINE OF DRIVE	DED 11 GRUUNIG DET 11/ED GEODDING OF		
				PEDAL SINKING—DELAYED STOPPING OF		
Comment VEHICLE. PEI	DAL MC	VEMENT EXCESSIVE MASTER BI	RAKE CYLINDER LEAKAGE I	INSIDE SHAFT SEAL LEAKING OUT INTO		
POWER BOOS	TER. RR	M BRAKE CYLINDER				
CQIS Recomm						
endations						
Tire Information						
Tire Manufacturer	Unknow	n	Tire Size	Unknown		
Tire Brand Series			Wheel			
DOT Left Front			DOT Right Front			
DOT Left Rear			DOT Right Rear			
DOT Left Inner			DOT Right Inner			
DOT Spare						
<b>Vehicle Information</b>	Vahicle Information					
VIN	ЈМ3ТВ2	QV170	Engine Serial Number	CY 215693		
Model Year	2007	.81170	Engine Description	3.5L 4V DOHC VCT SMPI V6 GAS		
	2007	UTO TRANS AISIN F21		CX-9		
Transmission		5 DOOR LIGHT TRUCK		2 WHL L/H FRONT DRIVE		
Body Cab Style Production Date	20-Mar-		Retail Sale Indicator Code	Z WIIL L/H FRONT DRIVE		
Plant Description	TIKUSI	HIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	10 Oct 2007		
Build Region			Warranty Start Date	10-Oct-2007		
Build Country Code	51500		Transmission Serial Number			
Mileage	51562		Vehicle Axle Ratio			
Vehicle Restraint Code						

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**Report Detail** 

ECI Record	623025684 Sou		Source Code	rce Code MAZDA PQI	
Commodity Assignment					
• •					
			Symptom		-driving condition-while driving
	nassis-service brakes-brake pedal—		Symptom		
	nassis-service brakes-brake pedal—		Symptom	pedal concerns-service brake pedal	
	chassis-service brakes-brake pedal—		Symptom	pressure-low	
Commodity chassis-service brakes-master cylinder/booster/ hydroboost—			er/Symptom	funct	tion-malfunction/inoperative
Commodity chassis-service brakes-master cylinder/booster/			er/Symptom	leak-	fluid
hydroboost—			V 'C 1		
Significant Event Verified N					
Tread Information					
Tread Category Code 03 [Fread Category Description service brakes					
Reported in Tread Quarter Q3 2010					
Report Details					
Source Claim Key		000102341	Warranty Component Class	ification	
Source Chaim Rey		000102511	(WCC)	incution.	
Corporate Product Systems Clas	ssification	1	Time in Service		15
(CPSC)		D20	W.D		
Customer Condition Code		P20	V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date		21-Jul-2010
Version Series Code			Load Date		03 -Oct-2010
Causal Part Prefix- Base - Suffix		TD11 -43 -40ZA	Dealer Code		51598
Causal Part Name		MASTER CYLINDER	Dealer Name		SCOTT MAZDA
Non Causal Part Prefix-Base-Suffix			Dealer City		ALLENTOWN
Non Causal Part Numbers			Dealer State/Province		PA
Fault Code					USA
Diagonstic Trouble Code			Dealer Phone Number		6107911221
Labor Operation Code			Attachment		N
Communication Type			VOQ Component Description	Codo	IN .
Maintenance Date		03 -Oct-2010	VOQ Component Description	Code	
iviannenance Date		03 -OCI-2010			
Comment Technician Comment  Technician Comment  REASSURE, THEY SAID THEY HAD TO PUMP BRAKES IN ORDER TO GET PRESSURE AND TO STOP CAR. WE DID NOT VERIFY AN ISSUE. CALLED TECHLINE LINE CASE 680624 NO OTHER CARS KNOWN FOR THIS ISSUE. RECOMMENDED WE REPLACE MASTER CYLINDER. UPON REPLACEMENT WE FOUND REAR OF CYLINDER LEAKING INTO BOOSTER. REPLACED MASTER CYLINDER AND BLEED SYSTEM.  COIS Recom					
mendations					
Tire Information					
Tire Manufacturer	Unknow	n n	Fire Size	Unkno	own
Tire Brand Series	CHKHOW		Wheel	CHKIIO	7 YY 11
DOT Left Front			OOT Right Front		
DOT Left Rear			OOT Right Rear		
DOT Left Inner DOT Spare		I	OOT Right Inner		
Vehicle Information VIN UM3TB38V890 Engine Serial Number CA 10269212					
VIN			Engine Serial Number		
Model Year	2009		Engine Description		V-DAMB PFI V6 NA GAS
Transmission			Vehicle Description	CX-9	
Body Cab Style	Unknow		Orive Line	ALL 4	WHEEL LEFT HAND DRIVE
Production Date			Retail Sale Indicator Code		
Plant Description			Reaquired Vehicle		
Build Region			Warranty Start Date	05-Ma	y-2009
Build Country Code			Transmission Serial Number		y · · · ·
Mileage	11369		Vehicle Axle Ratio		
Vehicle Restraint Code	11309		Temere Axie Ratio		
Venice resulaint code					

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

PE11-026
MAZDA
11-10-2011
APPENDIX 04
Category c



## **Concern Driven Reporting**

**Report Detail** 

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620331669	Source Code	MAZDA Hotline
Commodity Assign	ment		
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-master cylinder/b	ooster/Symptom	function-malfunction/inoperative
Commodity		ooster/Symptom	leak-fluid
Pionificant Event	hydroboost—	Verified	N
Significant Event		vermeu	įN
Tread Information Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2008	rread Category Description	service brakes
Report Details			
Source Claim Key	000546487	Warranty Component Cla	esification
ource Claim Rey	000340407	(WCC)	issincation
Corporate Product Systems (	Classification	Time in Service	10
(CPSC)			
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	14-Jan-2008
Version Series Code	AAAMR	Load Date	20 -Jan-2008
Causal Part Prefix- Base - Suf		Dealer Code	50223
Causal Part Name	unknown	Dealer Name	WEISLEDER MAZDA
Non Causal Part Prefix-Base-	Suffix	Dealer City	BRICKTOWN
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
		Daratan Diagram Manada an	
		Dealer Phone Number	
Labor Operation Code		Attachment	
Diagonstic Trouble Code Labor Operation Code Communication Type			on Code
Labor Operation Code Communication Type	20 -Jan-2008	Attachment	on Code
Labor Operation Code Communication Type Maintenance Date	20 -Jan-2008	Attachment	on Code
Labor Operation Code Communication Type Maintenance Date C u s t o m e r	20 -Jan-2008	Attachment	on Code
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment	The state   The	Attachment VOQ Component Description	,
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Fechnician BS 01/14/08 B	RAKE FLUID LEAK(MASTER CYL) TECH ST	Attachment VOQ Component Description  ATES THE VEH HAS COME IN	V 2X NOW WITH THE FLUID LEVEL LIGHT O
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Fechnician BS 01/14/08 B	RAKE FLUID LEAK(MASTER CYL) TECH ST	Attachment VOQ Component Description  ATES THE VEH HAS COME IN	,
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Fechnician Comment TECH STATE	RAKE FLUID LEAK(MASTER CYL) TECH ST S THE LEVEL IS LOW BUT THERE IS NO A	Attachment VOQ Component Description  ATES THE VEH HAS COME IN PPARENT LEAK TECH STATE	V 2X NOW WITH THE FLUID LEVEL LIGHT O
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Fechnician Comment TECH STATE MILES,HE FI	RAKE FLUID LEAK(MASTER CYL) TECH ST S THE LEVEL IS LOW BUT THERE IS NO A LLED THE RESERVOIR AND RELEASED TH	Attachment VOQ Component Description  ATES THE VEH HAS COME IN PPARENT LEAK TECH STATE E VEH.THIS TIME IN,HE STI	N 2X NOW WITH THE FLUID LEVEL LIGHT O ES THE LAST TIME THE VEH WAS IN AT 52 LL DOESNT SEE A LEAK REMOVED MASTI
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Fechnician Comment TECH STATE MILES,HE FI CYLINDER A	RAKE FLUID LEAK(MASTER CYL) TECH ST S THE LEVEL IS LOW BUT THERE IS NO A	Attachment VOQ Component Description  ATES THE VEH HAS COME IN PPARENT LEAK TECH STATE E VEH.THIS TIME IN,HE STI	N 2X NOW WITH THE FLUID LEVEL LIGHT O ES THE LAST TIME THE VEH WAS IN AT 52 LL DOESNT SEE A LEAK REMOVED MASTI
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Fechnician Comment TECH STATE MILES,HE FI CYLINDER A	RAKE FLUID LEAK(MASTER CYL) TECH ST S THE LEVEL IS LOW BUT THERE IS NO A LLED THE RESERVOIR AND RELEASED TH	Attachment VOQ Component Description  ATES THE VEH HAS COME IN PPARENT LEAK TECH STATE E VEH.THIS TIME IN,HE STI	N 2X NOW WITH THE FLUID LEVEL LIGHT O ES THE LAST TIME THE VEH WAS IN AT 52 LL DOESNT SEE A LEAK REMOVED MASTI
Labor Operation Code Communication Type Maintenance Date Customer Comment Technician Comment TECH STATE MILES,HE FI CYLINDER A CQIS Recom nendations	RAKE FLUID LEAK(MASTER CYL) TECH ST S THE LEVEL IS LOW BUT THERE IS NO A LLED THE RESERVOIR AND RELEASED TH	Attachment VOQ Component Description  ATES THE VEH HAS COME IN PPARENT LEAK TECH STATE E VEH.THIS TIME IN,HE STI	N 2X NOW WITH THE FLUID LEVEL LIGHT O ES THE LAST TIME THE VEH WAS IN AT 52 LL DOESNT SEE A LEAK REMOVED MASTI
Labor Operation Code Communication Type Maintenance Date Customer Comment Fechnician Comment TECH STATE MILES,HE FI CYLINDER A CQIS Recommendations  Tire Information	RAKE FLUID LEAK(MASTER CYL) TECH ST S THE LEVEL IS LOW BUT THERE IS NO A LLED THE RESERVOIR AND RELEASED TH ND FOUND FLUID LEAKING OUT THE BACK	Attachment VOQ Component Description  ATES THE VEH HAS COME IN PPARENT LEAK TECH STATE E VEH.THIS TIME IN,HE STII .REPLACED MASTER CYLINE	N 2X NOW WITH THE FLUID LEVEL LIGHT O ES THE LAST TIME THE VEH WAS IN AT 52 LL DOESNT SEE A LEAK REMOVED MASTI DER.
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Fechnician Comment TECH STATE MILES,HE FI CYLINDER A CQIS Recommendations  Tire Information Fire Manufacturer	RAKE FLUID LEAK(MASTER CYL) TECH ST S THE LEVEL IS LOW BUT THERE IS NO A LLED THE RESERVOIR AND RELEASED TH	Attachment VOQ Component Description  ATES THE VEH HAS COME IN PPARENT LEAK TECH STATI E VEH.THIS TIME IN,HE STII .REPLACED MASTER CYLINE	N 2X NOW WITH THE FLUID LEVEL LIGHT O ES THE LAST TIME THE VEH WAS IN AT 52 LL DOESNT SEE A LEAK REMOVED MASTI
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Fechnician Comment TECH STATE MILES,HE FI CYLINDER A CQIS Recom mendations Tree Information Tire Manufacturer Fire Brand Series	RAKE FLUID LEAK(MASTER CYL) TECH ST S THE LEVEL IS LOW BUT THERE IS NO A LLED THE RESERVOIR AND RELEASED TH ND FOUND FLUID LEAKING OUT THE BACK	Attachment VOQ Component Description  ATES THE VEH HAS COME IN PPARENT LEAK TECH STATE E VEH.THIS TIME IN,HE STII .REPLACED MASTER CYLINE  [Tire Size Wheel	N 2X NOW WITH THE FLUID LEVEL LIGHT O ES THE LAST TIME THE VEH WAS IN AT 52 LL DOESNT SEE A LEAK REMOVED MASTI DER.
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Technician Comment TECH STATE MILES,HE FI CYLINDER A CQIS Recom mendations  Tire Information Tire Brand Series DOT Left Front	RAKE FLUID LEAK(MASTER CYL) TECH ST S THE LEVEL IS LOW BUT THERE IS NO A LLED THE RESERVOIR AND RELEASED TH ND FOUND FLUID LEAKING OUT THE BACK	Attachment VOQ Component Description  ATES THE VEH HAS COME IN PPARENT LEAK TECH STATE E VEH.THIS TIME IN,HE STIE .REPLACED MASTER CYLINE  [Fire Size Wheel DOT Right Front	N 2X NOW WITH THE FLUID LEVEL LIGHT O ES THE LAST TIME THE VEH WAS IN AT 52 LL DOESNT SEE A LEAK REMOVED MASTI DER.
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Technician Comment TECH STATE MILES,HE FI CYLINDER A CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear	RAKE FLUID LEAK(MASTER CYL) TECH ST S THE LEVEL IS LOW BUT THERE IS NO A LLED THE RESERVOIR AND RELEASED TH ND FOUND FLUID LEAKING OUT THE BACK	Attachment VOQ Component Description  ATES THE VEH HAS COME IN PPARENT LEAK TECH STATE E VEH.THIS TIME IN,HE STIE .REPLACED MASTER CYLINE  Tire Size Wheel DOT Right Front DOT Right Rear	N 2X NOW WITH THE FLUID LEVEL LIGHT O ES THE LAST TIME THE VEH WAS IN AT 52 LL DOESNT SEE A LEAK REMOVED MASTI DER.
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Technician Comment TECH STATE MILES,HE FI	RAKE FLUID LEAK(MASTER CYL) TECH ST S THE LEVEL IS LOW BUT THERE IS NO A LLED THE RESERVOIR AND RELEASED TH ND FOUND FLUID LEAKING OUT THE BACK	Attachment VOQ Component Description  ATES THE VEH HAS COME IN PPARENT LEAK TECH STATE E VEH.THIS TIME IN,HE STIE .REPLACED MASTER CYLINE  [Fire Size Wheel DOT Right Front	N 2X NOW WITH THE FLUID LEVEL LIGHT O ES THE LAST TIME THE VEH WAS IN AT 52 LL DOESNT SEE A LEAK REMOVED MASTI DER.
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Technician Comment Technician Comment TECH STATE MILES,HE FI CYLINDER A CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Left Inner	RAKE FLUID LEAK(MASTER CYL) TECH ST S THE LEVEL IS LOW BUT THERE IS NO A LLED THE RESERVOIR AND RELEASED TH ND FOUND FLUID LEAKING OUT THE BACK  Unknown	Attachment VOQ Component Description  ATES THE VEH HAS COME IN PPARENT LEAK TECH STATE E VEH.THIS TIME IN,HE STIE .REPLACED MASTER CYLINE  Tire Size Wheel DOT Right Front DOT Right Rear	N 2X NOW WITH THE FLUID LEVEL LIGHT O ES THE LAST TIME THE VEH WAS IN AT 52 LL DOESNT SEE A LEAK REMOVED MASTI DER.
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Fechnician Comment Technician Comment TECH STATE MILES,HE FI CYLINDER A CQIS Recommendations Tire Information Fire Manufacturer Fire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Informatio	RAKE FLUID LEAK(MASTER CYL) TECH ST S THE LEVEL IS LOW BUT THERE IS NO A LLED THE RESERVOIR AND RELEASED TH ND FOUND FLUID LEAKING OUT THE BACK  Unknown	Attachment VOQ Component Description  ATES THE VEH HAS COME IN PPARENT LEAK TECH STATE E VEH.THIS TIME IN,HE STIE .REPLACED MASTER CYLINE  Tire Size Wheel DOT Right Front DOT Right Inner	V 2X NOW WITH THE FLUID LEVEL LIGHT OF ESTHE LAST TIME THE VEH WAS IN AT 52 LL DOESNT SEE A LEAK REMOVED MASTIDER.  Unknown
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Fechnician Comment TECH STATE MILES,HE FI CYLINDER A CQIS Recommendations  Fire Information Fire Manufacturer Fire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Left Inner DOT Spare  Vehicle Information VIN	RAKE FLUID LEAK(MASTER CYL) TECH ST S THE LEVEL IS LOW BUT THERE IS NO A LLED THE RESERVOIR AND RELEASED TH ND FOUND FLUID LEAKING OUT THE BACK  Unknown  UNKNOWN	Attachment VOQ Component Description  ATES THE VEH HAS COME IN PPARENT LEAK TECH STATE E VEH.THIS TIME IN,HE STIE .REPLACED MASTER CYLINE  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number	V 2X NOW WITH THE FLUID LEVEL LIGHT OF ESTHE LAST TIME THE VEH WAS IN AT 52 LL DOESNT SEE A LEAK REMOVED MASTIDER.  Unknown  CY 205024
Labor Operation Code Communication Type Maintenance Date Customer Comment Fechnician Comment Comment TECH STATE MILES,HE FI CYLINDER A CQIS Recommendations  Fire Information Fire Manufacturer Fire Brand Series DOT Left Rear DOT Left Inner DOT Spare  Vehicle Informatio VIN Model Year	RAKE FLUID LEAK(MASTER CYL) TECH ST S THE LEVEL IS LOW BUT THERE IS NO A LLED THE RESERVOIR AND RELEASED TH ND FOUND FLUID LEAKING OUT THE BACK  Unknown  Mathematical Description of the company of the	Attachment VOQ Component Description  ATES THE VEH HAS COME IN PPARENT LEAK TECH STATE E VEH.THIS TIME IN,HE STIE .REPLACED MASTER CYLINE  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description	Unknown  CY 205024 3.5L 4V DOHC VCT SMPI V6 GAS
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Fechnician Comment TECH STATE MILES,HE FI CYLINDER A CQIS Recommendations  Fire Information Fire Manufacturer Fire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Informatio VIN Model Year Fransmission	RAKE FLUID LEAK(MASTER CYL) TECH ST S THE LEVEL IS LOW BUT THERE IS NO A LLED THE RESERVOIR AND RELEASED TH ND FOUND FLUID LEAKING OUT THE BACK  Unknown  M  JM3TB38Y270 2007 6 SPD AUTO TRANS AISIN F21	Attachment VOQ Component Description  ATES THE VEH HAS COME IN PPARENT LEAK TECH STATE E VEH.THIS TIME IN,HE STIE .REPLACED MASTER CYLINE  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description	Unknown  CY 205024 3.5L 4V DOHC VCT SMPI V6 GAS CX-9
Labor Operation Code Communication Type Maintenance Date Customent Customent Fechnician Comment TECH STATE MILES,HE FI CYLINDER A CQIS Recommendations  Fire Information Fire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Informatio Win Model Year Fransmission Body Cab Style	RAKE FLUID LEAK(MASTER CYL) TECH ST S THE LEVEL IS LOW BUT THERE IS NO A LLED THE RESERVOIR AND RELEASED TH ND FOUND FLUID LEAKING OUT THE BACK  Unknown  IN JM3TB38Y270 2007 6 SPD AUTO TRANS AISIN F21 CA WE 5 DOOR LIGHT TRUCK	Attachment VOQ Component Description  ATES THE VEH HAS COME IN PPARENT LEAK TECH STATH E VEH.THIS TIME IN,HE STILL REPLACED MASTER CYLINE  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line	Unknown  CY 205024 3.5L 4V DOHC VCT SMPI V6 GAS
Labor Operation Code Communication Type Maintenance Date Customent Customent Fechnician Comment TECH STATE MILES,HE FI CYLINDER A CQIS Recommendations  Fire Information Fire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Informatio VIN Model Year Fransmission Body Cab Style Production Date	RAKE FLUID LEAK(MASTER CYL) TECH ST S THE LEVEL IS LOW BUT THERE IS NO A LLED THE RESERVOIR AND RELEASED TH ND FOUND FLUID LEAKING OUT THE BACK  Unknown  M JM3TB38Y270 2007 6 SPD AUTO TRANS AISIN F21 CA WE 5 DOOR LIGHT TRUCK 21-Dec-2006	Attachment VOQ Component Description  ATES THE VEH HAS COME IN PPARENT LEAK TECH STATE E VEH.THIS TIME IN,HE STIE .REPLACED MASTER CYLINE  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Vehicle Description Drive Line Retail Sale Indicator Code	Unknown  CY 205024 3.5L 4V DOHC VCT SMPI V6 GAS CX-9
Labor Operation Code Communication Type Maintenance Date  C u s t o m e r Comment Fee hnician Comment TECH STATE MILES,HE FI CYLINDER A  CQIS Recommendations  Fire Information Fire Manufacturer Fire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Left Inner DOT Spare  Vehicle Informatio VIN Model Year Fransmission Body Cab Style Production Date Plant Description	RAKE FLUID LEAK(MASTER CYL) TECH ST S THE LEVEL IS LOW BUT THERE IS NO A LLED THE RESERVOIR AND RELEASED TH ND FOUND FLUID LEAKING OUT THE BACK  Unknown  IN JM3TB38Y270 2007 6 SPD AUTO TRANS AISIN F21 CA WE 5 DOOR LIGHT TRUCK	Attachment VOQ Component Description  ATES THE VEH HAS COME IN PPARENT LEAK TECH STATI E VEH.THIS TIME IN,HE STII .REPLACED MASTER CYLINE  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	V 2X NOW WITH THE FLUID LEVEL LIGHT OF ESTHE LAST TIME THE VEH WAS IN AT 52 LL DOESNT SEE A LEAK REMOVED MASTIDER.  Unknown  CY 205024  3.5L 4V DOHC VCT SMPI V6 GAS CX-9  ALL 4 WHEEL LEFT HAND DRIVE
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Fechnician Comment Technician Comment TECH STATE MILES,HE FI CYLINDER A CQIS Recommendations  Tire Information Fire Manufacturer Fire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Left Inner DOT Spare  Vehicle Informatio VIN Model Year Fransmission Body Cab Style Production Date Plant Description Build Region	RAKE FLUID LEAK(MASTER CYL) TECH ST S THE LEVEL IS LOW BUT THERE IS NO A LLED THE RESERVOIR AND RELEASED TH ND FOUND FLUID LEAKING OUT THE BACK  Unknown  M JM3TB38Y270 2007 6 SPD AUTO TRANS AISIN F21 CA WE 5 DOOR LIGHT TRUCK 21-Dec-2006	Attachment VOQ Component Description  ATES THE VEH HAS COME IN PPARENT LEAK TECH STATE E VEH.THIS TIME IN,HE STILL REPLACED MASTER CYLINE  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	Unknown  CY 205024 3.5L 4V DOHC VCT SMPI V6 GAS CX-9
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Technician Comment Technician Comment TECH STATE MILES,HE FI CYLINDER A CQIS Recommendations Tire Information Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Informatio VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Region Build Country Code	RAKE FLUID LEAK(MASTER CYL) TECH ST S THE LEVEL IS LOW BUT THERE IS NO A LLED THE RESERVOIR AND RELEASED TH ND FOUND FLUID LEAKING OUT THE BACK  Unknown  JM3TB38Y270 2007 6 SPD AUTO TRANS AISIN F21 CA WE 5 DOOR LIGHT TRUCK 21-Dec-2006 HIROSHIMA ASSEMBLY PLANT-JAPAN	Attachment VOQ Component Description  ATES THE VEH HAS COME IN PPARENT LEAK TECH STATE E VEH.THIS TIME IN,HE STIE .REPLACED MASTER CYLINE  DOT Right Front DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	V 2X NOW WITH THE FLUID LEVEL LIGHT OF ESTHE LAST TIME THE VEH WAS IN AT 52 LL DOESNT SEE A LEAK REMOVED MASTIDER.  Unknown  CY 205024  3.5L 4V DOHC VCT SMPI V6 GAS CX-9  ALL 4 WHEEL LEFT HAND DRIVE
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Fechnician Comment Technician Comment TECH STATE MILES,HE FI CYLINDER A CQIS Recommendations  Tire Information Fire Manufacturer Fire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Left Inner DOT Spare  Vehicle Informatio VIN Model Year Fransmission Body Cab Style Production Date Plant Description Build Region	RAKE FLUID LEAK(MASTER CYL) TECH ST S THE LEVEL IS LOW BUT THERE IS NO A LLED THE RESERVOIR AND RELEASED TH ND FOUND FLUID LEAKING OUT THE BACK  Unknown  M JM3TB38Y270 2007 6 SPD AUTO TRANS AISIN F21 CA WE 5 DOOR LIGHT TRUCK 21-Dec-2006	Attachment VOQ Component Description  ATES THE VEH HAS COME IN PPARENT LEAK TECH STATE E VEH.THIS TIME IN,HE STILL REPLACED MASTER CYLINE  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	V 2X NOW WITH THE FLUID LEVEL LIGHT OF ESTHE LAST TIME THE VEH WAS IN AT 52 LL DOESNT SEE A LEAK REMOVED MASTIDER.  Unknown  CY 205024  3.5L 4V DOHC VCT SMPI V6 GAS CX-9  ALL 4 WHEEL LEFT HAND DRIVE

## **Disclaimer:**

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
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Open Date	10/08/2008
Sequence Number	00057
ECI Record Id 620367697	
Source Code MAZDA Hotline	Source Claim #000584405

Symptom Information		
	fluid level-insufficient fluid	Symptom Code 2 leak-fluid
	mod-indicator light/warning chime on	Symptom Code 4 mod-location-interior
Symptom Code 5		
Original Symptom 1		Original Symptom 2
Causal Component	NOT PROVIDED BY SOURCE	
Base		

Report Details			
Customer/Contact First	:	Dealer Name	AUTO WEST MAZDA
Name			
Customer/Contact Last		Dealer Code	41194
Name			
Customer/Contact City			ROSEVILLE
Customer/Contact State	Í	Dealer State	CA
Comment Type	05	Attachements	
Customer			
Comments			
	/08 BRAKE LIGHT COMES ON(LEAF		
Comments ON IN D	DASH TECH STS CUSTOMER SAID	THE BRAKE LIG	HT IN DASH CAME ON AND THEY
HAVE H	IAD TO ADD FLUID, HAVE NOT BEI	EN ABLE TO FINI	D ANY LEAKS. no leak found / went
over wit	h jim hancock - he also inspected - re	oad tested and di	d not level stay the same - customer
took veh	nicle and reservoir cap was tape off an	nd sealed to monito	or
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38VX80	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 8735
Production Date 23-Jan-2008	Warranty Start Date 25-Apr-2008

Open Date	10/30/2008
Sequence Number	00067
ECI Record Id620370293	
Source Code MAZDA Hotline	Source Claim #000587675

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 repair-prior repair mentioned
Symptom Code 3 no keyword found	Symptom Code 4 function-malfunction/inoperative
Symptom Code 5 leak-fluid	
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details			
Customer/Contact Firs	st	Dealer Name	KOEPPEL MAZDA
Name			
Customer/Contact Las	st	Dealer Code	51582
Name			
Customer/Contact City		Dealer City	WOODSIDE
Customer/Contact State		Dealer State	NY
Comment Type	05	Attachements	
Customer			
Comments			
	/30/08 BRAKE FLUID LEAK(MASTER		
Comments CAME	IN WITH LOW BRAKE FLUID. LEVEL '	WAS TOPPED UP	P AND THE VEH RETURNED TODAY
WITH T	THE SAME CONCERN TECH STATES	STHERE ARE NO	D LEAKS AT ANY OF THE WHEELS
OR VIS	SIBLE LEAKAGE AT THE ABS C/M rep	laced booster repa	aired
C Q I S	<u> </u>	·	
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38V380	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 2123
Production Date 13-Jun-2008	Warranty Start Date 26-Aug-2008

Open Date	11/26/2008
Sequence Number	00075
ECI Record Id 620373822	
Source Code MAZDA Hotline	Source Claim #000591312

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 function-stays on
Symptom Code 3 no keyword found	Symptom Code 4 repair-prior repair mentioned
Symptom Code 5 function-malfunction/inoperative	Symptom Code 6 leak-fluid
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	
Base	

Report Details		
Customer/Contact First	t	Dealer Name BILL JACOBS MAZDA
Name		
Customer/Contact Last	t e	Dealer Code 60181
Name		
Customer/Contact City		Dealer City JOLIET
Customer/Contact State		Dealer State L
Comment Type	05	Attachements
Customer		
Comments		
		G-M/CYL C/STATES THAT BRAKE TCS AND BRAK
		ON A CAR THAT HAS BEEN IN ONCE BEFORE THA
TOPPE	D OOF BRAKE FLUID AND SENT OL	OUT CAR IS NOW BACK SAME CONCERN REPLACE
MASTE	R CYLINDER AND POWER ASSIST -	- LEAKING INTERNALLY
CQIS		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB38A580	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage7164
Production Date 14-Mar-2008	Warranty Start Date 16-May-2008

Open Date	12/19/2008
Sequence Number	00080
ECI Record Id 620376798	
Source Code MAZDA Hotline	Source Claim #000594424

Symptom Information		
Symptom Code 1	function-malfunction/inoperative	Symptom Code 2 function-stays on
Symptom Code 3	leak-fluid	Symptom Code 4 no keyword found
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Report Details				
Customer/Contact First	Dealer Name ED NAPLETON MAZDA			
Name				
Customer/Contact Last	Dealer Code 23841			
Name				
Customer/Contact City	Dealer City JUPITER			
Customer/Contact State	Dealer State FL			
Comment Type 03	Attachements			
Customer				
Comments				
Technician JC 12/19/08 BRAKE LIGHT ON	AFTER BOOSTER TECH SAID THAT HE REPLACE THE BRAKE			
Comments MASTER AND BOOSTERFOR	FLUID LEAKING. AFTER REPLACING THE BRAKE LIGHT WERE			
ON ALL THE TIME				
C Q I S				
Recommendation				
Comments				

Vehicle Information	
VINJM3TB28A480	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 4695
Production Date 27-Jun-2008	Warranty Start Date 22-Sep-2008

Open Date	12/30/2008
Sequence Number	00086
ECI Record Id 620377633	
Source Code MAZDA Hotline	Source Claim #000595292

Symptom Information					
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	misaligned/out of position/adjustment/		
			poor fit		
Symptom Code 3	mod-indicator light/warning chime	Symptom Code 4	pedal concerns-service brake pedal		
	on				
Symptom Code 5		Symptom Code 6	function-malfunction/inoperative		
Symptom Code 7					
Original Symptom 1		Original Symptom			
		2			
Causal Component	NOT PROVIDED BY SOURCE				
Base					

Report Details			
•	4 Eirot	Doolor Nama	
Customer/Contact	t First	Dealer Name	THELEN MAZDA
Name			
Customer/Contact	t Last	Dealer Code	60324
Name			
Customer/Contact (		Dealer City	BAY CITY
Customer/Contact S	State	Dealer State	MI
Comment Type	05	Attachements	
Customer			
Comments			
Technician	HAL 12/30/08 BRK/TCS LTS ON	I,FLUID LOW(M/C,BOOSTEF	R) TECH STS THE BRAKE,TCS ND
Comments	ABS LTS ARE ONTHE BRAK	CE FLUID RESERVOIR IS L	OWC/S THE LIGHTS CAME ON
	YESTERDAY PADS LOOK OKC	COULD NOT FIND A LEAKF	ILLED THE RESERVOIR AND BLED
	THE SYSTEMLIGHTS ALL W	ENT OUTBRAKE PEDAL S	STILL FEELS FUNNY INSTALLED
	NEW MASTER CYLENDER. AND	BOOSTER DUE TO BRAKE	FLUID LEAKING INTO booster from
	master		
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38AX80	Engine Unknown
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 2530
Production Date 09-Apr-2008	Warranty Start Date 31-Jul-2008

Open Date	02/03/2009
Sequence Number	00103
ECI Record Id620382057	
Source Code MAZDA Hotline	Source Claim #000600484

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 air in system
Symptom Code 3 function-malfunction/inoperative	Symptom Code 4 function-steering/brake ineffective
Symptom Code 5 eak-fluid	Symptom Code 6 mod-weather-cold
Symptom Code 7 no problem found	
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	
Base	

Report Details					
Customer/Contact First		Dealer Na	Dealer Name SUBURBAN MAZDA OF TROY		
Name		1			
Customer/Contac	t Last		Dealer C	ode 61521	
Name		1			
Customer/Contact	City		Dealer (	Dealer City TROY	
Customer/Contact			Dealer S		
Comment Type		05	Attacheme	ents	
Customer					
Comments					
Technician	RC 2/3/0	9 TCS BRAKE LITE ,NO BRAK	E FLUID DL STS T	HE BRAKE RESERVOIR WAS EMPTY,	
Comments	BUT THE	E BRAKES OPERATED NOR!	MALLY ,CSTM DR	OVE VEH.IN,TECH.ALSO DROVE 100	
	FEET WITH NO PROBLEM STOPPING OR PEDAL FEEL TECH .DROVE INTO THE SHOP A 100				
	FEET OR SO DID NOT FEEL ANYTHING NORMAL WITH THE BRAKES.DL ADD FLUID ABOUT 10				
	OZ.TO THE RES., DL STS THE BRAKE LITE WAS ON NOT SURE IF TCS LITE WAS ON,ONCE				
	THE RES.WAS FILLED THE BRAKE LITE WENT OUT TCS LITE IS ALSO OUT.DID NOT CK FOR				
	DTC .DL STS HAS SEEN SAME CONCERN WITH TRIBUTE WITH REMAN.BRAKE MASTER.				
	THEY WILL LEAK INTO THE BOOSTER WHEN COLD WEATHER FOUND BRAKE FLUID				
	DRAINED INTO BRAKE BOOSTER OUT OF REAR SEAL OF MASTER, BOOSTER LOOKS FINE				
	INSIDE NO SWELLING OR RUBBER ISSUES CLEANED AND INSTALLED NEW MASTER CYL.				
	BLEED AIR FROM SYSTEM AND TEST DROVE, NO MORE ISSUES PRESSANT.				
	RLEED A	AIR FROM SYSTEM AND TEST	DROVE, NO MORI	E ISSUES PRESSANT.	
CQIS					
Recommendation					
Comments					

Vehicle Information	
VINJM3TB38A080	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 12232
Production Date 03-Jun-2008	Warranty Start Date 25-Aug-2008

Open Date	02/04/2009	
Sequence Number	00104	
ECI Record Id620382318		_
Source Code MAZDA Hotline	Source Claim #000600762	

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 misaligned/out of position/adjustment/
	poor fit
Symptom Code 3 mod-codes found	Symptom Code 4 mod-indicator light/warning chime on
Symptom Code 5 no problem found	Symptom Code 6 pedal concerns-service brake pedal
Symptom Code 7 mod-pre delivery	
Original Symptom 1	Original Symptom
	2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Banart Dataila				
Report Details				OOMAN INITY/NAA 75 A
Customer/Contact	First		Dealer Name	COMMUNITY MAZDA
Name				
Customer/Contact	t Last		Dealer Code	61539
Name				
Customer/Contact (			Dealer City	OAK FOREST
Customer/Contact S	State		Dealer State	IL
Comment Type		05	Attachements	
Customer				
Comments				
Technician	RC 2/4/0	9 TCS/BRAKE LIGHT C1327,FLUI	D LOW CSTM S	TS WARNING LITES ON SEE NEW
Comments	FILE 60	7885 DL STS BRAKES FEEL NOR	MAL, THE FLUID	D/RES.IS DWN TO THE MIN.MARK
				D WAS LOW IN CYLINDER. ALL
				TED AT TIME OF PDI, NO LEAKS
				FOR POSSIBLE FLUID LEAKAGE
		•		LES HAD BEEN FOUND TO HAVE
	LEAKY N	MASTERS. NO LEAKS NOTED. ADJU	JSTED LEVEL AN	ID TESTDROVE. OK AT THIS TIME
CQIS				
Recommendation				
Comments				

Vehicle Information	
VINJM3TB28A380	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 2325
Production Date 17-Jun-2008	Warranty Start Date 04-Oct-2008

Open Date	02/17/2009
Sequence Number	00106
ECI Record Id 620384231	
Source Code MAZDA Hotline	Source Claim #000602701

Symptom Information			
Symptom Code 1 no key			fluid level-insufficient fluid
Symptom Code 3 function	n-malfunction/inoperative	Symptom Code 4	leak-fluid
Original Symptom 1		<b>Original Symptom 2</b>	
Causal Component Unkno	wn Unknown		
Base			

Report Details			
Customer/Contact	First	Dealer Name AUTO TOWN MAZDA	
Name			
Customer/Contact	Last	Dealer Code 42108	
Name			
<b>Customer/Contact City</b>	У	Dealer City GLADSTONE	
Customer/Contact Stat	te	Dealer State OR	
Comment Type	05	Attachements	
Customer			
Comments			
		LOW(MASTER/BOOST CS; BRAKE FLUID RESERVO	
		AL LEAKS. NONE. Found that the master cylinder wa	
lea	leaking into the brake booster. Replaced the master cylinder and brake booster and no more		
pro	oblems.		
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38A580	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 13785
Production Date 27-Feb-2008	Warranty Start Date 18-Apr-2008

Open Date	02/23/2009
Sequence Number	00107
ECI Record Id 620384950	
Source Code MAZDA Hotline	Source Claim #000603430

Symptom Information		
	fluid level-insufficient fluid	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3		Symptom Code 4 mod-codes found
	leak-failed gasket/seal/weatherstrip	
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Report Details			
Customer/Contact First		Dealer Name	TASCA MAZDA
Name			
Customer/Contact Last		Dealer Code	51599
Name			
Customer/Contact City		Dealer City	
Customer/Contact State		Dealer State	
Comment Type	05	Attachements	
Customer			
Comments			
	3/09 BRAKES LOSING FLUID(MAST		
	G ON. TECH STATES THE CODE C		
	WHEN THE FLUID LEVEL WAS TO		
LOSS S	SOMEWHERE BUT NO LEAK IS DE	ETECTED replace	ed power brake booster and master
cylnder	due to master cylinder seal leak		
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28V480	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 7635
Production Date 13-May-2008	Warranty Start Date 25-Sep-2008

Open Date	02/26/2009	
Sequence Number	00111	
ECI Record Id620385476		Ξ
Source Code MAZDA Hotline	Source Claim #000603978	

Symptom Information			
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 leak-fluid		
Original Symptom 1	Original Symptom 2		
Causal Component Unknown Unknown			
Base			

Report Details		
Customer/Contact	First	Dealer Name JOE MYERS MAZDA
Name		
Customer/Contact	Last	Dealer Code 34432
Name		
Customer/Contact C	ity	Dealer City HOUSTON
Customer/Contact St	tate	Dealer State TX
Comment Type	03	Attachements
Customer		
Comments		
		STER CYL) TECH STATES BRAKE FLUID IS LOW TECH
Comments	STATES CAN NOT FIND A SOURCE O	F A LEAK. CALIPERS AND BRAKE MASTER ARE DRY.
	THE FLUID BAST THE FLOAT.	
CQIS		
Recommendation		
Comments		

Vehicle Information	
VIN <sub>J</sub> M3TB28A980	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 8664
Production Date 21-Mar-2008	Warranty Start Date 01-Sep-2008

Open Date	03/06/2009
Sequence Number	00116
ECI Record Id 620386637	
Source Code MAZDA Hotline	Source Claim #000605197

Symptom Information			
	luid level-insufficient fluid	Symptom Code 2	
Symptom Code 3 n	nod-indicator light/warning chime on	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5	eak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component C	Jnknown Unknown		
Base			

Report Details			
Customer/Contact First	t	Dealer Name	LOU BACHRODT MAZDA
Name			
Customer/Contact Last		Dealer Code	23885
Name			
Customer/Contact City	ĺ	Dealer City	COCONUT CREEK
Customer/Contact State		Dealer State	FL
Comment Type	05	Attachements	
Customer			
Comments			
	09 ABS TCS LIGHT ON*MASTER CYL		
Comments 1X IN IN	NSPECTED THE CAR AND FOUND	NO LEAKS-TOPE	PED OFF THE MASTER. THAT WAS
01 31 09	9. THE MASTER IS LOW AGAING TO	DAY.NO EXTERN	NIAL LEAKS FOUND. master cylinder
leaking t	fluid into booster replaced master and	cleaned fluid fron	n booster as needed
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28A480	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 5167
Production Date 24-Jun-2008	Warranty Start Date 13-Nov-2008

Open Date	03/17/2009
Sequence Number	00119
ECI Record Id 620388304	
Source Code MAZDA Hotline	Source Claim #000606937

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	
Symptom Code 3	no keyword found	Symptom Code 4	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component	NOT PROVIDED BY SOURCE		
Base			

Report Details			
Customer/Contact First		Dealer Name	JOHN HINE TEMECULA MAZDA
Name			
Customer/Contact Last		Dealer Code	42112
Name			
Customer/Contact City		Dealer City	TEMECULA
Customer/Contact State		Dealer State	CA
Comment Type 05		Attachements	
Customer			
Comments			
			TER) TECH STATES THE BRAKE
Comments LIGHT IS C	ON AND THE CODE IS SET TECH	I STATES HE DOE	ESNT SEE ANY FLUID LEAKING AT
THE WHEE	ELS OR LINES REPLACED MAST	ER CYLINDER AN	ND BRAKE BOOSTER
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28V380	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 2993
Production Date 17-Jun-2008	Warranty Start Date 11-Dec-2008

Open Date	03/24/2009	
Sequence Number	00123	
ECI Record Id 620389177		=
Source Code MAZDA Hotline	Source Claim #000607885	_

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	misaligned/out of position/adjustment/
			poor fit
Symptom Code 3		Symptom Code 4	
	pedal concerns-service brake pedal	Symptom Code 6	function-malfunction/inoperative
Symptom Code 7			
Original Symptom 1		Original Symptom	
		2	
Causal Component	NOT PROVIDED BY SOURCE		
Base			

Report Details				
Customer/Contact	First		Dealer Name	COMMUNITY MAZDA
Name				
Customer/Contact	Last		Dealer Code	61539
Name				
Customer/Contact C	ity		Dealer City	OAK FOREST
Customer/Contact St	tate		Dealer State	IL
Comment Type		05	Attachements	
Customer				
Comments				
		•		SEE FILE 600762 DEALER ADDED
				FLUID LEAKS AT ALL vehice was
b	brought to shop losing brake fluid with no visible leaks being noted. tech contacted tech assist. and			
W	was suggesed to remove brake master and look for a leak into booster. found leak, tech replaced			
b	ooster	and testdrove. no further leakage is no	oted.	
CQIS				
Recommendation				
Comments				

Vehicle Information	
VINJM3TB28A380	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 3061
Production Date 17-Jun-2008	Warranty Start Date 04-Oct-2008

Open Date	03/25/2009
Sequence Number	00124
ECI Record Id 620389455	
Source Code MAZDA Hotline	Source Claim #000608189

Symptom Information	
Symptom Code 1 eak-fluid	Symptom Code 2 fluid level-insufficient fluid
Symptom Code 3 function-malfunction/inoperative	Symptom Code 4 misaligned/out of position/
	adjustment/poor fit
Symptom Code 5 no keyword found	
Original Symptom 1	Original Symptom
	2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details			
Customer/Contact Firs	t	Dealer Name	JOHN HINE MAZDA
Name			
Customer/Contact Las	t	Dealer Code	40202
Name			
Customer/Contact City		Dealer City	SAN DIEGO
Customer/Contact State		Dealer State	CA
Comment Type	05	Attachements	
Customer			
Comments			
Technician LH 03/	/25/09 BRAKE LIGHT ON, M/C LI	EAK BRAKE LIC	SHT ON, BRAKE FLUID LOW IN
Comments RESER	RVIOR DEALER PIM CONFERENCE	CALLS WAS A	OVISE TO INSPECT FOR MASTER
CYLINI	DER LEAK INTO BRAKE BOOSTER /	AND IF LEAKING	TO REPLACE MASTER CYLINDER
AND B	RAKE BOOSTER. CALL HL FOR RE	EF waiting on par	ts/needs master cylinder and brake
booster	•		,
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28V780	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 5335
Production Date 22-May-2008	Warranty Start Date 19-Sep-2008

Open Date	04/13/2009
Sequence Number	00128
ECI Record Id 620391888	
Source Code MAZDA Hotline	Source Claim #000610798

Symptom Information		
Symptom Code 1		Symptom Code 2 mod-codes found
Symptom Code 3	mod-indicator light/warning chime on	Symptom Code 4 function-malfunction/inoperative
Symptom Code 5		
Original Symptom 1		Original Symptom 2
Causal Component	NOT PROVIDED BY SOURCE	
Base		

Report Details		
Customer/Contact Fi	irst	Dealer Name CHAPMAN MAZDA
Name		
Customer/Contact La	ast	Dealer Code 42103
Name		
Customer/Contact City		Dealer City PHOENIX
Customer/Contact State		Dealer State AZ
Comment Type	05	Attachements
Customer		
Comments		
Technician DD	04/13/09 ABS/TSC LIGHT ON C13	327(BRAKE MASTER) ABS/TSC LIGHT ON NO EXTERANL
Comments LEA	AKS FOUND HAS DATE STAMP	9U13 brake master leaking into booster-replace master
cylin	nder	
CQIS		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB38A880	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 13533
Production Date 26-Jun-2008	Warranty Start Date 23-Jul-2008

Open Date	04/22/2009
Sequence Number	00133
ECI Record Id620393530	
Source Code MAZDA Hotline	Source Claim #000612562

Symptom Information	
Symptom Code 1 mod-codes found	Symptom Code 2 mod-indicator light/warning chime
	on
Symptom Code 3 no problem found	Symptom Code 4 fluid level-insufficient fluid
Symptom Code 5 function-malfunction/inoperative	Symptom Code 6 eak-fluid
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	
Base	

Report Details				
Customer/Contact	t First		Dealer Nan	ne LAWRENCE HALL MAZDA
Name				
Customer/Contac	t Last		Dealer Co	de 34429
Name				
Customer/Contact (	City		Dealer C	tyABILENE
Customer/Contact S	State		Dealer Sta	te TX
Comment Type		05	Attachemen	ts
Customer				
Comments				
Technician	HAL 04/2	22/09 WARNING LTS ON,C1	327(M/C) C/S THE AB	S,TCS OFF,BRAKE,TCS,T-SIG'S AND
Comments	AUTO LTS WARNING LTS WERE ONTECH CAN NOT DUPLICATE THE ISSUE BUT THE CODES			
	U2064-IC AND C1327-20-ABS ARE STORED TECH STS THE ONLY THING HE FOUND WAS			
	THE BRAKE FLUID RESERVOIR WAS ABOUT 1/3 PINT LOW (APROX 2-3 OZ'S)B1327 FFD			
				L HAVE DASHES AND X'SHE HAS
				NO VISIBLE LEAKS master cylinder
		uid into booster causing low f		
C O I S	icaking ii	did into booster educing low i	Tala level & walling light	to. replaced master cylinder.
Recommendation				
Comments				

Vehicle Information	
VINJM3TB28A880	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 10592
Production Date 27-Jun-2008	Warranty Start Date 06-Sep-2008

Open Date	04/23/2009
Sequence Number	00134
ECI Record Id 620393584	
Source Code MAZDA Hotline	Source Claim #000612619

Symptom Information		
Symptom Code 1		Symptom Code 2 function-malfunction/inoperative
Symptom Code 3	leak-fluid	
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Report Details	
Customer/Contact First	Dealer Name OPEN ROAD MAZDA OF
Name	MORRISTOWN
Customer/Contact Last	Dealer Code 51614
Name	
Customer/Contact City	Dealer City MORRISTOWN
Customer/Contact State	Dealer State NJ
Comment Type 05	Attachements
Customer	
Comments	
Technician RM 04/23/09 BRAKE MASTER LEAKING	IN BOOSTER STATES BRAKE MASTER LEAKING IN
Comments BRAKE BOOSTER. PART IS ON BACK O	RDER. WANTS TO KNOW ABOUT A RENTAL MASTER
CYLINDER AND BOOSTER REPLACED -	VEHICLE RETURNED TO CUSTOMER
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB38V080	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 13000
Production Date 04-Feb-2008	Warranty Start Date 07-Oct-2008

Open Date	05/05/2009
Sequence Number	00143
ECI Record Id 620395544	
Source Code MAZDA Hotline	Source Claim #000614715

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2no keyword found
Symptom Code 3 leak-fluid	
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details			
Customer/Contact First		Dealer Name	DUVAL MAZDA AT THE AVENUES
Name			
Customer/Contact Last		Dealer Code	23929
Name			
Customer/Contact City		Dealer City	JACKSONVILLE
Customer/Contact State		Dealer State	FL
Comment Type 05		<b>Attachements</b>	
Customer			
Comments			
			IAT TCS AND BRAKE LITE ARE ON
			FLUID was told by techline that the
brake master c	linder was leaking into brake	booster.sop new b	orake booster,and master cylinder. but
the brake boos	er is on back order.		
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28AX80	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 14855
Production Date 10-Jun-2008	Warranty Start Date 05-Aug-2008

Open Date	05/11/2009
Sequence Number	00145
ECI Record Id 620396534	
Source Code MAZDA Hotline	Source Claim #000615788

Symptom Information				
Symptom Code 1	function-malfunction/inoperative	Symptom Code 2	leak-failed	gasket/seal/
			weatherstrip	
Symptom Code 3	leak-fluid	Symptom Code 4	no keyword found	
Original Symptom 1		Original Symptom 2		
Causal Component	NOT PROVIDED BY SOURCE			
Base				

Report Details			
Customer/Contact First	Dealer Name STEPHEN WADE MAZDA		
Name			
Customer/Contact Last	Dealer Code 41815		
Name			
Customer/Contact City	Dealer City SAINT GEORGE		
Customer/Contact State	Dealer State UT		
Comment Type 05	Attachements		
Customer			
Comments			
Technician RH 05/11/09 BRAKE FLUID LEAK FROM			
	OTTLE OF BRAKE FLUID TO RESERVOIR. found to have		
a bad seal on the master cylinder, master	a bad seal on the master cylinder, master leak into power boster, - replaced		
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38AX80	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 3533
Production Date 14-Mar-2008	Warranty Start Date 04-Jun-2008

Open Date	05/15/2009
Sequence Number	00147
ECI Record Id 620397328	
Source Code MAZDA Hotline	Source Claim #000616656

Symptom Information	
Symptom Code 1 no keyword found	Symptom Code 2 leak-fluid
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details		
Customer/Contact First		Dealer NameBILL JACOBS MAZDA
Name		
Customer/Contact Last		Dealer Code 60181
Name		
Customer/Contact City		Dealer City JOLIET
Customer/Contact State		Dealer State L
Comment Type	05	Attachements
Customer		
Comments		
Technician RH 05	5/15/09 BRAKE FLUID LEAK INTO	BOOSTER(MSTR) CS; BRAKE FLUID LEAK INTO
Comments BOOS	TER. NONE. replaced power assist an	d master cylinder - part backordered
C Q I S		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB38A680	Engine Unknown
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 11284
Production Date 29-May-2008	Warranty Start Date 29-Aug-2008

Open Date	05/18/2009
Sequence Number	00148
ECI Record Id 620397575	
Source Code MAZDA Hotline	Source Claim #000616906

Symptom Information		
Symptom Code 1		Symptom Code 2no keyword found
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component	NOT PROVIDED BY SOURCE	
Base		

Report Details		
Customer/Contact First	t l	Dealer Name GIUFFRE MAZDA
Name		
Customer/Contact Last	t	Dealer Code 51584
Name		
Customer/Contact City		Dealer City BROOKLYN
Customer/Contact State	ĺ	Dealer State NY
Comment Type	05	Attachements
Customer	-	
Comments		
Technician <mark>RM 0</mark>	5/18/09 BRAKE MASTER LEAKIN	G(MASTER) TECH STATES BRAKE MASTER IS
Comments LEAK	ING WANTS TO KNOW OF ANY ISSU	IES. Replaced master cylnder
CQIS		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB38VX80	Engine Unknown
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 7196
Production Date 24-Mar-2008	Warranty Start Date 12-Aug-2008

Open Date	05/20/2009
Sequence Number	00151
ECI Record Id 620398029	
Source Code MAZDA Hotline	Source Claim #000617392

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 misaligned/out of position/adjustment/
	poor fit
Symptom Code 3 no keyword found	Symptom Code 4 pedal concerns-service brake pedal
Original Symptom 1	Original Symptom
	2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details			
Customer/Contact First		Dealer Name	GALPIN MAZDA
Name			
Customer/Contact Last		Dealer Code	42033
Name			
Customer/Contact City		Dealer City	VAN NUYS
Customer/Contact State		Dealer State	CA
Comment Type	03	Attachements	
Customer Comments		,	
Technician Comments DR 0	05/20/09 BRAKE LITE ON,FLUID LOV	/ FOUND FLUID	LEVEL LOW,NO EXTERNAL LEAKS
NO E	EXTERNAL LEAKS FOUND		
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28V480	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 9470
Production Date 10-Apr-2008	Warranty Start Date 25-May-2008

Open Date	05/29/2009
Sequence Number	00156
ECI Record Id 620399343	
Source Code MAZDA Hotline	Source Claim #000618795

Symptom Information			
Symptom Code 1		Symptom Code 2	
Symptom Code 3	mod-indicator light/warning chime on		function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component	Unknown Unknown		
Base			

Report Details	
Customer/Contact First	Dealer Name LOU BACHRODT MAZDA
Name	
Customer/Contact Last	Dealer Code 23885
Name	
Customer/Contact City	Dealer City COCONUT CREEK
Customer/Contact State	Dealer State FL
Comment Type 05	Attachements
Customer	
Comments	
Technician LD 05/29/09 BRAKE MASTER LEAKS (	CLAIMS THAT THE ABS, TCS, BRAKE LIGHTS ARE ON
Comments AND THERE IS A LEAK FROM THE E	BRAKE MASTER ENQUIRING replaced brake master
cylinder	·
CQIS	
Recommendation	
Comments	

venicle information	
VINJM3TB28A680	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 12084
Production Date 25-Jun-2008	Warranty Start Date 23-Aug-2008

Open Date	06/02/2009
Sequence Number	00157
ECI Record Id 620399809	
Source Code MAZDA Hotline	Source Claim #000619298

Symptom Information		
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3	leak-fluid	
Original Symptom 1		Original Symptom 2
Causal Component	NOT PROVIDED BY SOURCE	
Base		

Report Details			
Customer/Contact Firs	it	Dealer Name	NELSON MAZDA
Name			
Customer/Contact Las	it	Dealer Code	34245
Name			
Customer/Contact City		Dealer City	TULSA
Customer/Contact State		Dealer State	OK
Comment Type	05	Attachements	
Customer			
Comments			
Technician TY 6/2	/09 LOW BRAKE FLUID TECH STS I	OW BRAKE FLU	JID TECH STS LOW BRAKE FLUID
Comments NO LE	AKS. techlined advised to replaced I	orake master cyli	nder, leaking into booster. replaced
cylinde	r, filled and bled system. test drove ve	hicle=ok. no leaks	present and fluid level remainded at
max	·		•
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28A580	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 8084
Production Date 25-Jun-2008	Warranty Start Date 26-Aug-2008

Open Date	06/03/2009
Sequence Number	00158
ECI Record Id 620400120	
Source Code MAZDA Hotline	Source Claim #000619636

Symptom Information	
Symptom Code 1 burned out	Symptom Code 2 fluid level-insufficient fluid
Symptom Code 3 function-malfunction/inoperative	Symptom Code 4 mod-codes found
Symptom Code 5 no keyword found	Symptom Code 6 leak-fluid
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details				
Customer/Contact	First		Dealer Name	MAZDA OF WESLEY CHAPEL
Name				
Customer/Contact	Last		Dealer Code	23932
Name				
Customer/Contact C	ity		Dealer City	WESLEY CHAPEL
Customer/Contact St	tate		Dealer State	FL
Comment Type		05	Attachements	
Customer				
Comments				
		09 P1327-BRAKE M/CYL BOOSTER		
Comments	ON TEC	CH HAS CALLED WITH A CONCER	N CAR HAS COI	ME IN WITH A C1327 CODE TECH
F	FOUND	M/CYL LOW ON FLUID TOPPED O	FF AND LIGHT IS	S OUT replaced master cylinder and
b	ooster,	master leaking fluid into brake booste	er	-
CQIS				
Recommendation				
Comments				

Vehicle Information	
VINJM3TB28A880	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 12413
Production Date 23-Apr-2008	Warranty Start Date 07-Jun-2008

Open Date	06/11/2009
Sequence Number	00163
ECI Record Id 620401496	
Source Code MAZDA Hotline	Source Claim #000621090

Symptom Information		
	function-malfunction/inoperative	Symptom Code 2 mod-codes found
Symptom Code 3	fluid level-insufficient fluid	Symptom Code 4 no keyword found
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Report Details			
Customer/Contact Firs	t	Dealer Name	THE AUTOBARN MAZDA
Name			
Customer/Contact Las	t	Dealer Code	61533
Name			
Customer/Contact City		Dealer City	COUNTRYSIDE
Customer/Contact State		Dealer State	IL
Comment Type	05	Attachements	
Customer			
Comments			
Technician BS 06/	11/09 TCS&BRAKE LIGHT,C1327(MA	STER&BOOSTER	R) TECH STATES JUST THE LIGHTS
Comments ARE C	N,NO DRIVABILITY TECH STATES T	THE BRAKE FLU	JID RESERVOIR WAS A PINT LOW
AND TI	HERE ARE NO SIGNS OF WHERE TH	HE FLUID WENT	TEPLACE MASTER CYLINDER AND
BOOS	Γ		
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38A980	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 10266
Production Date 22-Apr-2008	Warranty Start Date 24-Jul-2008

Open Date	06/11/2009
Sequence Number	00164
ECI Record Id 620401596	
Source Code MAZDA Hotline	Source Claim #000621199

Symptom Information	
Symptom Code 1 mod-codes found	Symptom Code 2 no keyword found
Symptom Code 3 fluid level-insufficient fluid	Symptom Code 4 function-malfunction/inoperative
Symptom Code 5 leak-failed gasket/seal/weatherstrip	Symptom Code 6 eak-fluid
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	
Base	

Report Details		
Customer/Contact Firs	t	Dealer Name BERGE MAZDA
Name		
Customer/Contact Las	t	Dealer Code 40212
Name		
Customer/Contact City		Dealer City GILBERT
Customer/Contact State		Dealer State AZ
Comment Type	05	Attachements
Customer		
Comments		
Technician GF 6/1	1/09 C1327-M/CYL BOOSTER C/S	TATES BRAKE TCS LIGHT ON TECH HAS CALLED
Comments WITH 0	C1327 CODE LOW BRAKE FLUID FO	OUND THAT THE MASTER CYL IS LEAKING OUT OF
REAR	REAR SEAL REPLACED BRAKE MASTER CYL AND BRAKE BOOSTER	
CQIS		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB28AX80	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage <mark>13577</mark>
Production Date 21-May-2008	Warranty Start Date 21-Dec-2008

Open Date	06/15/2009
Sequence Number	00167
ECI Record Id 620401905	
Source Code MAZDA Hotline	Source Claim #000621535

Symptom Information		
Symptom Code 1		Symptom Code 2 mod-codes found
	fluid level-insufficient fluid	Symptom Code 4 function-malfunction/inoperative
	leak-failed gasket/seal/weatherstrip	
Original Symptom 1		Original Symptom 2
Causal Component	NOT PROVIDED BY SOURCE	
Base		

Report Details				
Customer/Contact	First		Dealer Name	BILLCO MAZDA
Name				
Customer/Contact	Last		Dealer Code	50325
Name				
Customer/Contact Ci	ty		Dealer City	WEXFORD
Customer/Contact St	ate		Dealer State	PA
Comment Type		05	Attachements	
Customer				
Comments				
				STOMER STATES BRAKE LIGHT ON
Comments A	AND HAS TO ADD BRAKE FLUID TO RESERVOIR INSPECT FRONT AND REAR BRAKES FOR			
L	LEAKS brake master cylinder was deective rear seal leakin into brake booster. replaced master			
C	cylinder assembly.			
CQIS				
Recommendation				
Comments				

Vehicle Information	
VINJM3TB38V380	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 24066
Production Date 19-Jun-2008	Warranty Start Date 27-Sep-2008

Open Date	06/15/2009
Sequence Number	00168
ECI Record Id 620401915	
Source Code MAZDA Hotline	Source Claim #000621547

Symptom Information		
	fluid level-insufficient fluid	Symptom Code 2 no keyword found
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Report Details			
Customer/Contact First	Dealer Name SCHWARTZ MAZDA		
Name			
Customer/Contact Last	Dealer Code 50219		
Name			
Customer/Contact City	Dealer CitySHREWSBURY		
Customer/Contact State	Dealer State NJ		
Comment Type 05	Attachements		
Customer			
Comments			
Technician JC 6/15/09 TCS/BRAKE LIGHT ON*	JC 6/15/09 TCS/BRAKE LIGHT ON*MASTER/BOOSTER THE BRAKE FLUID IS LOW ON THE		
Comments MASTER. INSPECT AND FOUND NO	MASTER. INSPECT AND FOUND NO FLUID LEAKS. 1X THE FLUID LEVEL WAS TOPPED OFF.		
replaced master clynder and booster	replaced master clynder and booster		
C Q I S			
Recommendation			
Comments			

venicle information	
VINJM3TB38V880	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 10948
Production Date 04-Apr-2008	Warranty Start Date 28-Aug-2008

Open Date	06/15/2009
Sequence Number	00169
ECI Record Id 620401970	
Source Code MAZDA Hotline	Source Claim #000621610

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 mod-indicator light/warning chime
	on
Symptom Code 3 contaminated/foreign	Symptom Code 4 function-malfunction/inoperative
Symptom Code 5 eak-fluid	·
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details		
Customer/Contact First	Dealer Name MAZDA OF ORANGE	
Name		
Customer/Contact Last	Dealer Code 42095	
Name		
Customer/Contact City	Dealer City ORANGE	
Customer/Contact State	Dealer State CA	
Comment Type 05	Attachements	
Customer		
Comments		
Technician DD 06/15/09 BRAKE FLUID LOW LIGH		
Comments FOUND BRAKE FLUID LEAKING AT M	IASTER CYLINDER AND CALING TO SEE IF BOOSTER	
NEEDS TO BE REPLACED Replaced leaking master cylinder and brake booster due to fluid		
contamination.		
C Q I S		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB28V480	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 12753
Production Date 07-Apr-2008	Warranty Start Date 10-Oct-2008

Open Date	06/18/2009
Sequence Number	00170
ECI Record Id620402614	
Source Code MAZDA Hotline	Source Claim #000622298

Symptom Information			
	fluid level-insufficient fluid	Symptom Code 2	
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component	Unknown Unknown		
Base			

Report Details				
Customer/Contact	First		Dealer Name	BURT MAZDA, INC.
Name				
Customer/Contact	Last		Dealer Code	42060
Name				
Customer/Contact C	City		Dealer City	CENTENNIAL
Customer/Contact S	State		Dealer State	CO
Comment Type		05	Attachements	
Customer				
Comments				
				S BRAKE TCS LIGHT IS ON TECH
Comments	HAS CA	LLED ABOUT AND BRAKE LIGHT A	ND TCS LIGHT C	ON AND FOUND BRAKE FLUID LOW
	found the	e brake fluid to be very low. called tec	ch line and was in	formed that the brake master cylinder
	leaks. re	c replacment of the master cylinder as	nd the brake boos	ster. once filled withbrake fluid light did
	go away			
CQIS				
Recommendation				
Comments				

Vehicle Information	
VINJM3TB38A780	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 23742
Production Date 09-Apr-2008	Warranty Start Date 09-Jun-2008

Open Date	06/18/2009
Sequence Number	00171
ECI Record Id 620402616	
Source Code MAZDA Hotline	Source Claim #000622300

Symptom Information	
Symptom Code 1 mod-codes found	Symptom Code 2 mod-indicator light/warning chime
	on
Symptom Code 3 fluid level-insufficient fluid	Symptom Code 4 function-malfunction/inoperative
Symptom Code 5 leak-fluid	Symptom Code 6 pedal concerns-service brake pedal
Symptom Code 7 mod-driving condition-while driving	Symptom Code 8 repair-prior repair mentioned
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details				
Customer/Contact	First		Dealer Name	ROBERT WOODALL MAZDA
Name				
Customer/Contact	Last		Dealer Code	23735
Name				
Customer/Contact Cit	ty		Dealer City	DANVILLE
Customer/Contact Sta	ate		Dealer State	VA
Comment Type		05	Attachements	
Customer	· ·		•	
Comments				
Technician <mark>B</mark> S	S 06/18	3/09 MIL ON C1327(MSTR & BOOST	ER) TECH STATE	S THE VEH HAS RETURNED WITH
Comments A	C1327	. TECH STATES THE BRAKE FLUI	D RESERVOIR IS	S LOW BUT NO SIGNS OF A LEAK
AF	RE PRE	ESENT TECH STATES THE VEH CA	ME IN 3000 MILE	S AGO FOR THE SAME CONCERN.
Т	HEY DI	DNTSEE ANY FLUID LEAKS SO T	HEY TOPPED UP	THE RESERVOIR AND CLEARED
Т	HE COI	DE TECH STATES THE BRAKE PAD	S ALL HAVE PLE	NTY OF MATERIAL LEFT ON THEM
		ED MASTER CYLINDER & POWER		
CQIS				
Recommendation				
Comments				

Vehicle Information	
VINJM3TB28A780	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage <mark>14385</mark>
Production Date 09-May-2008	Warranty Start Date 30-Oct-2008

Open Date	06/19/2009
Sequence Number	00172
ECI Record Id620402791	
Source Code MAZDA Hotline	Source Claim #000622484

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3 pedal concerns-service brake pedal	
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details			
Customer/Contact Firs	t	Dealer Name	OXMOOR MAZDA
Name			
Customer/Contact Las	t	Dealer Code	34638
Name			
Customer/Contact City		Dealer City	LOUISVILLE
Customer/Contact State		Dealer State	KY
Comment Type	05	Attachements	
Customer			
Comments			
	/19/09 BRAKE PEDAL LOW/ LOW FL		
Comments RESER	RVOIR LOW. TOPPED OF THE FLUID	LAST VISIT. NO	W LOW AGAIN. NO LEAKS FOUND
TOLD T	TO REPLACE BRAKE MASTER CYLIN	NDER AND BOOS	STER.DID SO AND AFTER REPAIRS
COMPL	LETED BRAKE WORK NORMALLY AN	ND PEDAL FINE.	
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28A580	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 20374
Production Date 04-Jun-2008	Warranty Start Date 12-Aug-2008

Open Date	06/23/2009
Sequence Number	00174
ECI Record Id 620403237	
Source Code MAZDA Hotline	Source Claim #000622968

Symptom Information	
Symptom Code 1 fluid level-insufficient flu	
Symptom Code 3 no keyword found	Symptom Code 4 function-malfunction/inoperative
Symptom Code 5 leak-failed gasket/seal/v	/weatherstrip Symptom Code 6 eak-fluid
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	
Base	

Report Details			
Customer/Contact Firs	t	Dealer Name	RICART MAZDA
Name			
Customer/Contact Las	t	Dealer Code	61454
Name			
Customer/Contact City		Dealer City	GROVEPORT
Customer/Contact State		Dealer State	
Comment Type	05	Attachements	
Customer			
Comments			
	23/09 LOW BRAKE FLUID C1327*		
Comments INSPECTED THE SYSTEM AND FOUND NO LEAKS verified that brake fluid had been leaking past			
seal in master cylinder into booster. replaced master cylinder and booster. bled brake system and			
verified	correct op of brake system		
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38A180	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 22833
Production Date 18-Mar-2008	Warranty Start Date 26-May-2008

Open Date	06/25/2009	
Sequence Number	00177	
ECI Record Id620403741		
Source Code MAZDA Hotline	Source Claim #000623509	

Symptom Information			
Symptom Code 1 no keyword	d found	Symptom Code 2 le	eak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component Unknown	Jnknown		
Base			

Report Details		
Customer/Contact	First	Dealer Name CLASSIC MAZDA
Name		
Customer/Contact	Last	Dealer Code 34622
Name		
Customer/Contact Cit	ty	Dealer City DENTON
Customer/Contact Sta	ate	Dealer State TX
Comment Type	05	Attachements
Customer		
Comments		
Technician <mark>G</mark>	F 6/25/09 TCS LIGHT ON-MASTER CY	'L BOOSTER C/STATES BRAKE AND TCS LIGHT ARE
Comments	N TECH HAS CALLED FOR INFO ON A	A CONCERN OF BRAKE TCS LIGHTS ARE ON AND HE
H	AS FOUND THAT M/CYL IS LEAKING IN	ITO THE BOOSTER car had leaking master cylinder
CQIS		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB28A580	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 11477
Production Date 14-Apr-2008	Warranty Start Date 30-Aug-2008

Open Date	07/02/2009
Sequence Number	00183
ECI Record Id 620405068	
Source Code MAZDA Hotline	Source Claim #000624931

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 eak-fluid
Symptom Code 3 mod-codes found	Symptom Code 4 mod-indicator light/warning chime
	on
Symptom Code 5 no keyword found	Symptom Code 6 pedal concerns-service brake
	pedal
Symptom Code 7 function-malfunction/inoperative	
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	
Base	

Report Details	
Customer/Contact First	Dealer Name PEARSON MAZDA
Name	
Customer/Contact Last	Dealer Code 23846
Name	
Customer/Contact City	Dealer City RICHMOND
Customer/Contact State	Dealer State VA
Comment Type 05	Attachements
Customer	
Comments	
	C1327(MSTR & BOOSTER) TECH STATES THE BRAKE FLUID LEVEL IS
Comments LOW AND THERE ARE	ENO SIGNS OF A LEAK TECH STATES HE HASD TO ADD A FULL PINT OF
FLUID BUT DOESNT	PULLED CODE C1237-20-ABS. FLUID LEAKING INTO BRAKE BOOSTER.
REPLACED MASTER	CYLINDER AND BRAKE BOOSTER. VERIFED REPAIR AND ALL OK NOW.
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB28A880	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 6816
Production Date 24-Mar-2008	Warranty Start Date 15-Feb-2009

Open Date	07/02/2009
Sequence Number	00184
ECI Record Id 620405069	
Source Code MAZDA Hotline	Source Claim #000624932

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 leak-fluid
Symptom Code 3 mod-codes found	Symptom Code 4 mod-indicator light/warning chime
	on
Symptom Code 5 pedal concerns-service brake pedal	Symptom Code 6 function-malfunction/inoperative
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Banart Dataila			
Report Details	Firet	Dooler Neme	DEADSON MAZDA
Customer/Contact	First	Dealer Name	PEARSON MAZDA
Name			
Customer/Contact	Last	Dealer Code	23846
Name			
Customer/Contact Ci	ity	Dealer City	RICHMOND
Customer/Contact St	tate	Dealer State	VA
Comment Type	05	Attachements	
Customer	-		
Comments			
Technician	BS 07/02/09 MIL ON C1237(MSTR & BOOS	STER) TECH STA	ATES THE BRAKE FLUID LEVEL IS
Comments	LOW AND THERE ARENO SIGNS OF A LEA	K TECH STATES	THE BRAKE MASTER WAS LOW A
F	FULL PINT found code c1237-20-abs. repla	ced master cylin	der and brake booster, bled system.
	rechecked. ok now		22. 2. 2. 2. 2. 2. 2. 2. 2. 2. 2. 2. 2.
C Q I S	Correction and How		
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28A380	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 7464
Production Date 23-Apr-2008	Warranty Start Date 01-Nov-2008

Open Date	07/06/2009
Sequence Number	00186
ECI Record Id 620405382	
Source Code MAZDA Hotline	Source Claim #000625265

Symptom Information	
Symptom Code 1 no keyword found	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3 eak-fluid	
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details		
Customer/Contact First	Dealer Name OAK LAWN MAZDA	
Name		
Customer/Contact Last	Dealer Code 61561	
Name		
Customer/Contact City	Dealer City OAK LAWN	
Customer/Contact State	Dealer State L	
Comment Type 05	Attachements	
Customer		
Comments		
Technician GF 07/06/09 TCS	BRAKE LIGHT ON (BOOSTER/MASTER) C/STATES TCS AND BRAKE LIGHTS	
Comments ARE ON TECH H	ARE ON TECH HAS CALLED ABOUT AND CONCERN OF BRAKE FLUID LEAKING INTO	
BOOSTER REPLA	BOOSTER REPLACED MASTER CYLINDER AN BRAKE BOOSTER	
C Q I S		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB38AX80	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 21305
Production Date 08-Apr-2008	Warranty Start Date 02-Jun-2008

Open Date	07/08/2009
Sequence Number	00188
ECI Record Id 620405686	
Source Code MAZDA Hotline	Source Claim #000625600

Symptom Information		
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3		
Original Symptom 1		Original Symptom 2
Causal Component	NOT PROVIDED BY SOURCE	
Base		

Report Details	
Customer/Contact First	Dealer Name LOU BACHRODT MAZDA
Name	
Customer/Contact Last	Dealer Code 23885
Name	
Customer/Contact City	Dealer City COCONUT CREEK
Customer/Contact State	Dealer State FL
Comment Type 05	Attachements
Customer Comments	
Technician TY 7/8/09 LOW BRAKE FLUID TECH	I STS LOW BRAKE FLUID TECH STS LOW BRAKE FLUID
Comments leaking master cylinder replaced mast	ter
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB28A080	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 15757
Production Date 04-Apr-2008	Warranty Start Date 30-Aug-2008

Open Date	07/08/2009
Sequence Number	00191
ECI Record Id 620405812	
Source Code MAZDA Hotline	Source Claim #000625737

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 mod-codes found
Symptom Code 3 mod-indicator light/warning chime on	Symptom Code 4 pedal concerns-service brake pedal
Symptom Code 5 function-malfunction/inoperative	Symptom Code 6 leak-fluid
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details			
Customer/Contact	First	Dealer Name	CLASSIC MAZDA
Name			
Customer/Contact	Last	Dealer Code	34622
Name			
Customer/Contact Ci		Dealer City	
Customer/Contact St		Dealer State	
Comment Type	05	Attachements	
Customer			
Comments			
	JC 7/8/09 BRAKE/ABS LIGHT ON C1327*B		
	LIGHTS ARE ON. THE BRAKE MASTER IS		
	LEAKING FRON THE BACK OF THE MAST	ER INTO THE BC	OSTER replaced brake booster and
n	master cylinder		
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28A880	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage <mark>7134</mark>
Production Date 10-Apr-2008	Warranty Start Date 28-Jul-2008

Open Date	07/10/2009
Sequence Number	00192
ECI Record Id 620406101	
Source Code MAZDA Hotline	Source Claim #000626053

Symptom Information	
Symptom Code 1 leak-fluid	Symptom Code 2 mod-codes found
Symptom Code 3 mod-indicator light/warning chime on	
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	
Base	

Report Details			
Customer/Contact First	t	Dealer Name	JIM ELLIS MAZDA OF CHAMBLEE
Name			
Customer/Contact Las	t	Dealer Code	23466
Name			
Customer/Contact City		Dealer City	ATLANTA
Customer/Contact State		Dealer State	GA
Comment Type	03	Attachements	
Customer			
Comments			
	10/09 MIL ON C1327 TECH STAT		
Comments MASTE	RRESERVOIR IS NEAR EMPTY T	ECH STATES TH	HERE IS NO SIGNS OF LEAKAGE
ANYWI	HERE. LAST TIME IN THE MASTER	R WAS LOW AN	D THEY TOPPED IT UP. THE VEH
RETUR	NED WITH AN EMPTY MASTER AGA	AIN	
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28AX80	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 9922
Production Date 10-May-2008	Warranty Start Date 21-Jul-2008

Open Date	07/14/2009
Sequence Number	00195
ECI Record Id 620406561	
Source Code MAZDA Hotline	Source Claim #000626552

Symptom Information			
	fluid level-insufficient fluid	Symptom Code 2	
Symptom Code 3	misaligned/out of position/adjustment/	Symptom Code 4	pedal concerns-service brake
	poor fit		pedal
Symptom Code 5	mod-indicator light/warning chime on		function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component	Unknown Unknown		
Base			

Report Details		
Customer/Contact Firs	t	Dealer Name BASS MAZDA
Name		
Customer/Contact Las	t	Dealer Code 61558
Name		
Customer/Contact City		Dealer CitySHEFFIELD
Customer/Contact State		Dealer State OH
Comment Type	05	Attachements
Customer		
Comments		
		KE MASTER) TECH STATES BRAKE LIGHT ON LOV
Comments ON FL	UID TECH STATES TOPPED OF THE	E FLUID LAST VISIT. FLUID IS LOW NOW AND CAI
NOT FI	ND ANY LEAKS. replaced brake boos	ster and master cylinder per tech hotline
CQIS		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB38A980	Engine Unknown
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 9549
Production Date 10-Apr-2008	Warranty Start Date 08-Aug-2008

Open Date	07/16/2009
Sequence Number	00198
ECI Record Id620407040	
Source Code MAZDA Hotline	Source Claim #000627066

Symptom Information	
Symptom Code 1 no keyword found	Symptom Code 2 pedal concerns-service brake
	pedal
Symptom Code 3 leak-fluid	
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details			
Customer/Contact Fi	rst	Dealer Name	GALPIN MAZDA
Name			
Customer/Contact La	ast	Dealer Code	42033
Name			
Customer/Contact City		Dealer City	VAN NUYS
<b>Customer/Contact State</b>		Dealer State	CA
Comment Type	05	Attachements	
Customer	•		
Comments			
Technician <mark>HAL</mark>	07/16/09 TCS LT ON,LOW BRAKE LI	EVEL(M/C,BSTR)	TECH STS THE TCS LT IS ON
Comments FOUN	ND THE BRAKE M/C LEVEL IS LOW	TECH STS ANOT	HER TECH DIAG'DDID NOT GIVE
STAN	THE CODESTECH REMOVED THE	BRAKE MASTER	R CYL AND FOUND IT IS LEAKING
	THE BOOSTER F005 (POSS FU05)		
	4380ZA VACUUM POWER ASSIST 1		
	P0001XDX 0.5 ***-**-1676 ANTI-LOC		
	(E UNIT, R&	IN DIVANLE OTOT	1 0402XXX 2.0 1070 1 OWER
	LE UNII, RA		
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28V380	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 9312
Production Date 11-Apr-2008	Warranty Start Date 26-May-2008

Open Date	07/17/2009
Sequence Number	00199
ECI Record Id620407112	
Source Code MAZDA Hotline	Source Claim #000627143

Symptom Information	
Symptom Code 1 leak-fluid	Symptom Code 2 mod-codes found
Symptom Code 3 no keyword found	
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details		
Customer/Contact First	Dealer Name CLASSIC MAZDA	
Name		
Customer/Contact Last	Dealer Code 34622	
Name		
Customer/Contact City	Dealer City DENTON	
Customer/Contact State	Dealer State TX	
Comment Type 03	Attachements	
Customer		
Comments		
Technician RC 7/17/09 C1327, MASTER CYLINDE	R LEAK DL STS THE MASTER CYLINDER HAS LEAKED	
Comments FLUID INTO THE BOOSTER DL STS	FLUID INTO THE BOOSTER DL STS THE DATE CODE IS 9U10 DL STS HAS REMOVED THE	
MASTER AND THE BOOSTER IS FULL	MASTER AND THE BOOSTER IS FULL OF FLUID	
CQIS		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB28A480	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 7900
Production Date 10-Jun-2008	Warranty Start Date 23-Dec-2008



## **Concern Driven Reporting**

**Report Detail** 

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	62040725	53	Source Code	MAZDA Hotline
Commodity Assignment				
Commodity chassis-service brakes— Symptom leak-fluid				
			booster/Symptom	no keyword found
The state of the s	vdroboost	•	booster/bympioni	no key word round
Significant Event	yuroboosi	<del></del>	Verified	N
			, come	F '
Tread Information	a			
Tread Category Code	03		Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2009			
Report Details				
Source Claim Key	(	000627293	Warranty Component Class	sification
			(WCC)	
Corporate Product Systems Class	sification		Time in Service	
(CPSC)	sincution		Time in Service	
Customer Condition Code			V Function Group (VFG)	
Source System Program Type			Repair/Report/Paid Date	20-Jul-2009
Version Series Code			Load Date	27 -Jul-2009
Causal Part Prefix- Base - Suffix			Dealer Code	34528
Causal Part Name	i i	ınknown	Dealer Name	ATZENHOFFER MAZDA
Non Causal Part Prefix-Base-Suf			Dealer City	VICTORIA
Non Causal Part Numbers			Dealer State/Province	TX
Fault Code			Dealer Country	USA
Diagonstic Trouble Code			Dealer Phone Number	
Labor Operation Code			Attachment	
Communication Type			VOQ Component Description	n Code
Maintenance Date	4	27 -Jul-2009		
Customer				
Comment				
	BDVKEV	AVCLED I EVAC THEDE IC BDVR	E ELLIID LEAK AT THE BACK	OF THE MASTER CONFIRMED THE LEAK A
		ASTER CEARS THERE IS BRAN ASTER ORDER MASTER CYLINE		
THE BACK O	F THE M.	ASTER ORDER MASTER CYLINE	DER AND BOOSTER, PART ON B	BACKURDER.
CQIS Recommen				
dations				
Tire Information				
Tire Manufacturer	Unknown		Tire Size	Unknown
Tire Brand Series	- maio wii		Wheel	
DOT Left Front			DOT Right Front	
DOT Left Rear			DOT Right Rear	
DOT Left Inner			DOT Right Inner	
DOT Spare				
Vehicle Information				
VIN	ЈМ3ТВ28	R A OQC	Engine Serial Number	CA 10263173
Model Year	2009	37.1070	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission		JTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown		Drive Line	2 WHL L/H FRONT DRIVE
Production Date	02-Aug-2		Retail Sale Indicator Code	
Plant Description		IMA ASSEMBLY PLANT-JAPAN	Reaguired Vehicle	
Build Region			Warranty Start Date	13-Oct-2009
Build Country Code			Transmission Serial Number	**
Mileage	5831		Vehicle Axle Ratio	
Vehicle Restraint Code				

## **Disclaimer:**

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
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Open Date	07/20/2009
Sequence Number	00200
ECI Record Id 620407375	
Source Code MAZDA Hotline	Source Claim #000627422

Symptom Information		
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2no keyword found
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4 leak-fluid
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Report Details		
Customer/Contact First		Dealer Name BILLCO MAZDA
Name		
Customer/Contact Last		Dealer Code 50325
Name		
Customer/Contact City		Dealer CityWEXFORD
Customer/Contact State		Dealer State PA
Comment Type	05	Attachements
Customer		
Comments		
Technician <mark>DD 07</mark>	/20/09 BRAKE LIGHT ON(MASTER (	CLY/BOOSTER) BRAKE LIGHT ON FLUID LEVEL
Comments LOW A	AND NO EXTERNAL LEAKS Replace	leaking master cyl & booster
C Q I S		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB38V780	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 19636
Production Date 13-Mar-2008	Warranty Start Date 15-Jul-2008

Open Date	07/23/2009
Sequence Number	00204
ECI Record Id 620407836	
Source Code MAZDA Hotline	Source Claim #000627926

Symptom Information		
	fluid level-insufficient fluid	Symptom Code 2 no keyword found
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Report Details		
Customer/Contact First	Dealer Name GAITHERSBURG MAZDA	
Name		
Customer/Contact Last	Dealer Code 51486	
Name		
Customer/Contact City	Dealer City GAITHERSBURG	
Customer/Contact State	Dealer State MD	
Comment Type 05	Attachements	
Customer		
Comments		
Technician TY 7/23/09 TCS/BRAKE LIGHT ON	TECH STS TCS/BRAKE LIGHT ON AND FLUID IS LOW. TECH	
Comments STS TCS/BRAKE LIGHT ON AND I	FLUID IS LOW. replaced brake booster and master cylinder assy.	
dealer was waiting for parts to arrive	dealer was waiting for parts to arrive to repair cust vehicle.	
C Q I S		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB38A880	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 19628
Production Date 27-Mar-2008	Warranty Start Date 28-Jun-2008

Open Date	07/23/2009
Sequence Number	00206
ECI Record Id 620407951	
Source Code MAZDA Hotline	Source Claim #000628053

Symptom Information				
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2		
Symptom Code 3	leak-fluid	Symptom Code 4	no keyword found	
Original Symptom 1		Original Symptom 2	2	
Causal Component	Unknown Unknown			
Base				

Report Details			
Customer/Contact Firs	st	Dealer Name	ROYAL MOORE MAZDA
Name			
Customer/Contact Las	st	Dealer Code	10258
Name			
Customer/Contact City		Dealer City	HILLSBORO
Customer/Contact State		Dealer State	OR
Comment Type	05	Attachements	
Customer			
Comments			
	/23/09 BRAKE FLUID LEVEL LOW(M		
Comments STAYS	S ON. THE FLUID LEVEL IS LOW AN	ND THERE IS NO	O SIGNS OF A LEAK **** PLEASE
CLOSI	E FILE WHEN THE VEHICLE IS REI	PAIRED, THANKS	S**** CALLED FOR ADVICE added
brake f	fluid		
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38A280	Engine Unknown
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 2664
Production Date 11-Apr-2008	Warranty Start Date 28-Dec-2008

Open Date	07/27/2009
Sequence Number	00207
ECI Record Id620408199	
Source Code MAZDA Hotline	Source Claim #000628330

Symptom Information	
Symptom Code 1 no keyword found	Symptom Code 2 fluid level-insufficient fluid
Symptom Code 3 function-malfunction/inoperative	Symptom Code 4 misaligned/out of position/
	adjustment/poor fit
Symptom Code 5 pedal concerns-service brake pedal	
Original Symptom 1	Original Symptom
	2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details			
Customer/Contact First	t	Dealer Name	MAZDA OF WESLEY CHAPEL
Name			
Customer/Contact Last	t	Dealer Code 2	23932
Name			
Customer/Contact City		Dealer City	WESLEY CHAPEL
Customer/Contact State		Dealer State	-L
Comment Type	05	Attachements	
Customer	•		
Comments			
Technician <mark>TY 7/2</mark>	7/09 TCS BRAKE LIGHT ON TECH S	TS TCS AND BRA	KE LIGHT ON TECH STS TCS AND
Comments BRAKE	E LIGHT ON LOW FLUID LEVEL IN TH	HE MASTER CYL.	replace master cyl and booster
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28A180	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 18588
Production Date 23-Apr-2008	Warranty Start Date 30-Aug-2008

Open Date	07/27/2009
Sequence Number	00208
ECI Record Id 620408211	
Source Code MAZDA Hotline	Source Claim #000628342

Symptom Information			
Symptom Code 1 leak-fluid	Symptom Code 2 fluid level-insufficient fluid		
Symptom Code 3 function-malfunction/inoperative			
Original Symptom 1	Original Symptom 2		
Causal Component Unknown Unknown			
Base			

Report Details			
Customer/Contact Fire	st	Dealer Name	DELRAY MAZDA
Name			
Customer/Contact Las	st	Dealer Code	23855
Name			
Customer/Contact City		Dealer City	DELRAY BEACH
Customer/Contact State		Dealer State	FL
Comment Type	05	Attachements	
Customer			
Comments			
	<u> 27/09 BRAKE FLUID LEAK BRAKE LI</u>	•	
	ADD BRAKE FLUID, INSPECT BRA		
LEAKS	S VEHICLE PREVIOUSLY IN HAD TO	ADD FLUID repla	aced faulty master cylinder and brake
booste	er		
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28A280	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 8508
Production Date 23-Jun-2008	Warranty Start Date 28-Sep-2008

Open Date	07/27/2009	
Sequence Number	00209	
ECI Record Id620408264		
Source Code MAZDA Hotline	Source Claim #000628401	

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 function-malfunction/inoperative
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details			
Customer/Contact First		Dealer Name	BOUNTIFUL MAZDA
Name			
Customer/Contact Last		Dealer Code	42046
Name			
Customer/Contact City		Dealer City	BOUNTIFUL
Customer/Contact State		Dealer State	UT
Comment Type 05		Attachements	
Customer			
Comments			
			UID TECH STS LOW BRAKE FLUID
Comments U13 WAS	STAMPED ON FRONT OF MASTE	R CYL. replaced	brake master cylinder and booster
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VIN <sub>J</sub> M3TB38A580	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 19838
Production Date 17-Jun-2008	Warranty Start Date 30-Aug-2008

Open Date	07/27/2009
Sequence Number	00210
ECI Record Id 620408359	
Source Code MAZDA Hotline	Source Claim #000628501

Symptom Information		
Symptom Code 1		Symptom Code 2 mod-codes found
Symptom Code 3	no keyword found	
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	•
Base		

Report Details	
Customer/Contact First	Dealer Name MUNDAY MAZDA
Name	
Customer/Contact Last	Dealer Code 34594
Name	
Customer/Contact City	Dealer City HOUSTON
Customer/Contact State	Dealer State TX
Comment Type 03	Attachements
Customer	
Comments	
Technician LH 07/20/09 BRAKE MASTER CYL FL	UID LEAK C1327 BRAKE MASTER CYLINDER LEAKING
Comments INTO BRAKE BOOSTER BRAKE MAS	STER CYLINDER ON BACK ORDER, REQUEST HL REF
NUMBER	
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB28A180	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 12890
Production Date 23-May-2008	Warranty Start Date 27-Jun-2008

Open Date	07/28/2009
Sequence Number	00211
ECI Record Ic 620408409	
Source Code MAZDA Hotline	Source Claim #000628553

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 mod-codes found
Symptom Code 3 no keyword found	Symptom Code 4 leak-fluid
Symptom Code 5 pedal concerns-service brake pedal	
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details			
Customer/Contact First	t	Dealer Name	MAZDA OF ROSWELL
Name			
Customer/Contact Last	t	Dealer Code	23879
Name			
Customer/Contact City		Dealer City	
Customer/Contact State		Dealer State	GA
Comment Type	05	Attachements	
Customer			
Comments			
	8/09 BRAKE FLUID LOW C1327 U2		,
	GHTS ARE ON WITH THE CODES. T		
DETEC	TED ordered master cylinder and bi	rake booster for in	nternal leakage. parts on indefinate
backord	der DL STS PARTS CAME IN,WHE	N REMOVED MA	ASTER FOUND BRAKE FLUID IN
BOOST	ER.		
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28A680	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 5451
Production Date 18-Jun-2008	Warranty Start Date 20-Feb-2009

Open Date	08/04/2009
Sequence Number	00213
ECI Record Id 620409394	
Source Code MAZDA Hotline	Source Claim #000629618

Symptom Information		
	function-false activation/cycle/deploy	Symptom Code 2 no keyword found
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4 leak-fluid
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Bonort Dotaile				
Report Details	<b></b>		D I N	IO A IZ I A VA/A I A A 7 D A
Customer/Contact	i First		Dealer Name	OAK LAWN MAZDA
Name				
Customer/Contact	t Last		Dealer Code	61561
Name				
Customer/Contact (	City		Dealer City	OAK LAWN
Customer/Contact S	State		Dealer State	IL
Comment Type		03	Attachements	
Customer				
Comments				
Technician	RS 08/0	4/09 TCS SELF TURNS BACK ON	(NORMAL) C/S	TCS TURNS BACK ON BY ITSELF
Comments	AFTER T	TURNING OFF; CUSTOMER SAYS	HIS CX-9 LOAN	ER DIDN'T DO THAT TECH JUST
		.ED A BRAKE BOOSTER, IT WAS LE		
		NED OFF, AFTER ABOUT 100 YAR		
				DSC TECH WANTED TO CHECK
				HICLE. DIDN'T HAVE ANOTHER 08
	ON THE	LOT TO BORROW THE MANUAL FR	ROM.	
CQIS				
Recommendation				
Comments				
Oomment3				

Vehicle Information	
VINJM3TB38AX80	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage <mark>21310</mark>
Production Date 08-Apr-2008	Warranty Start Date 02-Jun-2008

Open Date	08/04/2009
Sequence Number	00214
ECI Record Id 620409433	
Source Code MAZDA Hotline	Source Claim #000629665

Symptom Information	
Symptom Code 1 eak-fluid	Symptom Code 2no keyword found
Symptom Code 3 fluid level-insufficient fluid	Symptom Code 4 function-malfunction/inoperative
Symptom Code 5 mod-codes found	
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	
Base	

Banart Dataila				
Report Details	. <u>-</u>		Darley Masses	
Customer/Contact	t First		Dealer Name	PUTNAM MAZDA
Name				
Customer/Contac	t Last		Dealer Code	41200
Name				
Customer/Contact (	City		Dealer City	BURLINGAME
Customer/Contact :	State		Dealer State	CA
Comment Type		05	Attachements	
Customer				
Comments				
Technician	GF 8/4/0	9 BRAKE FLUID LEAK-M/C BOOST	ER CAL C/STATE	S BRAKE LIGHT IS ON AGAIN SEE
Comments	NEW FI	LE 638718 TECH HAS CALLED	ABOUT A CON	ICERNN HE IS HAVING HE HAS
	REPLAC	ED A BOTH REAR CAL FOR LEA	KING AND NOW	LEAKING AGAIN Verified concern
	REPLACED A BOTH REAR CAL FOR LEAKING AND NOW LEAKING AGAIN Verified concern. Found dtc C1237 stored in system. Also found brake fluid level low. Upon inspection found fluid			
				ng from brake booster. Replaced rear
				peration is normal. Follow up call 30
	days late	er and vehicle operation is still normal.	Brake light has n	ot come back on.
CQIS		·		
Recommendation				
Comments				
Comments	l			

Vehicle Information	
VINJM3TB38V480	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 17739
Production Date 31-Mar-2008	Warranty Start Date 19-Sep-2008

Open Date	08/05/2009
Sequence Number	00215
ECI Record Id 620409634	
Source Code MAZDA Hotline	Source Claim #000629879

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 function-stays on
Symptom Code 3 mod-codes found	Symptom Code 4 mod-indicator light/warning
	chime on
Symptom Code 5 function-malfunction/inoperative	
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	
Base	

Report Details			
Customer/Contact Firs	t	Dealer Name RAMSEY	MAZDA
Name			
Customer/Contact Las	t	Dealer Code 50237	
Name			
Customer/Contact City		Dealer City RAMSEY	
Customer/Contact State		Dealer State NJ	
Comment Type	05	Attachements	
Customer			
Comments			
	3/05/09 BRAKE FLUID LOW C1327(N		
Comments FILLE	D THE FLUID AND LIGHT STAYS (	ON. REPLACED BRAKE E	BOOSTER AND MASTER
CYLIN	DER		
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38V880	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 13085
Production Date 17-Dec-2007	Warranty Start Date 29-Jul-2008

Open Date	08/11/2009
Sequence Number	00221
ECI Record Id620410294	
Source Code MAZDA Hotline	Source Claim #000630748

Symptom Information		
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3		
Original Symptom 1		Original Symptom 2
Causal Component	NOT PROVIDED BY SOURCE	
Base		

Report Details			
Customer/Contact First		Dealer Name MUNDAY MAZDA	
Name			
Customer/Contact Last		Dealer Code 34594	
Name			
Customer/Contact City		Dealer City HOUSTON	
Customer/Contact State		Dealer State TX	
Comment Type Comment Type	05	Attachements	
Customer			
Comments			
		G(MASTER/BOOSTER MASTER CYLINDER LEAKING	
Comments CALLING	CALLING TO GET REF # BECAUSE PART IS ON BACKORDER LIGHT ARE ON FLUID LEVEL		
LOW rep	LOW replace master cyl and booster		
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28A480	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 10229
Production Date 30-Jun-2008	Warranty Start Date 11-Oct-2008

Open Date	08/11/2009
Sequence Number	00223
ECI Record Id 620410480	
Source Code MAZDA Hotline	Source Claim #000630952

Symptom Information		
Symptom Code 1		Symptom Code 2 no keyword found
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Report Details	
Customer/Contact First	Dealer Name MAZDA OF ORANGE
Name	
Customer/Contact Last	Dealer Code 42095
Name	
Customer/Contact City	Dealer City ORANGE
Customer/Contact State	Dealer State CA
Comment Type 05	Attachements
Customer Comments	
Technician HAL 08/11/09 M/C LEAK(M/C,BOOSTER	
Comments BOOSTER INQ replace brk master and	d booster
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB28V580	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 14595
Production Date 23-Jun-2008	Warranty Start Date 31-Jul-2008

Open Date	08/12/2009
Sequence Number	00224
ECI Record Id 620410496	
Source Code MAZDA Hotline	Source Claim #000630968

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3 mod-codes found	Symptom Code 4 no keyword found
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details				
Customer/Contact	First		Dealer Name	GARDEN CITY MAZDA
Name				
Customer/Contact	Last		Dealer Code	51626
Name				
Customer/Contact C	City		Dealer City	HEMPSTEAD
Customer/Contact S	State		Dealer State	NY
Comment Type		05	Attachements	
Customer				
Comments				
				IGHT ON ****WHAT PARTS WERE
Comments	REPLACED TO FIX CAR****** FLUID LEVEL LOW AND ADDED FLUID AND LIGHT WENT OUT			
	DID NOT FIND DATE STAMP ON MASTER NO LEAKS FOUND IN THE SYSTEM Vehicle is no			
	longer at the dealer. Customer took vehicle. If further assistance is needed when and if the vehicle			
	returns, we will reopen the hotline file.			
CQIS				
Recommendation				
Comments				

Vehicle Information	
VINJM3TB38V980	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 9790
Production Date 01-Apr-2008	Warranty Start Date 05-Jun-2008

Open Date	08/13/2009
Sequence Number	00227
ECI Record Id 620410770	
Source Code MAZDA Hotline	Source Claim #000631261

Symptom Information	
Symptom Code 1 no keyword found	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3 fluid level-insufficient fluid	Symptom Code 4 misaligned/out of position/adjustment/
	poor fit
Symptom Code 5 pedal concerns-service brake pedal	
Original Symptom 1	Original Symptom
	2
Causal Component Unknown Unknown	
Base	

Report Details			
Customer/Contact Firs	t	Dealer Name OCE	AN MAZDA
Name			
Customer/Contact Las	t	Dealer Code 237	10
Name			
Customer/Contact City		Dealer City MIA	MI
Customer/Contact State		Dealer State FL	
Comment Type	05	Attachements	
Customer			
Comments			
Technician <mark>RC 8/</mark>	13/09 TCS,DSC,BRAKE LITE,LOW FL	UID DL STS CSTM H	AD SAME CONCERN BEFORE,
Comments NO LE	EAKS WERE FOUND NONE REPLACE	E POWER BRAKE UN	IT AND MASTER CYLINDER
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28A780	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 9186
Production Date 12-Jun-2008	Warranty Start Date 29-Dec-2008

Open Date	08/13/2009
Sequence Number	00228
ECI Record Id620410844	
Source Code MAZDA Hotline	Source Claim #000631342

Symptom Information		
Symptom Code 1		Symptom Code 2 no keyword found
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Report Details			
Customer/Contact First	Dealer Name RICH MORTON MAZDA		
Name			
Customer/Contact Last	Dealer Code 51559		
Name			
Customer/Contact City	Dealer City PASADENA		
Customer/Contact State	Dealer State MD		
Comment Type 05	Attachements		
Customer			
Comments			
Technician LD 08/13/09	BRAKE MASTER LEAKS (RI) CLAIMS THAT THE BRAKE MASTER IS LEAKING		
Comments INTO THE BO	INTO THE BOOSTER ENQUIRING, CLAIMS THAT THE #'S ON THE MASTER READ BT50 AND		
J0572 repl. br	ake booster & master cylinder		
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38A080	Engine Unknown
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 8668
Production Date 17-Mar-2008	Warranty Start Date 17-Feb-2009

Open Date	08/17/2009
Sequence Number	00229
ECI Record Id620411063	
Source Code MAZDA Hotline	Source Claim #000631577

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 misaligned/out of position/adjustment/
	poor fit
Symptom Code 3 no keyword found	
Original Symptom 1	Original Symptom
	2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details			
Customer/Contact Firs	t	Dealer Name	MAZDA OF BEDFORD
Name			
Customer/Contact Las	t	Dealer Code	60207
Name			
Customer/Contact City		Dealer City	BEDFORD
Customer/Contact State		Dealer State	
Comment Type	05	Attachements	
Customer		-	
Comments			
Technician RM 08	1/17/09 BRAKE FLUID LOW TECH S	STATES BRAKE L	IGHT LIGHT ON FLUID LOW HAS
Comments TOPPE	TOPPED OFF THE FLUID IN THE PAST. NO LEAKS FOUND AT THIS TIME. ordered master cyl		
and bra	ake booster. parts on backorder.		
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38A980	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 18825
Production Date 14-Apr-2008	Warranty Start Date 31-Oct-2008



## **Concern Driven Reporting**

**Report Detail** 

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	6204126	98	Source Code	MAZI	DA Hotline
Commodity Assignment					
		' 1 1 1' / 1 1 1' 1	lo.		
		vice brakes-caliper/wheel cylinder— vice brakes-caliper/wheel cylinder—	Symptom Symptom		aminated/foreign tion-malfunction/inoperative
Commodity		vice brakes-caliper/wheel cylinder—	Symptom		fluid
Commodity	chassis-se				aminated/foreign
Commodity	hydroboos		ster/Symptom	Conta	anniated/foreign
Commodity	chassis-se		ster/Symptom	funct	tion-malfunction/inoperative
Commodity	hydroboos	<u> </u>	ster/Bymptom	runct	non manufaction moperative
Commodity	chassis-se		ster/Symptom	leak-	fluid
Commodity	hydroboos	•	ster/Bymptom	ICak-	nuid
Commodity		vice brakes-pads/shoes/linings—	Symptom	conts	aminated/foreign
Commodity		vice brakes-pads/shoes/linings—	Symptom		tion-malfunction/inoperative
Commodity		vice brakes-pads/shoes/linings—	Symptom		fluid
Significant Event		· · · · · · · · · · · · · · · · · · ·	Verified	N	
Tread Information			-		
Tread Category Code	03		Tread Category Description	service	e brakes
Reported in Tread Quarter	Q1 2010				
Report Details					
Source Claim Key		000651644	Warranty Component Class	ification	
Source Claim Rey		000021077	(WCC)	cation	
Corporate Product Systems Cl	assification		Time in Service		5
(CPSC)	ussincatioi.		Time in Service		ĭ
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date		05-Jan-2010
Version Series Code			Load Date		17 -Jan-2010
Causal Part Prefix- Base - Suffi	X		Dealer Code		51543
Causal Part Name		unknown	Dealer Name		MAHATTAN MAZDA
Non Causal Part Prefix-Base-Su	uffix		Dealer City		NEW YORK
Non Causal Part Numbers			Dealer State/Province		NY
Fault Code			Dealer Country		USA
Diagonstic Trouble Code			Dealer Phone Number		
Labor Operation Code			Attachment	Codo	
Communication Type VOQ Component Description Code  Maintenance Date 26 -Jan-2010					
Customer					
Comment					
Technician DD 01/05/10 REAR CALIPERS LEAKING REAR CALIPERS LEAKING CALLING TO GET REF# FOR REAR CALIPERS REMOVED THE					
Comment MASTER CYLINDER AND CAN SSEE WHERE THE MASTER WAS LEAKING AND CAN SEE FLUID INSIDE THE BOOSTER master cylinder					
leaking into bral	leaking into brake booster // also rear calipers leaking and rear pads are contaminater with brake fluid // replaced rear pads and calipers // replaced power				
brake booster an	nd master cy	ylinder		_	
CQIS Recom					
mendations					
Tire Information					
Tire Manufacturer	Unknow	n	Tire Size	Unkno	own
Tire Brand Series			Wheel		
DOT Left Front			DOT Right Front		
DOT Left Rear			DOT Right Rear		
DOT Left Inner			DOT Right Inner		
DOT Spare					
Vehicle Information					
VIN	ЈМ3ТВ3	8V990	Engine Serial Number	CA 10	294292
Model Year	2009	~ · · · · ·	Engine Description		V-DAMB PFI V6 NA GAS
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX-9	
Body Cab Style	Unknow		Drive Line		WHEEL LEFT HAND DRIVE
Production Date	18-Jun-2		Retail Sale Indicator Code		
Plant Description	HIROSH	IIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle		
Build Region			Warranty Start Date	14-Au	g-2009
Build Country Code	4011		Transmission Serial Number		
Mileage	4011		Vehicle Axle Ratio		
Vehicle Restraint Code					

## **Disclaimer:**

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
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Open Date	01/13/2010
Sequence Number	00233
ECI Record Id 620413568	
Source Code MAZDA Hotline	Source Claim #000653067

Symptom Information		
Symptom Code 1	leak-fluid	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3	no keyword found	
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	·
Base		

Report Details	
Customer/Contact First	Dealer Name MODERN MAZDA
Name	
Customer/Contact Last	Dealer Code 50704
Name	
Customer/Contact City	Dealer City THOMASTON
Customer/Contact State	Dealer State CT
Comment Type 05	Attachements
Customer	
Comments	
Technician LD 01/13/10	RAKE FLUID LEAKS MASTER LEAKING INTO THE BOOSTER HAS CONFIRMED
Comments THE FLUID	IN THE BOOSTER REPLACED LEAKING MASTER CYLINDER AND BOOSTER
DUE TO HEA	Y BRAKE FLUID LEAK FROM BRAKE MASTER CYLINDER ASSY
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB38V280	Engine 3.7L DOHC V6 GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 20371
Production Date 14-Apr-2008	Warranty Start Date 30-Jun-2008

Open Date	08/19/2009
Sequence Number	00238
ECI Record Id620415722	
Source Code MAZDA Hotline	Source Claim #000632140

Symptom Information		
	fluid level-insufficient fluid	Symptom Code 2 leak-fluid
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component	NOT PROVIDED BY SOURCE	
Base		

Report Details			
Customer/Contact Fire	st	Dealer Name	ROYAL PALM MAZDA
Name			
Customer/Contact Las	st	Dealer Code	23944
Name			
Customer/Contact City		Dealer City	ROYAL PALM BEACH
Customer/Contact State		Dealer State	FL
Comment Type	05	Attachements	
Customer			
Comments			
Technician TY 8/1	9/09 BRAKE FLUID LOW TECH STS	BRAKE FLUID LO	OW TECH STS BRAKE FLUID LOW,
Comments NO SI	GNS OF A LEAK THIS IS THE 2ND T	TIME CUSTOMER	R HAS COME IN WITH FLUID LOW.
Fluid I	eaking from rear of master cylinder in	to brake booster	- Replaced master cylinder & brake
booste	•		, ,
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28A180	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 18415
Production Date 12-Jun-2008	Warranty Start Date 01-Dec-2008

Open Date	08/20/2009
Sequence Number	00239
ECI Record Id620415929	
Source Code MAZDA Hotling	Source Claim #000632371

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2no keyword found
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	
Base	

Report Details		
Customer/Contact Fire	st	Dealer NameBASS MAZDA
Name		
Customer/Contact Las	st	Dealer Code 61558
Name		
Customer/Contact City		Dealer City SHEFFIELD
Customer/Contact State		Dealer State OH
Comment Type	05	Attachements
Customer		
Comments		
		S BRAKE FLUID LOW TECH STS BRAKE FLUID LOW
comments NO EXTERNAL LEAKS KU11 J0326 have brake booster and master cylinder on order no eta		
availa	ble for parts	
CQIS		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB38A280	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 22888
Production Date 08-May-2008	Warranty Start Date 28-Aug-2008

Open Date	08/20/2009
Sequence Number	00240
ECI Record Id 620415978	
Source Code MAZDA Hotline	Source Claim #000632423

Symptom Information	
Symptom Code 1 function-steering/brake in	
Symptom Code 3 function-malfunction/inop	erative Symptom Code 4 leak-fluid
Symptom Code 5 mod-indicator light/warning	ng chime on
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	
Base	

Report Details			
Customer/Contact Firs	st	Dealer Name	RAY SKILLMAN MAZDA WEST
Name			
Customer/Contact Las	st	Dealer Code	61578
Name			
Customer/Contact City		Dealer City	INDIANAPOLIS
Customer/Contact State		Dealer State	IN
Comment Type	05	Attachements	
Customer			
Comments			
	/20/09 BRAKE FLUID LIGHT ON(BC		
Comments BRAKE	E FLUID RESERVOIR2X. TECH STAT	ES THERE ARE I	NO LEAKS VISABLE TECH STATES
THE S	THE SYSTEM HOLDS PRESSURE AND THERE IS NO BRAKE PERFORMANCE LOSS Fluid		
leaking	into power booster, replaced booster a	and master cylinde	er
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38A480	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 18726
Production Date 20-Jun-2008	Warranty Start Date 10-Nov-2008

Open Date	08/27/2009
Sequence Number	00244
ECI Record Id 620416953	
Source Code MAZDA Hotline	Source Claim #000633509

Symptom Information		
Symptom Code 1	leak-fluid	Symptom Code 2no keyword found
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Report Details		
Customer/Contact First		Dealer Name OCEAN MAZDA
Name		
Customer/Contact Last		Dealer Code 23710
Name		
Customer/Contact City		Dealer City MIAMI
Customer/Contact State		Dealer State FL
Comment Type	05	Attachements
Customer	-	
Comments		
Technician <mark>LD 08</mark> /	27/09 BRAKE MASTER LEAKS (RI)	CLAIMS THAT THE BRAKE MASTER IS LOOSING
Comments FLUID	ENQUIRING REPLACE POWER BE	RAKE UNIT AND MASTER CYLINDER
C Q I S		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB28A480	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 19996
Production Date 14-Apr-2008	Warranty Start Date 24-May-2008

Open Date	08/28/2009
Sequence Number	00246
ECI Record Id 620417149	
Source Code MAZDA Hotline	Source Claim #000633725

Symptom Information		
Symptom Code 1		Symptom Code 2 no keyword found
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Report Details	
Customer/Contact First	Dealer Name NORTHTOWNE MAZDA
Name	
Customer/Contact Last	Dealer Code 34487
Name	
Customer/Contact City	Dealer City GLADSTONE
Customer/Contact State	Dealer State MO
Comment Type 05	Attachements
Customer	
Comments	
Technician LH 08/28/09 BRAKE FLUID LEAK	MASTER CYLINDER BRAKE FLUID LEAK IN TECH
Comments CONFERENCE CALL, MENTIONED B	BRAKE BOOSTERS ARE ON BACK ORDER INQUIRING
WHAT TO DO REPLACE MASTER CYL	INDER AND BOOSTER
CQIS	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB38A880	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 9703
Production Date 05-Jun-2008	Warranty Start Date 15-Nov-2008

Open Date	08/31/2009
Sequence Number	00247
ECI Record Id620417301	
Source Code MAZDA Hotline	Source Claim #000633902

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 misaligned/out of position/adjustment/
	poor fit
Symptom Code 3 no keyword found	Symptom Code 4 leak-fluid
Original Symptom 1	Original Symptom
	2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details	
Customer/Contact First	Dealer Name OXMOOR MAZDA
Name	
Customer/Contact Last	Dealer Code 34638
Name	
Customer/Contact City	Dealer City LOUISVILLE
Customer/Contact State	Dealer State KY
Comment Type 05	Attachements
Customer	
Comments	
	AKE M/CYL & BOOSTER C/STATES BRAKE LIGHT IS ON
Comments TECH HAS CALLED WITH A BRAK	E LIGHT ON CONCERN FLUID LOW found cause to be the
result of brake master and brake boo	oster leaking internally, ordered updated part for this concern,
part on back order	
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB28AX80	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 18831
Production Date 17-Mar-2008	Warranty Start Date 17-May-2008

Open Date	09/01/2009
Sequence Number	00250
ECI Record Id620417494	
Source Code MAZDA Hotline	Source Claim #000634114

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 mod-codes found
Symptom Code 3 air in system	Symptom Code 4 function-malfunction/inoperative
Symptom Code 5 leak-fluid	
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details			
Customer/Contact Fire	st	Dealer Name	HOLIDAY MAZDA
Name			
Customer/Contact Las	st	Dealer Code	61420
Name			
Customer/Contact City		Dealer City	FOND DU LAC
Customer/Contact State		Dealer State	WI
Comment Type	05	Attachements	
Customer			
Comments			
	/09 LOW BRAKE FLUID C1327 TECH		
Comments STS L	OW BRAKE FLUID AND CODE C132	27 9U13 J0059 IN	ISPECTED FOR LEAKS.REMOVED
THE M	IASTER CYCLINDER.FOUND FLUID I	HAD LEAKED INT	O THE BOOSTER. REPLACED THE
BOOS	TER AND THE MASTER CYCLINDER	PER TECH LINE.	BLED BRAKES.
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38A080	Engine 3.7L DOHC V6 GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 13410
Production Date 23-Apr-2008	Warranty Start Date 24-Jun-2008

Open Date	09/03/2009
Sequence Number	00253
ECI Record Id 620417842	
Source Code MAZDA Hotline	Source Claim #000634509

Symptom Information		
	fluid level-insufficient fluid	Symptom Code 2 mod-codes found
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4 leak-fluid
Original Symptom 1		Original Symptom 2
Causal Component	NOT PROVIDED BY SOURCE	
Base		

Report Details		
Customer/Contact	First	Dealer Name IRA MAZDA
Name		
Customer/Contact	Last	Dealer Code 51554
Name		
Customer/Contact Cit	ty	Dealer City DANVERS
Customer/Contact Sta	ate	Dealer State MA
Comment Type	05	Attachements
Customer		
Comments		
Technician I	TY 9/3/09 LOW BRAKE FLUID TECH S	STS LOW BRAKE FLUID TECH STS LOW BRAKE FLUID,
Comments A	ABS TCS LIGHT C1327 J0039 PU14 re	eplaced brake master cylinder and booster for leaking into
b	orake booster.	
C Q I S		
Recommendation		
Comments		

vehicle information	
VINJM3TB38V880	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 14680
Production Date 30-Jun-2008	Warranty Start Date 15-Aug-2008

Open Date	09/03/2009
Sequence Number	00255
ECI Record Id 620417963	
Source Code MAZDA Hotline	Source Claim #000634638

Symptom Information		
	luid level-insufficient fluid	Symptom Code 2 mod-codes found
Symptom Code 3 ft	unction-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component C	Jnknown Unknown	
Base		

Report Details	
Customer/Contact First	Dealer Name CONTINENTAL MAZDA OF
Name	NAPERVIL
Customer/Contact Last	Dealer Code 61594
Name	
Customer/Contact City	Dealer City NAPERVILLE
Customer/Contact State	Dealer State L
Comment Type 05	Attachements
Customer	
Comments	
Technician DR 09/03/09 C1327,BRAKE FLUID LO	W FOUND FLUID LOW IN MASTER CYL, NO VISIBLE
Comments LEAKS FOUND LOW FLUID LEVEL Ord	dered new brake master cylinder, and brake booster per
tech line instructions. Will install parts whe	en they arrive.
CQIS	
Recommendation	
Comments	

vehicle information	
VINJM3TB28A680	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 13490
Production Date 22-Apr-2008	Warranty Start Date 13-Nov-2008

Open Date	09/04/2009
Sequence Number	00258
ECI Record Id620418195	
Source Code MAZDA Hotline	Source Claim #000634897

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 misaligned/out of position/
	adjustment/poor fit
Symptom Code 3 mod-indicator light/warning chime on	Symptom Code 4 no keyword found
Symptom Code 5 function-malfunction/inoperative	Symptom Code 6 leak-fluid
Original Symptom 1	Original Symptom
	2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details			
Customer/Contact First	t	Dealer Name	EXPO MAZDA
Name			
Customer/Contact Last	t	Dealer Code	34636
Name			
Customer/Contact City		Dealer City	KINGWOOD
Customer/Contact State		Dealer State	
Comment Type	05	Attachements	
Customer			
Comments			
	09 LOW BRAKE FLUID/TCS LIGHT C		
Comments LOW O	N BRAKE FLUID. INSPECTED THE	SYSTEMN AND	FOUND NO LEAKS FOUND FLUID
LEAKIN	IG FROM THE MASTER CYLINDER	R INTO THE BRA	AKE BOOSTER. REPLACed master
3	and booster as needed.		
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28A380	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 6122
Production Date 07-Mar-2008	Warranty Start Date 11-Dec-2008

Open Date	09/09/2009
Sequence Number	00259
ECI Record Id 620418588	
Source Code MAZDA Hotline	Source Claim #000635344

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3 misaligned/out of position/adjustment	Symptom Code 4 no keyword found
poor fit	
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details	
Customer/Contact First	Dealer Name SIERRA MAZDA OF MONROVIA
Name	
Customer/Contact Last	Dealer Code 42092
Name	
Customer/Contact City	Dealer City MONROVIA
Customer/Contact State	Dealer State CA
Comment Type 05	Attachements
Customer	
Comments	
	SC LIGHT ON(MASTER/BOOSTER) BRAKE AND DSC LIGHT ON, BRAKE
Comments FLUID LOW IN RES	ERVOIR ADD FLUID, NO EXTERNAL LEAKS REPLACED MASTER
CYLINDER AND BOOS	STER
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB28V480	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 10486
Production Date 04-Jun-2008	Warranty Start Date 20-Nov-2008

Open Date	09/11/2009
Sequence Number	00260
ECI Record Id 620418869	
Source Code MAZDA Hotline	Source Claim #000635660

Symptom Information		
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2 eak-fluid
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Report Details		
Customer/Contact First		Dealer Name OCEAN MAZDA
Name		
Customer/Contact Last		Dealer Code 23710
Name		
Customer/Contact City		Dealer City MIAMI
Customer/Contact State		Dealer State FL
Comment Type	05	Attachements
Customer		•
Comments		
Technician <mark>RM 09</mark>	/11/09 BRAKE FLUID LOW STATES E	BRAKE FLUID LOW LEAK BRAKE MASTER LEAKING
Comments IN TO	THE BOOSTER Replace brake maste	r cylinder and brske power booster.
C Q I S		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB28A080	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 16765
Production Date 25-Apr-2008	Warranty Start Date 08-Sep-2008

Open Date	09/16/2009
Sequence Number	00262
ECI Record Id 620419471	
Source Code MAZDA Hotline	Source Claim #000636317

Symptom Information			
	fluid level-insufficient fluid	Symptom Code 2	
Symptom Code 3	pedal concerns-service brake pedal	Symptom Code 4	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component	NOT PROVIDED BY SOURCE		
Base			

Report Details	
Customer/Contact First	Dealer Name CONCOURS MAZDA
Name	
Customer/Contact Last	Dealer Code 61416
Name	
Customer/Contact City	Dealer City MILWAUKEE
Customer/Contact State	Dealer State WI
Comment Type 05	Attachements
Customer	
Comments	
Technician EO 09/16/09 BRAKE/TCS LIGHT ON(MA	
Comments ON TECH STATES BRAKE FLUID LEVEL	IS LOW. NO EXTERNAL LEAKS HAVE BEEN LOCATED.
replaced master cylinder and booster as re	commended
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB38A380	Engine Unknown
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 15985
Production Date 19-Jun-2008	Warranty Start Date 26-Aug-2008

Open Date	09/18/2009
Sequence Number	00264
ECI Record Id 620419801	
Source Code MAZDA Hotline	Source Claim #000636682

Symptom Information			
Symptom Code 1		Symptom Code 2	fluid level-insufficient fluid
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component	Unknown Unknown		
Base			

Report Details	
Customer/Contact First	Dealer Name PIAZZA MAZDA OF WEST
Name	CHESTER
Customer/Contact Last	Dealer Code 51620
Name	
Customer/Contact City	Dealer City CHESTER SPRINGS
Customer/Contact State	Dealer State PA
Comment Type 05	Attachements
Customer	
Comments	
Technician JC 9/18/09 LOW BRAKE FLUID*MASTER	/BOOSTER THE BRAKE FLUID LIGHT REMOVED THE
Comments MASTER AND FOUND BRAKE FLUID I	IN THE BOOSTER. BRAKE MASTER LEAKING INTO
BOOSTER REPLACE BOTH	
CQIS	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB38V580	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 21493
Production Date 28-Mar-2008	Warranty Start Date 21-May-2008

Open Date	09/18/2009
Sequence Number	00266
ECI Record Id620419898	
Source Code MAZDA Hotline	Source Claim #000636792

Symptom Information		
Symptom Code 1		Symptom Code 2 no keyword found
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component	NOT PROVIDED BY SOURCE	
Base		

Report Details					
Customer/Contact Firs	t	Dealer Name	CONTINENTAL	MAZDA (	)F
Name			NAPERVIL		
Customer/Contact Las	t	Dealer Code	61594		
Name					
Customer/Contact City		Dealer City	NAPERVILLE		
Customer/Contact State		Dealer State	IL		
Comment Type	05	Attachements			
Customer					
Comments					
	)/18/09 BRK LT,TCS LT,C1327(M/C,BC				
	HE CODE C1327 IS STORED TEC				
BRAKE	LINES,ETCTHE FLUID LEVEL IS	AT THE MIN MAR	K Install new brake	e master cylind	der
and bra	ike booster.				
CQIS					
Recommendation					
Comments					

Vehicle Information	
VINJM3TB28AX80	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 19999
Production Date 22-Apr-2008	Warranty Start Date 14-Aug-2008

Open Date	09/21/2009
Sequence Number	00267
ECI Record Id 620420022	
Source Code MAZDA Hotline	Source Claim #000636937

Symptom Information	
Symptom Code 1 mod-driving condition-while turning	Symptom Code 2 no keyword found
Symptom Code 3 pedal concerns-service brake pedal	Symptom Code 4 mod-codes found
Symptom Code 5 function-malfunction/inoperative	Symptom Code 6 leak-fluid
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	,
Base	

Report Details			
Customer/Contact Firs	t	Dealer Name	DON MILLER MAZDA
Name			
Customer/Contact Las	t	Dealer Code	61528
Name			
Customer/Contact City		Dealer City	MADISON
Customer/Contact State		Dealer State	WI
Comment Type	05	Attachements	
Customer			
Comments			
Technician RC 9/3	21/09 TCS/ ABS LITE C1327 RES.L0	OW,TURNED BR	AKE LITE ON NO VISABLE LEAKS
Comments MAST	ER CYL LEAKING INTO VAC BOOST	ER. REPLACED E	BOTH. PROB SOLVED.
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38A580	Engine Unknown
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 10137
Production Date 09-Apr-2008	Warranty Start Date 28-Oct-2008

Open Date	09/23/2009
Sequence Number	00268
ECI Record Id620420476	
Source Code MAZDA Hotline	Source Claim #000637451

Symptom Information		
Symptom Code 1	function-malfunction/inoperative	Symptom Code 2 leak-fluid
Symptom Code 3	no keyword found	
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Report Details					
Customer/Contact	First			Dealer Name	NUCAR MAZDA
Name					
Customer/Contact	Last			Dealer Code	51485
Name					
<b>Customer/Contact City</b>	/			Dealer City	NEW CASTLE
<b>Customer/Contact Stat</b>	te		Ì	Dealer State	DE
Comment Type	05			Attachements	
Customer					
Comments					
					AKE MASTER CYLINDER LEAKING
Comments INT	TO BOOST	TER BOOSTER FULL F	FINALLY	RECEIVED THE	E BACK-ORDERED BOOSTER ON
10/	/07.REPL <i>P</i>	ACED THE MASTER C	YLINDE	R WITH A V	DATE.AFTER REPLACING BOTH,
EV	ERYTHING	G IS FINE THANKS,MAR	K MALIN	IOWSKI	
CQIS					
Recommendation					
Comments					

Vehicle Information	
VINJM3TB38V380	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 35648
Production Date 18-Apr-2008	Warranty Start Date 25-Jun-2008

Open Date	09/28/2009
Sequence Number	00269
ECI Record Id620420888	
Source Code MAZDA Hotline	Source Claim #000637930

Symptom Information	
Symptom Code 1 mod-codes found	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3 no keyword found	
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	
Base	

Report Details			
Customer/Contact First	t	Dealer Name	HILEY MAZDA OF HURST
Name			
Customer/Contact Last	t .	Dealer Code	34612
Name			
Customer/Contact City		Dealer City	HURST
Customer/Contact State		Dealer State	
Comment Type	05	Attachements	
Customer			
Comments			
	28/09 BRAKE LIGHT ON B1327(PG4		
Comments CAR IS	FIXED FLUID LEVEL IS FULL AT TH	IIS TIME CALLING	G FOR ANY KNOWNS DATE STAMP
ON MAS	STER CYLINDER 9600C FO95 STAI	MPED replaced b	oth brake booster and brake master
cylinder	found brake fluid inside of booster wh	en removed from	vehicle bled complete system and no
lights on	n dash anymore		
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28A880	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 13184
Production Date 15-Apr-2008	Warranty Start Date 09-Aug-2008

Open Date	10/05/2009
Sequence Number	00273
ECI Record Id620421847	
Source Code MAZDA Hotline	Source Claim #000639025

Symptom Information	
Symptom Code 1 leak-fluid	Symptom Code 2 no keyword found
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details		
Customer/Contact First	t	Dealer Name ROTO MAZDA
Name		
Customer/Contact Last		Dealer Code 61504
Name		
Customer/Contact City		Dealer City ARLINGTON HEIGHTS
Customer/Contact State		Dealer State L
Comment Type	05	Attachements
Customer		
Comments		
Technician <mark>RM 10</mark>	/05/09 BRAKE MASTER LEAKING	TECH STATES TCS LIGHT AND BRAKE LIGHT ON
Comments BRAKE	E MASTER LEAKING. KU11 MARKE	D ON BRAKE MASTER. Order parts, on back order ti
10-23-	09.	
CQIS		
Recommendation		
Comments		

Vehicle Information	
VIN <sub>J</sub> M3TB38A780	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 17842
Production Date 08-May-2008	Warranty Start Date 19-Jun-2008

Open Date	10/05/2009
Sequence Number	00274
ECI Record Id620421906	
Source Code MAZDA Hotline	Source Claim #000639091

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	
Symptom Code 3	no keyword found		function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component	NOT PROVIDED BY SOURCE		
Base			

Report Details		
Customer/Contact	First	Dealer Name IRWIN MAZDA
Name		
Customer/Contact	Last	Dealer Code 51574
Name		
Customer/Contact City	У	Dealer City FREEHOLD
Customer/Contact Sta	ate	Dealer State NJ
Comment Type	05	Attachements
Customer		
Comments		
		C1327(M/C AND BOOSTER) LOW BRAKE FLUID LEVEL, DTC
Comments C	C1327 INSPECT BRAKES, NO E	EXTERNAL LEAKS replaced brake master cylinder and brake
bo	ooster verified fix	
CQIS		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB38V780	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 14820
Production Date 02-Apr-2008	Warranty Start Date 13-Dec-2008

Open Date	10/08/2009
Sequence Number	00275
ECI Record Id 620422550	
Source Code MAZDA Hotline	Source Claim #000639823

Symptom Information		
Symptom Code 1		Symptom Code 2no keyword found
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Report Details	
Customer/Contact First	Dealer Name LOU BACHRODT MAZDA
Name	
Customer/Contact Last	Dealer Code 23885
Name	
Customer/Contact City	Dealer City COCONUT CREEK
Customer/Contact State	Dealer State FL
Comment Type 05	Attachements
Customer	
Comments	
Technician LD 10/08/09 BRAKE MASTER LEAKS AR	OUND THE MASTER AND BOOSTER ENQUIRING
COMMENTS CALLED TECH LINE AND WAS TOLD TO	REPLACED THE MASTER MORE-> CYLINDER AND
THE BRAKE BOOSTER. REPLACED THE I	MASTER CYLINDER
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB28A880	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 21951
Production Date 21-May-2008	Warranty Start Date 13-Aug-2008

Open Date	10/09/2009
Sequence Number	00276
ECI Record Id620422642	
Source Code MAZDA Hotline	Source Claim #000639934

Symptom Information		
Symptom Code 1		Symptom Code 2 function-malfunction/inoperative
Symptom Code 3	leak-fluid	
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Report Details			
Customer/Contact First		Dealer Name	HANCOCK MAZDA
Name			
Customer/Contact Last		Dealer Code	34609
Name			
Customer/Contact City		Dealer City	MESQUITE
Customer/Contact State		Dealer State	TX
Comment Type	05	Attachements	
Customer			
Comments			
	9/09 BRAKE FLUID LEAK*BOOSTE		
Comments INSPE	CTED THE SYSTEM AND FOUND NO	D LEAKS. replace	d booster and m/cylinder per techline
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28AX80	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage16701
Production Date 20-Mar-2008	Warranty Start Date 17-Dec-2008

Open Date	10/16/2009	
Sequence Number	00278	
ECI Record Id 620423620		_
Source Code MAZDA Hotline	Source Claim #000641048	_

Symptom Information	
Symptom Code 1 mod-codes found	Symptom Code 2 mod-indicator light/warning chime
	on
Symptom Code 3 fluid level-insufficient fluid	Symptom Code 4 leak-fluid
Symptom Code 5 no keyword found	
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details			
Customer/Contact F	irst	Dealer Name	JOHN HINE MAZDA
Name			
Customer/Contact L	_ast	Dealer Code	40202
Name			
Customer/Contact City		Dealer City	SAN DIEGO
Customer/Contact State		Dealer State	CA
Comment Type	05	Attachements	
Customer	•	<del>-</del>	
Comments			
Technician <mark>HAL</mark>	Technician HAL 10/16/09 DSC,TCS,BRK LTS ON(M/C,BOOSTER) TECH STS THE ABS,DSC AND BRAKE		
Comments WAR	· · · · · · · · · · · · · · · · · · ·		TOPPED OFF THE FLUIDCOULD
NOT FIND A LEAKTECH THINKS THE FLUID IS LEAKING INTO THE BOOSTER BRAKE			
			REF#641-048 (HENRY)CHECKED
			C C1327.INSPECTED BRAKE FLUID
			LOW CHART AND FOUND BRAKE
			l e e e e e e e e e e e e e e e e e e e
			CHECKED BRAKE HYDRAULIC
			AK FLUID INTO BRAKE BOOSTER.
CON	ITACTED MAZDA TECH HOT LINE	AND SPOKE TO HEN	RY WITH REF#641-048 ABOUT THE
SYM			
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28V380	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 24942
Production Date 07-Apr-2008	Warranty Start Date 16-May-2008

Open Date	10/19/2009
Sequence Number	00280
ECI Record Id 620423660	
Source Code MAZDA Hotline	Source Claim #000641091

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid		function-malfunction/inoperative
Symptom Code 3	leak-fluid	Symptom Code 4	
Original Symptom 1		Original Symptom 2	
Causal Component	NOT PROVIDED BY SOURCE		
Base			

Report Details		
Customer/Contact	First	Dealer Name LOU BACHRODT MAZDA
Name		
Customer/Contact	Last	Dealer Code 23885
Name		
Customer/Contact C	City	Dealer City COCONUT CREEK
Customer/Contact S	State	Dealer State FL
Comment Type	05	Attachements
Customer		
Comments		
		STER & BOOSTER) TECH STATES BRAKE LIGH A
Comments	TCS LIGHT ON AND BRAKE FLUID LOW	V. ANOTHER TECH FOUND BRAKE FLUID LOW. I
	EXTERANL LEAKS FOUND. Brake master	er leaking fluid into brake booster from back replac
	master cyl & booster	
C Q I S		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB28A080	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 10066
Production Date 19-Jun-2008	Warranty Start Date 15-Feb-2009

Open Date	10/21/2009
Sequence Number	00282
ECI Record Id620424031	
Source Code MAZDA Hotline	Source Claim #000641514

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 leak-fluid
Symptom Code 3 mod-indicator light/warning chime on	
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	
Base	

Report Details		
Customer/Contact Fir	rst	Dealer Name DELRAY MAZDA
Name		
Customer/Contact La	ıst	Dealer Code 23855
Name		
Customer/Contact City		Dealer City DELRAY BEACH
Customer/Contact State		Dealer State FL
Comment Type	05	Attachements
Customer		
Comments		
		HT ON(MASTER) TECH STATES BRAKE FLUID LOV
Comments TCS	LIGHT IS ON NO SIGNS OF EXTERI	NAL LEAKS. found master cylinder to be leaking int
brake	e booster	
CQIS		
Recommendation		
Comments		

vehicle information	
VINJM3TB28A780	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 20710
Production Date 30-Jun-2008	Warranty Start Date 20-Sep-2008

Open Date	10/22/2009	
Sequence Number	00284	
ECI Record Id620424311		
Source Code MAZDA Hotline	Source Claim #000641831	

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 misaligned/out of position/adjustment/
	poor fit
Symptom Code 3 pedal concerns-service brake pedal	Symptom Code 4 function-malfunction/inoperative
Original Symptom 1	Original Symptom
	2
Causal Component Unknown Unknown	
Base	

Report Details			
Customer/Contact Firs	ť	Dealer Name WA	YNE MAZDA
Name			
Customer/Contact Las	t	Dealer Code 515	563
Name			
Customer/Contact City		Dealer City WA	YNE
Customer/Contact State		Dealer State NJ	
Comment Type	05	Attachements	
Customer			
Comments			
Technician TY 10/	22/09 BRAKE LIGHT ON LOW FLUI	D TECH STS BRAK	E LIGHT ON FLUID LOW TECH
Comments STS E	BRAKE LIGHT ON FLUID LOW T	HEY REMOVED T	HE MASTER CYL AND HAD
FLUIDL	LEAKING IN TO THE BOOSTER. M01	4 J0185 REPLACED	MASTER CYL AND BOOSTER
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38V180	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 11311
Production Date 24-Jun-2008	Warranty Start Date 29-Nov-2008

Open Date	10/26/2009
Sequence Number	00285
ECI Record Id 620424574	
Source Code MAZDA Hotline	Source Claim #000642120

Symptom Information			
Symptom Code 1	leak-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component	Unknown Unknown		
Base			

Report Details	
Customer/Contact First	Dealer Name RAMSEY MAZDA
Name	
Customer/Contact Last	Dealer Code 70533
Name	
Customer/Contact City	Dealer City URBANDALE
Customer/Contact State	Dealer State A
Comment Type 03	Attachements
Customer	
Comments	
Technician TY 10/26/09 BRAKE FLUID LEAK(MS)	
Comments TECH STS BRAKE FLUID LEAK, THE CL	USTOMER HAS HAD TO TOP OFF.
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB38A880	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 14986
Production Date 26-May-2008	Warranty Start Date 20-Aug-2008

Open Date	10/26/2009
Sequence Number	00286
ECI Record Id620424585	
Source Code MAZDA Hotline	Source Claim #000642131

Symptom Information	
Symptom Code 1 mod-codes found	Symptom Code 2 no keyword found
Symptom Code 3 fluid level-insufficient fluid	Symptom Code 4 function-malfunction/inoperative
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	
Base	

Report Details	
Customer/Contact First	Dealer Name CAPITAL MAZDA OF CARY
Name	
Customer/Contact Last	Dealer Code 23850
Name	
Customer/Contact City	Dealer City CARY
Customer/Contact State	Dealer State NC
Comment Type 05	Attachements
Customer	
Comments	
Technician GF 10/26/09 BRAKE FLUID LOW L/ON	N-M/CYL BOOSTER C/STATES BK LIGHT IS ON TECH
Comments HAS CALLED WITH A C1327 CODE A	IND NO LEAKS FOUND REPLACE MASTER CYL. AND
BOOSTER	
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB28A380	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 17495
Production Date 30-Jun-2008	Warranty Start Date 16-Aug-2008

Open Date	10/28/2009
Sequence Number	00288
ECI Record Id 620425038	
Source Code MAZDA Hotline	Source Claim #000642663

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 mod-indicator light/warning chime
	on
Symptom Code 3 leak-fluid	
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details			
Customer/Contact First	t	Dealer Name	MAZDA OF WESLEY CHAPEL
Name			
Customer/Contact Last		Dealer Code	23932
Name			
Customer/Contact City		Dealer City	WESLEY CHAPEL
Customer/Contact State		Dealer State	FL
Comment Type	03	Attachements	
Customer		,	
Comments			
Technician <mark>JC 10</mark> /	<sup>(</sup> 28/09 BRAKE, ABS DSC LIGHTS OI	N THE LIGHTS A	RE ON AND THE FLUID LEVEL IS
Comments LOW. 0	LOW. CALLED FOR INFORMATION THE MASTER IS LEAKING INTO THE BOOSTER		
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28AX80	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 9196
Production Date 25-Jun-2008	Warranty Start Date 06-Dec-2008

Open Date	10/29/2009
Sequence Number	00289
ECI Record Id 620425141	
Source Code MAZDA Hotline	Source Claim #000642787

Symptom Information	
Symptom Code 1 leak-fluid	Symptom Code 2 pedal concerns-service brake pedal
Symptom Code 3 function-malfunction/inoperative	pedai
Original Symptom 1 Causal Component NOT PROVIDED BY SOURCE	Original Symptom 2
Base	

Report Details			
Customer/Contact First	t	Dealer Name	MILAM MAZDA
Name			
Customer/Contact Last		Dealer Code	10130
Name			
Customer/Contact City		Dealer City	PUYALLUP
Customer/Contact State		Dealer State	WA
Comment Type	05	Attachements	
Customer			
Comments			
	9/09 BRAKE MASTER LEAKS (RI) C		
Comments INSPEC	INSPECTED ALL THE LINES AND COMPONENT FOR LEAKS AND NONE DETAECTED THE		
MASTE	MASTER HAS A PT50 AND J0386 NUMBERS replaced master cylinder and booster per tech line		
due to f	luid leaking into booster.		
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38A380	Engine Unknown
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 13898
Production Date 20-Feb-2008	Warranty Start Date 02-Nov-2008



## **Concern Driven Reporting**

**Report Detail** 

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	6204252	245	Source Code	MAZD	A Hotline
<b>Commodity Assignm</b>	ent				
		rvice brakes-brake pedal—	Crimatom	funct	ion-false activation/cycle/deploy
		rvice brakes-brake pedal—	Symptom Symptom		driving condition-while driving
					ion-malfunction/inoperative
· ·		, and the second	ter/Symptom	lunct	ion-marrunetion/moperative
	ydroboos		tou/Crimatom	laalr t	foiled applied/gool/yyoothoustrip
•	hassis-se	, and the second	ter/Symptom	leak-	failed gasket/seal/weatherstrip
	ydroboos	t—	T C. 1		
Significant Event			Verified	N	
Tread Information					
	03		Fread Category Description	service	brakes
Reported in Tread Quarter	Q4 2009			P	
1					
Report Details					
Source Claim Key		000642902	Warranty Component Classif	ication	
			(WCC)		
Corporate Product Systems Clas	sification	1	Time in Service		29
(CPSC)					
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date		30-Oct-2009
Version Series Code		AAAMR	Load Date		26 -Jan-2010
Causal Part Prefix- Base - Suffix			Dealer Code		50236
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name		FLEMINGTON MAZDA
Non Causal Part Prefix-Base-Suff	fix	TOTTIO (IDED DI DOCKEE	Dealer City		FLEMINGTON
Non Causal Part Numbers			Dealer State/Province		NJ
Fault Code			Dealer Country		USA
Diagonstic Trouble Code			Dealer Phone Number		9087827500
Labor Operation Code			Attachment		9007027300
Communication Type			VOQ Component Description C	ode.	
Maintenance Date		26 -Jan-2010	voq component Description 8	Joue	
		20 3411 2010			
Customer					
Comment					
Technician DD 10/30/09 BF	RAKE PE	EDAL APPLYS WHILE DRIVING(BOOS	T BRAKE PEDAL APPLYS WE	HILE D	RIVING TECH FOUND BOOSTER BAD
					E TIME TECH STILL HAS BOOSTER
REPLACED BR			MITETING THE BRAKES A	LL III	E TIME TECH STILE III B BOOSTEK
	AKE DU	JOSTER			
CQIS Recomm					
endations					
Tire Information					
Tire Manufacturer	Unknow	rn T	Γire Size	Unkno	wn
Tire Brand Series	CHKIIOW		Wheel	Ulikilo	
DOT Left Front			DOT Right Front		
DOT Left Ploint			DOT Right Front		
DOT Left Real DOT Left Inner			DOT Right Real		
DOT Spare			DOT KIGHT HIHEI		
1					
Vehicle Information					
VIN	<b>ЈМ3ТВ</b> 3	38C170	Engine Serial Number	CY 218	3853
Model Year	2007				V DOHC VCT SMPI V6 GAS
Transmission			Vehicle Description	CX-9	
Body Cab Style					WHEEL LEFT HAND DRIVE
Production Date	11-May-		Retail Sale Indicator Code	· ·	
Plant Description			Reaguired Vehicle		
Build Region	IIICOSI		Warranty Start Date	10-Jul-	2007
Build Country Code			Fransmission Serial Number	10 341	
Mileage	83968		Vehicle Axle Ratio		
Vehicle Restraint Code	33700		TOTAL TAIL TAIL		
venicie Restraint Code					

## **Disclaimer:**

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Contact CDR HELP
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Open Date	11/02/2009	
Sequence Number	00290	
ECI Record Id620425492		_
Source Code MAZDA Hotline	Source Claim #000643183	

Symptom Information		
	fluid level-insufficient fluid	Symptom Code 2 leak-fluid
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Report Details			
Customer/Contact First	t	Dealer Name BOMMARITO MAZDA	
Name			
Customer/Contact Last	t	Dealer Code 34469	$\neg$
Name			
Customer/Contact City	Î	Dealer City SAINT PETERS	
Customer/Contact State		Dealer State MO	
Comment Type	05	Attachements	
Customer	-	-	
Comments			
Technician LD 11/	/02/09 BRAKE MASTER LEAKS CLA	AIMS THAT THE BRAKE MASTER IS LEAKING HA	AS
Comments FOUN	FOUND THE RESERVOIR EMPTY replaced brake master cylinder brake booster.#ku11 j0264		
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28A280	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 16851
Production Date 09-May-2008	Warranty Start Date 26-Jul-2008

Open Date	11/02/2009
Sequence Number	00291
ECI Record Id620425502	
Source Code MAZDA Hotline	Source Claim #000643193

Symptom Information		
Symptom Code 1		Symptom Code 2no keyword found
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component	NOT PROVIDED BY SOURCE	
Base		

Report Details			
Customer/Contact First	t	Dealer Name	ROYAL MOORE MAZDA
Name			
Customer/Contact Last	t	Dealer Code	10258
Name			
Customer/Contact City		Dealer City	HILLSBORO
Customer/Contact State		Dealer State	OR
Comment Type	05	Attachements	
Customer			
Comments			
	/02/09 LOOSING BRAKE FLUID,NC		*
Comments LEAKI	NG FLUID MASTER CYL LEAKING IN	NTO BOOSTER,R	EPLACED CYL/BOOSTER
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38A180	Engine Unknown
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 11591
Production Date 08-Apr-2008	Warranty Start Date 01-Sep-2008

Open Date	11/04/2009
Sequence Number	00292
ECI Record Id620425812	
Source Code MAZDA Hotline	Source Claim #000643530

Symptom Information		
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3		
Original Symptom 1		Original Symptom 2
Causal Component	NOT PROVIDED BY SOURCE	
Base		

Report Details			
Customer/Contact Firs	t	Dealer Name DELRA	AY MAZDA
Name			
Customer/Contact Las	t	Dealer Code 23855	
Name			
Customer/Contact City		Dealer City DELR	AY BEACH
Customer/Contact State		Dealer State FL	
Comment Type	05	Attachements	
Customer			
Comments			
	4/09 LOW BRAKE FLUID TECH STS		1
Comments LEAKI	NG INTO THE BOOSTER J2Z87 NU1	I replaced brake master	cylinder and booster
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28AX80	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 19495
Production Date 24-Jun-2008	Warranty Start Date 08-Aug-2008

Open Date	11/04/2009	
Sequence Number	00293	
ECI Record Id 620425861		
Source Code MAZDA Hotline	Source Claim #000643581	

Symptom Information		
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2 misaligned/out of position/adjustmen
		poor fit
	no keyword found	Symptom Code 4 pedal concerns-service brake pedal
Symptom Code 5	leak-fluid	
Original Symptom 1		Original Symptom
		2
Causal Component	NOT PROVIDED BY SOURCE	
Base		

Report Details	
Customer/Contact First	Dealer Name GAITHERSBURG MAZDA
Name	
Customer/Contact Last	Dealer Code 51486
Name	
Customer/Contact City	Dealer City GAITHERSBURG
Customer/Contact State	Dealer State MD
Comment Type 05	Attachements
Customer	
Comments	
Technician RC 11/4/09 BRAKE LITE ON,LOW O	N FLUID CSTM STS DL STS THINKS FLUID IS LEAKING
Comments INTO THE BOOSTER Brake master	cylinder and brake booster ordered to correct customer
complaint. Customer will return for repa	airs.
CQIS	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB38A180	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 13871
Production Date 18-Mar-2008	Warranty Start Date 27-Jul-2008

Open Date	11/04/2009
Sequence Number	00294
ECI Record Id620425922	
Source Code MAZDA Hotline	Source Claim #000643653

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 misaligned/out of position/
	adjustment/poor fit
Symptom Code 3 mod-indicator light/warning chime on	Symptom Code 4 no keyword found
Symptom Code 5 function-malfunction/inoperative	Symptom Code 6 leak-fluid
Original Symptom 1	Original Symptom
	2
Causal Component Unknown Unknown	
Base	

Report Details	
Customer/Contact First	Dealer Name BOMMARITO MAZDA
Name	
Customer/Contact Last	Dealer Code 34469
Name	
Customer/Contact City	Dealer City SAINT PETERS
Customer/Contact State	Dealer State MO
Comment Type 05	Attachements
Customer	
Comments	
Technician RM 11/04/09 ABS/TCS/BRAKE LIGHT OI	N TECH STATES BRAKE WARNING LIGHT ON.BRAKE
Comments FLUID LOW K011 STAMPED ON BRAKE	MASTER. replace brake booster & master cyl leaking
brake fluid	
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB38A680	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 14713
Production Date 09-May-2008	Warranty Start Date 30-Jan-2009

Open Date	11/05/2009
Sequence Number	00296
ECI Record Id 620426061	
Source Code MAZDA Hotline	Source Claim #000643801

Symptom Information		
Symptom Code 1		Symptom Code 2 no keyword found
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Report Details			
Customer/Contact First	t	Dealer Name DE	LRAY MAZDA
Name			
Customer/Contact Last		Dealer Code 238	855
Name			
Customer/Contact City		Dealer City DE	LRAY BEACH
Customer/Contact State		Dealer State FL	
Comment Type	05	Attachements	
Customer			
Comments			
Technician LD 11/	05/09 BRAKE MASTER LEAKS SAM	/IE <<<<<<<	PLEASE CLOSE ONLY WHEN
Comments FIXED	THANKS>>>>>> ENQUIRIN	G MSTER HAS # MI	U14 10191 replaced booster
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28A180	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 16201
Production Date 24-Jun-2008	Warranty Start Date 24-Apr-2009

Open Date	11/05/2009
Sequence Number	00297
ECI Record Id 620426103	
Source Code MAZDA Hotline	Source Claim #000643849

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3 leak-fluid	Symptom Code 4 nvh-noisy operation
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	
Base	

Report Details	
Customer/Contact First	Dealer Name MILLER MAZDA
Name	
Customer/Contact Last	Dealer Code 34405
Name	
Customer/Contact City	Dealer CityWACO
Customer/Contact State	Dealer State TX
Comment Type 05	Attachements
Customer	
Comments	
Technician DD 11/05/0	09 BRAKE FLUID LOW BRAKE FLUID LOW CALLING FOR THE UPDATED PART
Comments NUMBER H	HEARD FROM CONFERENCE CALL ABOUT MASTER CYLINDER LEAKING Replaced
master cycli	linder and booster unit.
CQIS	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB28A380	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 23217
Production Date 18-Jun-2008	Warranty Start Date 11-Aug-2008



## **Concern Driven Reporting**

**Report Detail** 

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record 620426329 Source Code MAZDA Hotline				
Commodity Assignm	ent			
	hassis-service brakes—	Crimatom	eak-fluid	
	hassis-service brakes—		no keyword found	
,				
3	hassis-service brakes-master cylinder/boos	ter/Symptom	air in system	
	ydroboost—			
•	hassis-service brakes-master cylinder/boos	ter/Symptom t	function-malfunction/inoperative	
lh	ydroboost—			
Commodity	hassis-service brakes-master cylinder/boos	ter/Symptom r	nod-driving condition-while driving	
h	ydroboost—			
Significant Event	•	Verified	V	
Tread Information				
Tread Category Code	03	Tread Category Description ser	myioo huoltoo	
Reported in Tread Quarter	Q4 2009	riead Category Description ser	rvice brakes	
	Q4 2009			
Report Details				
Source Claim Key	000644115	Warranty Component Classifica	ation	
•		(WCC)		
Corporate Product Systems Class	ssification	Time in Service	10	
(CPSC)				
Customer Condition Code		V Function Group (VFG)		
Source System Program Type		Repair/Report/Paid Date	09-Nov-2009	
Version Series Code		Load Date	26 -Jan-2010	
Causal Part Prefix- Base - Suffix		Dealer Code	23885	
Causal Part Name	unknown	Dealer Name	LOU BACHRODT MAZDA	
Non Causal Part Prefix-Base-Suf		Dealer City	COCONUT CREEK	
Non Causal Part Numbers	IIX	Dealer State/Province	FL	
Fault Code		Dealer Country	USA	
Diagonstic Trouble Code		Dealer Phone Number	9542475000	
Labor Operation Code		Attachment	7542473000	
Communication Type		VOQ Component Description Cod	da	
	26 1 2010	voq component Description cod		
Wiginienance Llate			I	
Maintenance Date	26 -Jan-2010			
C u s t o m e r	26 -Jan-2010			
C u s t o m e r Comment				
C u s t o m e r Comment		E LIGHT ON FLUID LEAKING	CALLING FOR INFO CALLED TECH LINE	
Customer Comment Technician DD 11/09/09 BR	AKE LIGHT ON FLUID LEAKING(PG4) BRAK			
Customer Comment Technician Comment AND WAS AUT	AKE LIGHT ON FLUID LEAKING(PG4) BRAK HORIZED TO REPLACE BOTH THE MASTE	R CYLINDER AND THE BRAK	KE BOOSTER. REPLACED THE MASTER	
Customer Comment Technician Comment Comment Comment COMMENT CYLINDER AND	AKE LIGHT ON FLUID LEAKING(PG4) BRAK HORIZED TO REPLACE BOTH THE MASTE D BRAKE BOOSTER. BLED BRAKE SYSTEM	R CYLINDER AND THE BRAK	KE BOOSTER. REPLACED THE MASTER	
Customer Comment Technician Comment Comment Comment Comment AND WAS AUT CYLINDER ANI P0402XRX 2.0. F	AKE LIGHT ON FLUID LEAKING(PG4) BRAK HORIZED TO REPLACE BOTH THE MASTE	R CYLINDER AND THE BRAK	KE BOOSTER. REPLACED THE MASTER	
Customer Comment Technician Comment Comment Comment CYLINDER AND P0402XRX 2.0. F	AKE LIGHT ON FLUID LEAKING(PG4) BRAK HORIZED TO REPLACE BOTH THE MASTE D BRAKE BOOSTER. BLED BRAKE SYSTEM	R CYLINDER AND THE BRAK	KE BOOSTER. REPLACED THE MASTER	
Customer Comment Technician Comment Comment Comment Comment AND WAS AUT CYLINDER ANI P0402XRX 2.0. F	AKE LIGHT ON FLUID LEAKING(PG4) BRAK HORIZED TO REPLACE BOTH THE MASTE D BRAKE BOOSTER. BLED BRAKE SYSTEM	R CYLINDER AND THE BRAK	KE BOOSTER. REPLACED THE MASTER	
Customer Comment Technician Comment AND WAS AUT CYLINDER ANI P0402XRX 2.0. F CQIS Recommendations	AKE LIGHT ON FLUID LEAKING(PG4) BRAK HORIZED TO REPLACE BOTH THE MASTE D BRAKE BOOSTER. BLED BRAKE SYSTEM	R CYLINDER AND THE BRAK	KE BOOSTER. REPLACED THE MASTER	
Customer Comment Technician Comment  AND WAS AUT CYLINDER AND P0402XRX 2.0. F CQIS Recommendations  Tire Information	AKE LIGHT ON FLUID LEAKING(PG4) BRAK HORIZED TO REPLACE BOTH THE MASTE D BRAKE BOOSTER. BLED BRAKE SYSTEM REF 644115. SPOKE TO DAVE	R CYLINDER AND THE BRAK AND TESTED ALL OK AT THIS	KE BOOSTER. REPLACED THE MASTER STIME. MILES IN 7981. MILES OUT 7986.	
Customer Comment Technician Comment  Comment  DD 11/09/09 BR AND WAS AUT CYLINDER ANI P0402XRX 2.0. F CQIS Recommendations  Tire Information Tire Manufacturer	AKE LIGHT ON FLUID LEAKING(PG4) BRAK PHORIZED TO REPLACE BOTH THE MASTE D BRAKE BOOSTER. BLED BRAKE SYSTEM REF 644115. SPOKE TO DAVE	R CYLINDER AND THE BRAK AND TESTED ALL OK AT THIS	KE BOOSTER. REPLACED THE MASTER	
Customer Comment Technician Comment Comment Comment CYLINDER AND P0402XRX 2.0. F CQIS Recommendations  Tire Information Tire Manufacturer Tire Brand Series	AKE LIGHT ON FLUID LEAKING(PG4) BRAK HORIZED TO REPLACE BOTH THE MASTE D BRAKE BOOSTER. BLED BRAKE SYSTEM REF 644115. SPOKE TO DAVE	R CYLINDER AND THE BRAK AND TESTED ALL OK AT THIS  Tire Size Un  Wheel	KE BOOSTER. REPLACED THE MASTER STIME. MILES IN 7981. MILES OUT 7986.	
Customer Comment Technician Comment Comment Comment CYLINDER ANI P0402XRX 2.0. F CQIS Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front	AKE LIGHT ON FLUID LEAKING(PG4) BRAK HORIZED TO REPLACE BOTH THE MASTE D BRAKE BOOSTER. BLED BRAKE SYSTEM REF 644115. SPOKE TO DAVE	R CYLINDER AND THE BRAKAND TESTED ALL OK AT THIS  Fire Size Ut  Wheel  DOT Right Front	KE BOOSTER. REPLACED THE MASTER STIME. MILES IN 7981. MILES OUT 7986.	
Customer Comment Technician Comment Comment CYLINDER ANI P0402XRX 2.0. F CQIS Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear	AKE LIGHT ON FLUID LEAKING(PG4) BRAK 'HORIZED TO REPLACE BOTH THE MASTE D BRAKE BOOSTER. BLED BRAKE SYSTEM REF 644115. SPOKE TO DAVE  Unknown	R CYLINDER AND THE BRAKAND TESTED ALL OK AT THIS  Tire Size Ut  Wheel  DOT Right Front  DOT Right Rear	KE BOOSTER. REPLACED THE MASTER 5 TIME. MILES IN 7981. MILES OUT 7986.	
Customer Comment Technician Comment Comment  Comment  AND WAS AUT CYLINDER ANI P0402XRX 2.0. F  CQIS Recommendations  Tire Information Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner	AKE LIGHT ON FLUID LEAKING(PG4) BRAK 'HORIZED TO REPLACE BOTH THE MASTE D BRAKE BOOSTER. BLED BRAKE SYSTEM REF 644115. SPOKE TO DAVE  Unknown	R CYLINDER AND THE BRAKAND TESTED ALL OK AT THIS  Fire Size Ut  Wheel  DOT Right Front	KE BOOSTER. REPLACED THE MASTER STIME. MILES IN 7981. MILES OUT 7986.	
Customer Comment Technician Comment Comment Comment Comment CYLINDER AND P0402XRX 2.0. F CQIS Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare	AKE LIGHT ON FLUID LEAKING(PG4) BRAK 'HORIZED TO REPLACE BOTH THE MASTE D BRAKE BOOSTER. BLED BRAKE SYSTEM REF 644115. SPOKE TO DAVE  Unknown	R CYLINDER AND THE BRAKAND TESTED ALL OK AT THIS  Tire Size Ut  Wheel  DOT Right Front  DOT Right Rear	KE BOOSTER. REPLACED THE MASTER STIME. MILES IN 7981. MILES OUT 7986.	
Customer Comment Technician Comment Comment  Comment  AND WAS AUT CYLINDER ANI P0402XRX 2.0. F  CQIS Recommendations  Tire Information Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner	AKE LIGHT ON FLUID LEAKING(PG4) BRAK 'HORIZED TO REPLACE BOTH THE MASTE D BRAKE BOOSTER. BLED BRAKE SYSTEM REF 644115. SPOKE TO DAVE  Unknown	R CYLINDER AND THE BRAKAND TESTED ALL OK AT THIS  Tire Size Ut  Wheel  DOT Right Front  DOT Right Rear	KE BOOSTER. REPLACED THE MASTER STIME. MILES IN 7981. MILES OUT 7986.	
Customer Comment Technician Comment Comment  Comment  CYLINDER ANI P0402XRX 2.0. F  CQIS Recommendations  Tire Information Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare	AKE LIGHT ON FLUID LEAKING(PG4) BRAK HORIZED TO REPLACE BOTH THE MASTE D BRAKE BOOSTER. BLED BRAKE SYSTEM REF 644115. SPOKE TO DAVE	R CYLINDER AND THE BRAKAND TESTED ALL OK AT THIS  Fire Size Ut Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number CA	SE BOOSTER. REPLACED THE MASTER STIME. MILES IN 7981. MILES OUT 7986.  Miknown  A 10257058	
Customer Comment Technician Comment Comment Comment CYLINDER AND P0402XRX 2.0. F CQIS Recommendations  Tire Information Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information	AKE LIGHT ON FLUID LEAKING(PG4) BRAK HORIZED TO REPLACE BOTH THE MASTE D BRAKE BOOSTER. BLED BRAKE SYSTEM REF 644115. SPOKE TO DAVE  Unknown  UNKNOWN  UM3TB28A190 2009	R CYLINDER AND THE BRAKAND TESTED ALL OK AT THIS  Fire Size University of the state	KE BOOSTER. REPLACED THE MASTER STIME. MILES IN 7981. MILES OUT 7986.	
Customer Comment Technician Comment Comment Comment CYLINDER AND P0402XRX 2.0. F CQIS Recommendations  Tire Information Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information Model Year Transmission	AKE LIGHT ON FLUID LEAKING(PG4) BRAK HORIZED TO REPLACE BOTH THE MASTE D BRAKE BOOSTER. BLED BRAKE SYSTEM REF 644115. SPOKE TO DAVE  Unknown  JM3TB28A190 2009 6 SPD AUTO TRANS AISIN F21	R CYLINDER AND THE BRAKAND TESTED ALL OK AT THIS  Fire Size Ut  Wheel  DOT Right Front  DOT Right Rear  DOT Right Inner  Engine Serial Number Engine Description 3.7  Vehicle Description C.2	A 10257058 7L 4V-DAMB PFI V6 NA GAS	
Customer Comment Technician Comment Comment CYLINDER ANI P0402XRX 2.0. F CQIS Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year	AKE LIGHT ON FLUID LEAKING(PG4) BRAK HORIZED TO REPLACE BOTH THE MASTE D BRAKE BOOSTER. BLED BRAKE SYSTEM REF 644115. SPOKE TO DAVE  Unknown  UNKNOWN  UM3TB28A190 2009	R CYLINDER AND THE BRAKAND TESTED ALL OK AT THIS  Fire Size Ut  Wheel  DOT Right Front  DOT Right Rear  DOT Right Inner  Engine Serial Number Engine Description 3.7  Vehicle Description C.2	A 10257058 A 10257058 TIME BOOSTER. REPLACED THE MASTER STIME. MILES IN 7981. MILES OUT 7986.	
Customer Comment Technician Comment Comment Comment CYLINDER ANI P0402XRX 2.0. F CQIS Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Production Date	AKE LIGHT ON FLUID LEAKING(PG4) BRAK HORIZED TO REPLACE BOTH THE MASTE D BRAKE BOOSTER. BLED BRAKE SYSTEM REF 644115. SPOKE TO DAVE  Unknown  JM3TB28A190 2009 6 SPD AUTO TRANS AISIN F21 Unknown 25-Jul-2008	R CYLINDER AND THE BRAKAND TESTED ALL OK AT THIS  Fire Size Ut  Wheel  DOT Right Front  DOT Right Rear  DOT Right Inner  Engine Serial Number Engine Description 3.7  Vehicle Description C.2	A 10257058 7L 4V-DAMB PFI V6 NA GAS	
Customer Comment Technician Comment Comment Comment Comment Comment CYLINDER AND P0402XRX 2.0. F CQIS Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description	AKE LIGHT ON FLUID LEAKING(PG4) BRAK HORIZED TO REPLACE BOTH THE MASTE D BRAKE BOOSTER. BLED BRAKE SYSTEM REF 644115. SPOKE TO DAVE  Unknown  JM3TB28A190 2009 6 SPD AUTO TRANS AISIN F21 Unknown 25-Jul-2008	R CYLINDER AND THE BRAKAND TESTED ALL OK AT THIS  Fire Size University of the Control of the Con	A 10257058 TL 4V-DAMB PFI V6 NA GAS X-9 WHL L/H FRONT DRIVE	
Customer Comment Technician Comment Technician Comment  DD 11/09/09 BR AND WAS AUT CYLINDER ANI P0402XRX 2.0. F CQIS Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Front DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	Unknown  JM3TB28A190 2009 6 SPD AUTO TRANS AISIN F21 Unknown 25-Jul-2008 HIROSHIMA ASSEMBLY PLANT-JAPAN	R CYLINDER AND THE BRAKAND TESTED ALL OK AT THIS  Fire Size University of the state	A 10257058 7L 4V-DAMB PFI V6 NA GAS	
Customer Comment Technician Comment Comment Comment CYLINDER AND P0402XRX 2.0. F CQIS Recommendations  Tire Information Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code	JM3TB28A190 2009 6 SPD AUTO TRANS AISIN F21 Unknown 25-Jul-2008 HIROSHIMA ASSEMBLY PLANT-JAPAN	R CYLINDER AND THE BRAKAND TESTED ALL OK AT THIS  Fire Size Universely the second of t	A 10257058 TL 4V-DAMB PFI V6 NA GAS X-9 WHL L/H FRONT DRIVE	
Customer Comment Technician Comment Comment Comment CYLINDER AND P0402XRX 2.0. F CQIS Recommendations  Tire Information Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code Mileage	Unknown  JM3TB28A190 2009 6 SPD AUTO TRANS AISIN F21 Unknown 25-Jul-2008 HIROSHIMA ASSEMBLY PLANT-JAPAN	R CYLINDER AND THE BRAKAND TESTED ALL OK AT THIS  Fire Size University of the state	A 10257058 TL 4V-DAMB PFI V6 NA GAS X-9 WHL L/H FRONT DRIVE	
Customer Comment Technician Comment Comment Comment CYLINDER AND P0402XRX 2.0. F CQIS Recommendations  Tire Information Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code	JM3TB28A190 2009 6 SPD AUTO TRANS AISIN F21 Unknown 25-Jul-2008 HIROSHIMA ASSEMBLY PLANT-JAPAN	R CYLINDER AND THE BRAKAND TESTED ALL OK AT THIS  Fire Size Universely the second of t	A 10257058 TL 4V-DAMB PFI V6 NA GAS X-9 WHL L/H FRONT DRIVE	

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Open Date	11/09/2009
Sequence Number	00299
ECI Record Id620426347	
Source Code MAZDA Hotline	Source Claim #000644133

Symptom Information	
Symptom Code 1 no keyword found	Symptom Code 2 fluid level-insufficient fluid
Symptom Code 3 function-malfunction/inoperative	Symptom Code 4 leak-failed gasket/seal/ weatherstrip
Symptom Code 5 leak-fluid	•
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	
Base	

Papart Datails	
Report Details	
Customer/Contact First	Dealer Name SOUTH MOTORS MAZDA
Name	
Customer/Contact Last	Dealer Code 23940
Name	
Customer/Contact City	Dealer City MIAMI
Customer/Contact State	Dealer State FL
Comment Type 05	Attachements
Customer	
Comments	
Technician GF 11/9/09 TCS BRAKE LIGHTS (	ON-M/CYL BOOSTER C/STATES TCS AND BRAKE LIGHTS
Comments ARE ON TECH HAS CALLED ABO	OUT A LEAKING MASTER CYL LOW ON FLUID FOR A 2ND
TIME HE HAS FOUND M/CYL LEAR	KING INTO BOOSTER low fluid caused by leak on rear seal of
master cylinder. r+r brake booster an	
C O I S	a mador dymiadr.
Recommendation	
Comments	

Vehicle Information	
VINJM3TB28A680	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 17916
Production Date 03-Jun-2008	Warranty Start Date

Open Date	11/16/2009
Sequence Number	00300
ECI Record Id620427260	
Source Code MAZDA Hotline	Source Claim #000645194

Symptom Information		
Symptom Code 1		Symptom Code 2 function-malfunction/inoperative
Symptom Code 3	no keyword found	
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Report Details		
Customer/Contact First		Dealer Name GREEN MAZDA
Name		
Customer/Contact Last		Dealer Code 61554
Name		
Customer/Contact City		Dealer City SPRINGFIELD
Customer/Contact State		Dealer State
Comment Type	05	Attachements
Customer Comments		
Technician LD 11	/16/09 BRAKE MASTER LEAKS BRA	AKE MASTER LEAKS BETWEEN THE MASTER AND
Comments BOOSTER replaced master cylinder and brake booster		
C Q I S		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB38A780	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 34069
Production Date 25-Apr-2008	Warranty Start Date 28-Jul-2008

Open Date	11/16/2009
Sequence Number	00301
ECI Record Id 620427308	
Source Code MAZDA Hotline	Source Claim #000645245

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 no keyword found
Symptom Code 3 function-malfunction/inoperative	Symptom Code 4 leak-fluid
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	
Base	

Report Details		
Customer/Contact F	First	Dealer Name ROYAL PALM MAZDA
Name		
Customer/Contact	Last	Dealer Code 23944
Name		
<b>Customer/Contact City</b>		Dealer City ROYAL PALM BEACH
Customer/Contact State	e	Dealer State FL
Comment Type	05	Attachements
Customer		
Comments		
Technician <mark>LH</mark>	1 11/16/09 LOW BRAKE FLUID BRA	KE LIGHT AND TCS LIGHT ON LOW BRAKE FLUID, NO
Comments EX	EXTERNAL LEAKS low on brake fluid found leaking brake master cylinder,replace masterand	
bo	ooster	
CQIS		
Recommendation		
Comments		

vehicle information	
VINJM3TB28A280	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 18987
Production Date 09-Apr-2008	Warranty Start Date 26-Dec-2008

Open Date	11/18/2009
Sequence Number	00304
ECI Record Id620427600	
Source Code MAZDA Hotline	Source Claim #000645573

Symptom Information		
	fluid level-insufficient fluid	Symptom Code 2 no keyword found
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4 leak-fluid
Original Symptom 1		Original Symptom 2
Causal Component	NOT PROVIDED BY SOURCE	
Base		

Report Details			
Customer/Contact Firs	t	Dealer Name	CHAMPION MAZDA
Name			
Customer/Contact Las	t	Dealer Code	34424
Name			
Customer/Contact City		Dealer City	CORPUS CHRISTI
Customer/Contact State		Dealer State	TX
Comment Type	05	Attachements	
Customer			
Comments			
	18/09 BRAKE/TSC LIGHT 0N(MAST	,	
	VERE AND FLUID LEVEL IS LOW HA		
brake fluid, found brake fluid leaking from master cyl, to brake booster. replaced brake master cyl			
and bra	ike booster. when booster was removed	d, it was filled with	brake fluid.
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28A480	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 16507
Production Date 17-Jun-2008	Warranty Start Date 15-Aug-2008

Open Date	11/18/2009
Sequence Number	00305
ECI Record Id620427608	
Source Code MAZDA Hotline	Source Claim #000645582

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 misaligned/out of position/adjustment/
	poor fit
Symptom Code 3 mod-indicator light/warning chime on	Symptom Code 4 no keyword found
Symptom Code 5 pedal concerns-service brake pedal	
Original Symptom 1	Original Symptom
	2
Causal Component Unknown Unknown	
Base	

Report Details					
Customer/Contact First		Dealer Name	THE	AUTOBARN	MAZDA
Name		E	EVANST	ON	
Customer/Contact Last		Dealer Code	61535		
Name					
Customer/Contact City		Dealer City	EVANST	ON	
Customer/Contact State		Dealer State	L		
Comment Type	03	Attachements			
Customer Comments					
	/18/09 BRAKE LITE ON,LOW ON FL		ME IN L	OW ON FLUID,B	RAKE LITE
Comments ON FO	DUND BRAKE FLUID LEVEL, NO LE <i>F</i>	AKS VISIBLE			
C Q I S					
Recommendation					
Comments					

Vehicle Information	
VINJM3TB38A580	Engine 3.7L DOHC V6 GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage <mark>22079</mark>
Production Date 23-May-2008	Warranty Start Date 11-Jul-2008

Open Date	11/19/2009	
Sequence Number	00306	
ECI Record Id 620427774		Ξ
Source Code MAZDA Hotline	Source Claim #000645780	

Symptom Information	
Symptom Code 1 leak-fluid	Symptom Code 2 function-malfunction/inoperative
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	E
Base	

Report Details			
Customer/Contact Firs	t	Dealer Name	HANCOCK MAZDA
Name			
Customer/Contact Las	t	Dealer Code	34609
Name			
Customer/Contact City		Dealer City	MESQUITE
Customer/Contact State		Dealer State	TX
Comment Type	05	Attachements	
Customer	-		
Comments			
	1/19/09 BRAKE FLUID LOSS LOS		
Comments LEAK	AGE REAR OF M/C replaced brake ma	aster cylinder and	brake booster
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28A480	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 18975
Production Date 16-Apr-2008	Warranty Start Date 16-Dec-2008

Open Date	11/19/2009
Sequence Number	00307
ECI Record Id 620427839	
Source Code MAZDA Hotline	Source Claim #000645865

Symptom Information		
	fluid level-insufficient fluid	Symptom Code 2 no keyword found
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Report Details		
Customer/Contact Fire	st	Dealer Name COLONIAL MAZDA
Name		
Customer/Contact Las	st	Dealer Code 51578
Name		
Customer/Contact City		Dealer City DANBURY
Customer/Contact State		Dealer State CT
Comment Type	05	Attachements
Customer		
Comments		
Technician DD 1	1/19/09 BRAKE/TSC LIGHT ON BRA	AKE/TSC LIGHT ON FLUID LEVEL IS LOW AND NO
Comments LEAK	(S J0205 MU10 REPLACED BRAKE M.	IASTER CYLINDER AND BOOSTER ASSY— BLWEED
BRAK	KES AND TESTED	
CQIS		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB38V280	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 18426
Production Date 24-Jun-2008	Warranty Start Date 01-Oct-2008

Open Date	11/23/2009
Sequence Number	00308
ECI Record Id620428072	
Source Code MAZDA Hotline	Source Claim #000646143

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 mod-indicator light/warning
	chime on
Symptom Code 3 function-malfunction/inoperative	Symptom Code 4 eak-fluid
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	
Base	

Report Details			
Customer/Contact First		Dealer Name	BANKSTON MAZDA OF FORT
Name			WORTH
Customer/Contact Last		Dealer Code	34398
Name			
Customer/Contact City		Dealer City	FORT WORTH
Customer/Contact State		Dealer State	
Comment Type	05	Attachements	
Customer			
Comments			
	23/09 LOW BRAKE FLUID LOW BF		*
	NALLEAKS. LOW BRAKE FLUID A		· ·
LEAKS.	NU13 J0047 replaced leaking maste	er cylinder & brake	booster.
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28A480	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 17987
Production Date 18-Jun-2008	Warranty Start Date 22-Oct-2008

Open Date	11/23/2009	
Sequence Number	00309	
ECI Record Id 620428088		_
Source Code MAZDA Hotline	Source Claim #000646159	

Symptom Information		
Symptom Code 1		Symptom Code 2 mod-codes found
Symptom Code 3	no keyword found	
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	•
Base		

Report Details	
Customer/Contact First	Dealer Name OXMOOR MAZDA
Name	
Customer/Contact Last	Dealer Code 34638
Name	
Customer/Contact City	Dealer City LOUISVILLE
Customer/Contact State	Dealer State KY
Comment Type 05	Attachements
Customer	
Comments	
Technician DR 11/23/09 LOOSING E	BRAKE FLUID LOOSING BRAKE FLUID LOOSING FLUID,NO VISIBLE
Comments LEAK FOUND M/C CODE	U11 brake booster and master cylinder ordered
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB28A480	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 35461
Production Date 08-May-2008	Warranty Start Date 25-Jun-2008

Open Date	11/23/2009
Sequence Number	00310
ECI Record Id 620428125	
Source Code MAZDA Hotline	Source Claim #000646202

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2leak-fluid
Symptom Code 3 misaligned/out of position/adjustment/	Symptom Code 4 mod-codes found
poor fit	
Symptom Code 5 pedal concerns-service brake pedal	Symptom Code 6 function-malfunction/inoperative
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	
Base	

Report Details		
Customer/Contact Firs	t	Dealer Name ALEXANDER MAZDA
Name		
Customer/Contact Las	t	Dealer Code 34652
Name		
Customer/Contact City		Dealer City FRANKLIN
Customer/Contact State		Dealer State TN
Comment Type	05	Attachements
Customer		
Comments		
Technician HAL 11	723/09 BSM,BRK & TCS LTS ON,LOV	W BRK FLUID TECH STS THE BSM,TCS AND BRAKE
Comments LIGHTS	S ARE ONTHE CODEC1327 IS ST	FOREDTEH BRAKE FLUID LEVEL IS LOW TECH
COULD	) NOT FIND ANY VISIBLE LEAKS 1:	2/17 RH; REPLACED BRAKE BOOSTER/MASTER.
CQIS		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB28A580	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 16205
Production Date 26-Jun-2008	Warranty Start Date 08-Sep-2008

Open Date	11/24/2009
Sequence Number	00311
ECI Record Id 620428407	
Source Code MAZDA Hotline	Source Claim #000646541

Symptom Information				
Symptom Code 1	leak-fluid	Symptom Code 2	mod-indicator	light/warning
			chime on	
	mod-location-interior	Symptom Code 4	no keyword found	
	function-malfunction/inoperative			
Original Symptom 1		Original Symptom 2		
Causal Component	Unknown Unknown			
Base				

Report Details	
Customer/Contact First	Dealer Name J.N. MAZDA
Name	
Customer/Contact Last	Dealer Code 10901
Name	
Customer/Contact City	Dealer City HONOLULU
Customer/Contact State	Dealer State HI
Comment Type 05	Attachements
Customer	
Comments	
Technician BS 11/24/09 BRAKE FLUID LEAK INSIDE	,
Comments LEVEL LIGHT IS ON AND THERE IS A FL	UID LEAK INSIDE THE VEH AT THE PEDAL LAST TIME
IN THEY DIDNT SEE ANY LEAKS EXT	FERNALLY SO THEY TOPPED UP THE FLUID AND
RELEASED THE VEH. REPLACED THE BR	RAKE MASTERCYLINDER AND BRAKE BOOSTER
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB28AX80	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 4442
Production Date 06-May-2008	Warranty Start Date 30-Mar-2009

Open Date	12/08/2009
Sequence Number	00315
ECI Record Id620429705	
Source Code MAZDA Hotline	Source Claim #000648143

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 misaligned/out of position/adjustment/
	poor fit
Symptom Code 3 mod-codes found	Symptom Code 4 function-malfunction/inoperative
Symptom Code 5 no keyword found	
Original Symptom 1	Original Symptom
	2
Causal Component Unknown Unknown	
Base	

Report Details			
Customer/Contact First		Dealer Name	HERZOG/MEIER MAZDA
Name			
Customer/Contact Last		Dealer Code	10276
Name			
Customer/Contact City	ĺ	Dealer City	BEAVERTON
Customer/Contact State		Dealer State	OR
Comment Type	05	Attachements	
Customer	•		
Comments			
Technician <mark>RM 12</mark>	2/08/09 TCS LIGHT B1327 TECH STA	TES TCS LIGHT	ON BRAKE FLUID LOW NO SIGNS
Comments OF LE	AKS AND PADS ARE 10/32 replaced	master cylinder a	nd brake booster
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38A080	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 14589
Production Date 23-May-2008	Warranty Start Date 04-Aug-2008

Open Date	12/10/2009
Sequence Number	00318
ECI Record Id620430083	
Source Code MAZDA Hotline	Source Claim #000648597

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	misaligned/out of position/adjustment/
			poor fit
	mod-indicator light/warning chime on	Symptom Code 4	pedal concerns-service brake pedal
Symptom Code 5			
Original Symptom 1		Original Symptom	
		2	
Causal Component	Unknown Unknown		
Base			

Report Details		
Customer/Contact Firs	t	Dealer Name GARLYN SHELTON MAZDA OF
Name		BRYAN
Customer/Contact Las	t	Dealer Code 34400
Name		
Customer/Contact City		Dealer City BRYAN
Customer/Contact State		Dealer State TX
Comment Type	03	Attachements
Customer		
Comments		
Technician <mark>LH 12</mark>	/10/09 BRAKE WARNING LIGHT,LOW	V FLUID BRAKE WARNING LIGHT ON BRAKE FLUIC
Comments LOW	IN RESERVIOR, FLUID LEAKING FRO	OM MASTER CYLINDER
CQIS		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB28A680	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 18757
Production Date 25-Apr-2008	Warranty Start Date 30-Aug-2008

Open Date	12/17/2009
Sequence Number	00320
ECI Record Id620430718	
Source Code MAZDA Hotline	Source Claim #000649489

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 misaligned/out of position/adjustment/
	poor fit
Symptom Code 3 mod-codes found	Symptom Code 4 function-malfunction/inoperative
Symptom Code 5 no keyword found	
Original Symptom 1	Original Symptom
	2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details			
Customer/Contact Fir	st	Dealer Name	BONIFACE-HIERS MAZDA
Name			
Customer/Contact La	st	Dealer Code	23684
Name			
Customer/Contact City		Dealer City	MELBOURNE
Customer/Contact State		Dealer State	FL
Comment Type	05	Attachements	
Customer			
Comments			
Technician <mark>RM</mark>	12/17/09 TCS LIGHT C1327(B MAST	ER) TECH STATE	S TCS LIGHT ON LOW OF BRAKE
Comments FLUI	D NO EXTERNAL LEAKS. PADS ARE	ALMOST 100% R	eplaced booster and master cylinder.
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28A880	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 13736
Production Date 25-Jun-2008	Warranty Start Date 22-Sep-2008



# **Concern Driven Reporting**

**Report Detail** 

Note: Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

Commodity Assignment Commodity Chassis-service brakes brakes with the commodity Chassis-service brakes master cylinder/booster/Symptom blood level-insufficient fluid Commodity Chassis-service brakes-master cylinder/booster/Symptom blood level-insufficient fluid Commodity Chassis-service brakes-master cylinder/booster/Symptom blood-codes found Commodity Chassis-service brakes-master cylinder/booster/Symptom leak-liud Commodity Chassis-service commod	ECI Record	6204311	78	So	urce Code	MAZI	DA Hotline
Commodity chassis-service brakes—master cylinder/booster_Symptom indice-loss fund for the commodity chassis-service brakes—master cylinder/booster_Symptom indice-loss fund for the commodity chassis-service brakes—master cylinder/booster_Symptom indice-mailing-fund function-mailing-fund for the commodity chassis-service brakes-master cylinder/booster_Symptom indice-mailing-fund function-mailing-fund fund fund function-mailing-fund fund function-mailing-fund fund function-mailing-fund fund fund function-mailing-fund fund fund fund fund fund fund fund							
Commodify chassis-service brakes-master cylinder/booster Symptom function-malfunction/inoperative hydroboost— chassis-service brakes-master cylinder/booster symptom function-malfunction/inoperative hydroboost— chassis-service brakes-master cylinder/booster symptom fact-fluid hydroboost— chassis-service brakes-master cylinder/booster symptom fact-fluid hydroboost— chassis-service brakes-master cylinder/booster symptom food-codes found hydroboost— chassis-service brakes-master cylinder/booster symptom food-codes found hydroboost— chassis-service brakes-master cylinder/booster symptom food-codes found hydrobooster symptom food-codes found hydroboost— chassis-service brakes-master cylinder/booster symptom food-codes found hydrobooster symptom food-codes found food-codes found food-codes food-code					IG.		and an Farm d
hydroboost—  Commodity   chassis-service brakes-master   cylinder/booster   Symptom   cacl-fluid				1:			
Commodity chassis-service brakes-master cylinder/booster Symptom uncitor-malfunction/noperative hydrobooster symptom cast-fluid hydrobooster symptom mod-codes found mod-codes found hydrobooster symptom mod-codes found mod-codes found mod-codes found hydrobooster symptom mod-codes found mod	*			cylinder/booster	Symptom	IIuia	level-insufficient fluid
hydroboost—  Commodity   Chassis-service brakes-master cylinder/booster/Symptom   leak-fluid     hydroboost—  hydroboost		,		1: 1 /1 /	IC.	C .	. 10
Commodity	•			cylinder/booster	Symptom	funci	tion-malfunction/inoperative
Interest		,					N 11
Commodity   chassis-service   brakes-master   cylinder/booster/Symptom   mod-codes found   hydroboost-    Verified   N	Commodity	chassis-se	rvice brakes-master	cylinder/booster	Symptom	leak-	·fluid
Significant Event   Verified   N							
Nerrited				cylinder/booster	Symptom	mod-	-codes found
Tread Category Code Reported in Tread Quarter Q4 2009  Report Details Source Claim Key  O00650157  Warranty Component Classification (WCC) Corporate Product Systems Classification (CPSC) Cutsomer Condition Code  V Function Group (VFG) Source System Program Type  Repair ReportPaid Date Posture From Press assessment of the Component Classification (CPSC) Cutsomer Condition Code  V Function Group (VFG) Source System Program Type  Repair ReportPaid Date Posture Condition Code  V Function Group (VFG) Source System Program Type Repair ReportPaid Date Posture Code		nydroboos	t—-				
Tread Category Code   03	Significant Event				Verified	N	
Tread Category Code   Q3	Tread Information						
Report Details Source Claim Key 000650157 Warranty Component Classification (WCC) Corporate Product Systems Classification (CPSC) Customer Condition Code UF Function Group (VFG) Source System Program Type Repair/Report Paid Date 2-Dec-2009 Version Series Code Load Date 26-Jan-2010 Causal Part Prefix. Base - Suffix ONT PROVIDED BY SOURCE Dealer Rome DELRAY MAZDA Non Causal Part Prefix. Base-Suffix ONT PROVIDED BY SOURCE Dealer Rome DELRAY MAZDA Non Causal Part Numbers DELRAY MAZDA Non Causal Part Number DELRAY MAZDA Non Causal Part Numbers DELRAY MAZDA Non Caus		03		Tre	ead Category Description	service	e brakes
Report Details Source Claim Key	Reported in Tread Quarter	O4 2009			and caregory Description	pervies	Continue
Source Claim Key	-	Q : = 0 0 7					
Corporate Product Systems Classification (CPSC) Customer Condition Code Source System Program Type Repair/Report/Paid Date Source System Program Type Post Date Province P	Report Details						
Corporate Product Systems Classification   CPSC    C	Source Claim Key		000650157		Warranty Component Classi	fication	1
CPSC  Customer Condition Code				(	WCC)		
Valuation Group (VFG)   Source System Program Type   Repair/Report/Paid Date   22-Dec-2009	Corporate Product Systems Cla	ssification			Time in Service		12
Valuation Group (VFG)   Source System Program Type   Repair/Report/Paid Date   22-Dec-2009							
Source System Program Type    Repair/Report/Paid Date   22-Dec-2009				1	Function Group (VFG)		
Version Series Code							22-Dec-2009
Causal Part Name NOT PROVIDED BY SOURCE Dealer Name Non Causal Part Prefix-Base-Suffix Non Causal Part Numbers Non Causal Part Numbers Pault Code Dealer Country Dealer Country Dealer Country USA Dealer State/Province PL Fault Code Dealer Country Dealer Country USA Dealer State/Province PL Fault Code Dealer Thome Number Sol 2787800  Communication Type Maintenance Date  C u s t o m e r Comment T e c h n i c i a n MASTER CYLINDER. Replaced brake master cylinder and brake booster. C Q I S Recommendations  Tire Information Tire Brand Series Wheel DOT Left Front DOT Left Rear DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN MISTER SA49 Model Year DOT Spare DOT Spare  Vehicle Information Transmission 6 SPD AUTO TRANS AISIN F21 New Town Surar Day Su							
Non Causal Part Prefix-Base-Suffix Non Causal Part Numbers Non Causal Part Numbers Dealer State/Province PL Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Non Causal Part Number Sol 2787800  Attachment Attachment VOQ Component Description Code Maintenance Date C u s t o m e r Comment T e c h n i c i a n Comment MASTER CYLINDER. Replaced brake master cylinder and brake booster. C Q I S Recommendations  Tire Information  IIre Manufacturer Unknown IIre Size Unknown IIre Manufacturer IIre Brand Series DOT Left Rear DOT Left Rear DOT Left Rear DOT Left Inner DOT Left Inner DOT Spare  Vehicle Information  VIN JM3TB28A49 Engine Serial Number Engine Serial Number Soly Down State North Call State Sparked Style Unknown Inner Description Size Unknown Sight Front DOT Right Inner DOT Spare  Vehicle Information  Fangine Serial Number Soly Down Sight Inner CA 10262969 Soly Call Style Unknown Drive Line 24-Jul-2008 Retail Sale Indicator Code Iransmission HROSHIMA ASSEMBLY PLANT-JAPAN Required Vehicle Poscription Build Region Build Country Code Wehicle Ake Ratio Wehicle Ake Ratio Vehicle Ratio	Causal Part Prefix- Base - Suffix				Dealer Code		23855
Non Causal Part Numbers   Dealer State/Province   FL	Causal Part Name		NOT PROVIDED BY SO	URCE	Dealer Name		DELRAY MAZDA
Fault Code Diagonstic Trouble Code Diagonstic Trouble Code Diagonstic Trouble Code Date Phone Number Sol 12787800  Attachment VOQ Component Description Code  C u s t o m e r Comment T e c h n i c i a n Comment MASTER CYLINDER. Replaced brake master cylinder and brake booster.  C Q I S Recommendations  Tire Information  Tire Information  In Manufacturer Unknown  In Brand Series DOT Left Front DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information  VA DOT Right Inner DOT Spare  Vehicle Information  In Manufacturer DOT Left Inner DOT Spare  Vehicle Information  VIN  MASTER CYLINDER. Replaced brake master cylinder and brake booster.  Dot Tettinner DOT Spare  Vehicle Information  VIN  MASTER CYLINDER. Replaced brake master cylinder and brake booster.  Dot Right Rear DOT Left Pront DOT Right Rear DOT Left Inner DOT Spare  Vehicle Information  VIN  MASTER CYLINDER. Replaced brake master cylinder and brake booster.  Unknown  Tire Size Unknown  Wheel  DOT Right Rear DOT Right Rear DOT Right Rear DOT Right Inner  DOT Right Inner  DOT Spare  Vehicle Information  VIN  MASTER CYLINDER. Replaced brake master cylinder and brake booster.  C Q I S Recommendations  Fire Size Unknown  DOT Right Rear DOT Right Inner  DOT Right Inner  DOT Spare  Vehicle Information  VIN  MASTER CYLINDER. Replaced brake master cylinder and brake booster.  C Q I S Response Serial Number C A 10262969  Engine Description C X-9 Body Cab Style Unknown Drive Line D WHL L'H FRONT DRIVE  Production Date Plant Description HIROSHIMA ASSEMBLY PLANT-JAPAN Reaquired Vehicle Build Country Code Whicle Axie Ratio Vehicle Axie Ratio	Non Causal Part Prefix-Base-Su	ffix		I			DELRAY BEACH
Diagonstic Trouble Code	Non Causal Part Numbers			I			
Labor Operation Code Communication Type VOQ Component Description Code Maintenance Date  C u s t o m e r Comment T e c h n i e i a n Comment MASTER CYLINDER. Replaced brake master cylinder and brake booster.  C Q I S Recommendations  Tire Information  Tire Annicaturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information  Vehicle Information  Vehicle Sylve Model Year DOG Sylve Model Year DOG Sylve Model Year DOG Sylve Dog Sylve Model Year DOG Sylve Unknown DOG Sylve Dog Sylve Unknown DOG Sylve DOG Right Inner DOT Spare  Vehicle Operation Vehicle Sylve Unknown DOG Sylve Dog Sylve Unknown DOG Sylve Dog Sylve Unknown Dog	Fault Code						
Communication Type Maintenance Date  26 - Jan-2010  C u s t o m e r Comment Te e h n i e i a n MASTER CYLINDER. Replaced brake master cylinder and brake booster.  C Q I S Recommendations  Tire Information  Ire Manufacturer Ire Brand Series DOT Lett Front DOT Lett Rear DOT Lett Rear DOT Lett Inner DOT Lett Inner DOT Spare  Vehicle Information  VIN  MASTER SA490  Engine Serial Number AGA 10262969  Model Year Tansmission Fine Size Dot Lett Dot Cat 10262969  Model Year Dot Right Front							5612787800
Maintenance Date 26 - Jan-2010  C u s t o m e r Comment Te c h n i c i a n Comment Te c h n i c i a n LH 12/22/09 LOW BRAKE FLUID DTC C1327(MC/BOOSTER BRAKE LIGHT ON, C1327 BRAKE FLUID LOW, FLUID LEAKING FROM MASTER CYLINDER. Replaced brake master cylinder and brake booster.  C Q I S Recommendations  Tire Information  Tire Information  Tire Manufacturer Unknown   Iire Size Unknown  Tire Brand Series   Wheel DOT Left Front   DOT Right Front   DOT Right Rear   DOT Right Rear   DOT Right Inner   DOT Spare   DOT Right Inner   DOT Right Inner   DOT Right Inner   DOT Spare   DOT Right Inner   DOT Spare   DOT Spare   Engine Description   3.7L 4V-DAMB PFI V6 NA GAS   Transmission   6 SPD AUTO TRANS AISIN F21   Vehicle Description   CX-9   Body Cab Style Unknown   Drive Line   DOT Welline   DOT Spare   Vehicle Description   CX-9   Drive Line   DOT Potation   DOT Pot							
C u s t o m e r Comment Te c h n i c i a n MASTER CYLINDER. Replaced brake master cylinder and brake booster.  C Q I S Recommendations    C   Q I S   S   S   Recommendations					OQ Component Description	Code	
Comment Technician Characteristics Color Section Comment Tire Information Tire Information Tire Information Tire Brand Series DOT Left Front DOT Left Rear DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information  Image: Serial Number	Maintenance Date		26 -Jan-2010				
Te c h n i c i a n Comment Com	Customer						
Te c h n i c i a n Comment Com	Comment						
MASTER CYLINDER. Replaced brake master cylinder and brake booster.  C Q I S Recommendations  Tire Information  Tire Manufacturer Unknown Tire Size Unknown  Tire Brand Series Wheel  DOT Left Front DOT Left Front DOT Right Front  DOT Left Rear DOT Right Rear  DOT Left Inner DOT Spare  Vehicle Information  VIN JM3TB28A490 Engine Serial Number CA 10262969  Model Year 2009 Engine Description S.7L 4V-DAMB PFI V6 NA GAS  Transmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX-9  Body Cab Style Unknown Drive Line 2 WHL L/H FRONT DRIVE  Production Date Plant Description HIROSHIMA ASSEMBLY PLANT-JAPAN Reaquired Vehicle  Build Region Warranty Start Date Warranty Start Date Mileage 16223 Vehicle Axle Ratio		0 I OW BI	PAKE ELUID DTC C132	7(MC/BOOSTER	BRAKELIGHT ON C1327	BRAKI	E ELLID LOW ELLID LEAKING ERON
Tire Information  Tire Manufacturer Unknown Fire Size Unknown  Tire Brand Series Wheel DOT Left Front DOT Right Front DOT Right Rear DOT Left Inner DOT Spare DOT Right Inner DOT Right Inner DOT Spare Engine Serial Number CA 10262969  Wehcle Information  VIN JM3TB28A490 Engine Serial Number CA 10262969  Model Year 2009 Engine Description 3.7L 4V-DAMB PFI V6 NA GAS  Transmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX-9  Body Cab Style Unknown Drive Line 2 WHL L/H FRONT DRIVE  Production Date Plant Description HIROSHIMA ASSEMBLY PLANT-JAPAN Reaquired Vehicle  Build Region Warranty Start Date O4-Jan-2009  Build Country Code Transmission Serial Number Warranty Start Date O4-Jan-2009  Transmission Serial Number O4-Jan-2009  Transmission Serial Number O4-Jan-2009  Transmission Serial Number O4-Jan-2009  Transmission Serial Number O4-Jan-2009	BIT 12/22/01					DIVAIN	ETEOD EOW, TEOD ELAKING TRON
Tire Information	MISTER	LINDE	R. Replaced brake master	cyllider and brake	booster.		
Tire Information  Tire Manufacturer  Tire Manufacturer  Tire Size  Wheel  DOT Left Front  DOT Left Front  DOT Left Rear  DOT Left Inner  DOT Sight Rear  DOT Right Inner  DOT Sight Inner  DOT Right Rear  DOT Re							
Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN  JM3TB28A490 Engine Serial Number Engine Description Body Cab Style Unknown Drive Line Dot Syle Drive Line Dot Right Inner D	Recommendations						
Tire Manufacturer  Unknown  Tire Brand Series  Wheel  DOT Left Front  DOT Left Rear  DOT Left Rear  DOT Right Front  DOT Right Rear  DOT Right Inner  DOT Right	Tire Information						
Tire Brand Series  DOT Left Front  DOT Left Rear  DOT Left Rear  DOT Right Rear  DOT Right Inner  DOT Right		Unknow	n	Tir	e Size	Unkno	own
DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Unknown Dot Style Vehicle Vehicl		CHAHOW				CHKIIC	/##
DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN JM3TB28A490 Engine Serial Number CA 10262969 Model Year 2009 Engine Description 3.7L 4V-DAMB PFI V6 NA GAS Fransmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX-9 Body Cab Style Unknown Drive Line Production Date 24-Jul-2008 Retail Sale Indicator Code Plant Description HIROSHIMA ASSEMBLY PLANT-JAPAN Reaquired Vehicle Build Region Warranty Start Date Under Start Date Warranty Start Date Hiroshima Serial Number Vehicle Axle Ratio							
DOT Left Inner DOT Spare  Vehicle Information  VIN  JM3TB28A490  Engine Serial Number CA 10262969  Model Year Model Year CS 10262969  Engine Description STA 4V-DAMB PFI V6 NA GAS  Transmission Fransmission Fransmission Frank ASSEMBLY PLANT-JAPAN Froduction Date Plant Description Froduction HIROSHIMA ASSEMBLY PLANT-JAPAN Build Region Build Region Fransmission Fransmis							
Vehicle Information  VIN  JM3TB28A490  Engine Serial Number CA 10262969  Model Year 2009 Engine Description 3.7L 4V-DAMB PFI V6 NA GAS  Iransmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX-9  Body Cab Style Unknown Drive Line Production Date 24-Jul-2008 Retail Sale Indicator Code Plant Description HIROSHIMA ASSEMBLY PLANT-JAPAN Reaquired Vehicle Build Region Warranty Start Date Mileage 16223 Vehicle Axle Ratio							
Vehicle Information  VIN JM3TB28A490 Engine Serial Number CA 10262969  Model Year 2009 Engine Description 3.7L 4V-DAMB PFI V6 NA GAS  Transmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX-9  Body Cab Style Unknown Drive Line 2 WHL L/H FRONT DRIVE  Production Date 24-Jul-2008 Retail Sale Indicator Code Plant Description HIROSHIMA ASSEMBLY PLANT-JAPAN Reaquired Vehicle  Build Region Warranty Start Date 04-Jan-2009  Mileage 16223 Vehicle Axle Ratio					8		
VIN JM3TB28A490 Engine Serial Number CA 10262969  Model Year 2009 Engine Description 3.7L 4V-DAMB PFI V6 NA GAS  Transmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX-9  Body Cab Style Unknown Drive Line 2 WHL L/H FRONT DRIVE  Production Date 24-Jul-2008 Retail Sale Indicator Code  Plant Description HIROSHIMA ASSEMBLY PLANT-JAPAN Reaquired Vehicle  Build Region Warranty Start Date 04-Jan-2009  Build Country Code Transmission Serial Number  Mileage 16223 Vehicle Axle Ratio	*						
Model Year 2009 Engine Description 3.7L 4V-DAMB PFI V6 NA GAS  Fransmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX-9  Body Cab Style Unknown Drive Line 2 WHL L/H FRONT DRIVE  Production Date 24-Jul-2008 Retail Sale Indicator Code  Plant Description HIROSHIMA ASSEMBLY PLANT-JAPAN Reaquired Vehicle  Build Region Warranty Start Date 04-Jan-2009  Build Country Code Transmission Serial Number  Mileage 16223 Vehicle Axle Ratio							
Transmission     6 SPD AUTO TRANS AISIN F21     Vehicle Description     CX-9       Body Cab Style     Unknown     Drive Line     2 WHL L/H FRONT DRIVE       Production Date     24-Jul-2008     Retail Sale Indicator Code       Plant Description     HIROSHIMA ASSEMBLY PLANT-JAPAN     Reaquired Vehicle       Build Region     Warranty Start Date     04-Jan-2009       Build Country Code     Transmission Serial Number       Mileage     16223     Vehicle Axle Ratio			8A490				
Body Cab Style Unknown Drive Line 2 WHL L/H FRONT DRIVE Production Date 24-Jul-2008 Retail Sale Indicator Code Plant Description HIROSHIMA ASSEMBLY PLANT-JAPAN Reaquired Vehicle Build Region Warranty Start Date 04-Jan-2009 Build Country Code Transmission Serial Number Mileage 16223 Vehicle Axle Ratio							V-DAMB PFI V6 NA GAS
Production Date 24-Jul-2008 Retail Sale Indicator Code Plant Description HIROSHIMA ASSEMBLY PLANT-JAPAN Reaquired Vehicle Build Region Warranty Start Date 04-Jan-2009 Build Country Code Transmission Serial Number Mileage 16223 Vehicle Axle Ratio							
Plant Description HIROSHIMA ASSEMBLY PLANT-JAPAN Reaquired Vehicle Build Region Warranty Start Date 04-Jan-2009 Build Country Code Transmission Serial Number Mileage 16223 Vehicle Axle Ratio					2 WHI	L L/H FRONT DRIVE	
Build Region Warranty Start Date 04-Jan-2009 Build Country Code Transmission Serial Number Mileage 16223 Vehicle Axle Ratio							
Build Country Code Transmission Serial Number Mileage 16223 Vehicle Axle Ratio		HIROSE	IIMA ASSEMBLY PLAN				2000
Mileage 16223 Vehicle Axle Ratio						04-Jan	-2009
		17000					
venicie Restraint Code		16223		Vel	nicie Axie Katio		
	venicie Kestraint Code						

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Open Date	12/28/2009
Sequence Number	00324
ECI Record Id 620431393	
Source Code MAZDA Hotline	Source Claim #000650490

Symptom Information				
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 mod-codes found			
Symptom Code 3 leak-fluid				
Original Symptom 1	Original Symptom 2			
Causal Component NOT PROVIDED BY SOURCE				
Base				

Report Details		
Customer/Contact First		Dealer Name BIGGERS MAZDA
Name		
Customer/Contact Last		Dealer Code 61542
Name		
Customer/Contact City		Dealer City ELGIN
Customer/Contact State		Dealer State L
Comment Type 05		Attachements
Customer		
Comments		
Technician TY 12/28/	09 BRAKE FLUID LOW C1327	TECH STS BRAKE FLUID LOW C1327 TECH STS
Comments BRAKE FI	LUID LOW C1327 HU13 J0128	found brake fluid leaking from master cylinder into
booster.		
C Q I S		
Recommendation		
Comments		

vehicle information	
VINJM3TB38A980	Engine Unknown
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 13479
Production Date 22-Apr-2008	Warranty Start Date 09-Sep-2008

Open Date	12/28/2009
Sequence Number	00325
ECI Record Id 620431411	
Source Code MAZDA Hotline	Source Claim #000650527

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3 leak-fluid	
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	
Base	

Report Details	
Customer/Contact First	Dealer Name NAPLES MAZDA
Name	
Customer/Contact Last	Dealer Code 23926
Name	
Customer/Contact City	Dealer City NAPLES
Customer/Contact State	Dealer State FL
Comment Type 05	Attachements
Customer	
Comments	
	RAKE FLUID LEVEL(MC/BOOSTER) LOW BRAKE FLUID LEVEL CUSTOMER
Comments STATES HAS TO AD	DD BRAKE FLUID EVERY 3 MONTHS, INSPECT FOR LEAKS, CHECK BRAKE
PADS NOT WORN O	OUT Replaced brake master cylinder and replaced brake booster.
C Q I S	
Recommendation	
Comments	

vehicle information	
VINJM3TB28A180	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 27995
Production Date 06-May-2008	Warranty Start Date 30-Jun-2008



# **Concern Driven Reporting**

**Report Detail** 

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	6204322	03 Sc	ource Code N	MAZDA Hotline	
Commodity Assignment					
		vice brakes—	Symptom	fluid level-insufficient fluid	
		vice brakes—	Symptom	misaligned/out of position/a	diustment/poor fit
,		vice brakes—	Symptom	no keyword found	agustinent poor in
				pedal concerns-service brak	a nadal
		vice brakes—	Symptom	Constitution of the service of an	e pedai
•	chassis-se	•	er/Symptom	function-malfunction/inoper	rative
	iydroboos				
Commodity	chassis-se	rvice brakes-master cylinder/booste	er/Symptom	leak-fluid	
	ydroboos	t—			
Commodity	hassis-ser	vice brakes-rotor/drum—	Symptom	fluid level-insufficient fluid	
		vice brakes-rotor/drum—	Symptom	mod-indicator light/warning	chime on
Significant Event			Verified	N	, , , , , , , , , , , , , , , , , , , ,
			, , , , , , , , , , , , , , , , , , , ,	_ F '	
Tread Information					
Tread Category Code	03	[Fr	read Category Description s	service brakes	
Reported in Tread Quarter	Q1 2010				
Report Details	•				
Source Claim Key		000652112	Warranty Component Classifi	antion	
Source Ciailii Key		000652112	Warranty Component Classific	Cation	
			(WCC)		
Corporate Product Systems Cla	ssification		Time in Service	8	
(CPSC)					
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date	07-Jan-2010	
Version Series Code			Load Date	26 -Jan-2010	
Causal Part Prefix- Base - Suffix			Dealer Code	60346	
Causal Part Name	•	unknown	Dealer Name	SIEMANS MAZDA	
	cc	UIIKIIOWII			
Non Causal Part Prefix-Base-Su	пх		Dealer City	SAINT JOSEPH	
Non Causal Part Numbers			Dealer State/Province	MI	
Fault Code			Dealer Country	USA	
Diagonstic Trouble Code			Dealer Phone Number	2699824113	
Labor Operation Code			Attachment		
Communication Type			VOQ Component Description C	ode	
Maintenance Date		22 -Feb-2010			
Customer					
Comment					
rechnician BS 01/07/10 H	BRAKE L	IGHT ON,FLUID LOW(MSTR/BSTR) T	ECH STATES THE BRAKE F	FLUID,DSC,TCS MILS AR	E ALL ON. TECH
		EVEL IS LOW BUT NO LEAKS FOUND			
cyl and booster					, <u>F</u>
CQIS Recomme					
ndations					
Tire Information					
Tire Manufacturer	Unknow	n de	re Size	Unknown	
	CHKHOW			UIIKIIUWII	
Tire Brand Series			/heel		
DOT Left Front			OT Right Front		
DOT Left Rear		D	OT Right Rear		
DOT Left Inner		D	OT Right Inner		
DOT Spare					
Vehicle Information					
VIN VIN	<b>Ј</b> МЗТВЗ	28 A QQC	ngine Serial Number (	CA 10286594	
					7.4.0
Model Year	2009			3.7L 4V-DAMB PFI V6 NA (	JAS
Transmission				CX-9	N DDIVE
Body Cab Style	Unknow			ALL 4 WHEEL LEFT HANI	DURIVE
Production Date	10-Feb-2		etail Sale Indicator Code		
Plant Description	HIROSH		eaquired Vehicle		
Build Region				22-May-2009	
Build Country Code		Tî	ransmission Serial Number		
Mileage	8109	Ve	ehicle Axle Ratio		
Vehicle Restraint Code					

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Open Date	01/26/2010
Sequence Number	00328
ECI Record Id 620432590	
Source Code MAZDA Hotline	Source Claim #000654786

Symptom Information				
	Inial laws line of finion to florid	Communication Control	Manala flexial	
	luid level-insufficient fluid	Symptom Code 2		
Symptom Code 3 n	nod-codes found	Symptom Code 4	mod-indicator	light/warning
			chime on	
Symptom Code 5 ft	unction-malfunction/inoperative	Symptom Code 6	leak-failed	gasket/seal/
			weatherstrip	
Original Symptom 1		Original Symptom 2	2	
Causal Component	NOT PROVIDED BY SOURCE			
Base				

Report Details			
Customer/Contact First		Dealer Name	MAZDA OF CRYSTAL LAKE
Name			
Customer/Contact Last		Dealer Code	60172
Name			
Customer/Contact City			CRYSTAL LAKE
Customer/Contact State		Dealer State	IL
Comment Type 05		Attachements	
Customer			
Comments			
			C1327 CALLING FOR INFO BRAKE
Comments FLUID WAS	LOW AND FOUND NO LEAK	AT THIS TIME r	eplaced brake master cylinder and
booster per r	master seal leaking into booster.		
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38A080	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 14356
Production Date 20-Jun-2008	Warranty Start Date 29-Nov-2008

Open Date	01/26/2010
Sequence Number	00330
ECI Record Id 620432689	
Source Code MAZDA Hotline	Source Claim #000654897

Symptom Information			
Symptom Code 1		Symptom Code 2 fluid le	vel-insufficient fluid
Symptom Code 3	function-malfunction/inoperative	•	
Original Symptom 1		Original Symptom 2	
Causal Component	NOT PROVIDED BY SOURCE	•	
Base			

Report Details			
Customer/Contact First		Dealer Name	NELSON MAZDA
Name			
Customer/Contact Last		Dealer Code	34245
Name			
Customer/Contact City		Dealer City	TULSA
Customer/Contact State		Dealer State	OK
Comment Type	05	Attachements	
Customer			
Comments			
Technician DR 01	1/26/10 BRAKE FLUID LEAK BRAH	<u>(E FLUID LEVEL</u>	LOW, LEAKING INTO BOOSTER
Comments LEAKI	NG INTO BOOSTER replaced brake r	naster cylinder and	d booster
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28A680	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 19942
Production Date 31-Mar-2008	Warranty Start Date 20-Dec-2008

### **Concern Driven Reporting**

**Report Detail** 

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record 620	0433068	Source Code	MAZDA Hotline
Commodity Assignmen	nt		
Commodity chas	sis-service brakes—	Symptom	leak-fluid
Commodity chase	sis-service brakes—	Symptom	no keyword found
Commodity chas	ssis-service brakes-master cylinder/boo	oster/Symptom	no keyword found
	roboost—		
Significant Event	000031	Verified	N
Tread Information			
Tread Category Code 03		Tread Category Description	service brakes
	2010	fred category Bescription	per rice cranes
	2010		
Report Details			
Source Claim Key	000655319	Warranty Component Classi	ification
•		(WCC)	
Corporate Product Systems Classifi	cation	Time in Service	15
(CPSC)			
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	29-Jan-2010
Version Series Code		Load Date	02 -Feb-2010
Causal Part Prefix- Base - Suffix		Dealer Code	50237
Causal Part Name	unknown	Dealer Name	RAMSEY MAZDA
Non Causal Part Prefix-Base-Suffix	ulikilowii	Dealer City	RAMSEY
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	USA
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description	Code
Maintenance Date	14 -Feb-2010	VOQ Component Description	Code
	14 -1 00-2010		
Customer Comment			
	D 01/29/10 BRAKE FLUID LEAK (RI) THE N	MASTER IS LOW ENQUIRING.	brake booster and master cyl
CQIS Recommendations			
Tire Information			
	known	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			
Vehicle Information			
	I3TB38V390	Engine Serial Number	CA 10269132
Model Year 200		Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
	SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
	known	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
	-Aug-2008	Retail Sale Indicator Code	
	ROSHIMA ASSEMBLY PLANT-JAPAN	Reaguired Vehicle	
Build Region		Warranty Start Date	29-Nov-2008
Build Country Code		Transmission Serial Number	
	312	Vehicle Axle Ratio	
Vehicle Restraint Code			

#### Disclaimer:

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Open Date	02/01/2010
Sequence Number	00335
ECI Record Id620433418	
Source Code MAZDA Hotline	Source Claim #000655693

Symptom Information			
	d-indicator light/warning chime on	Symptom Code 2	
Symptom Code 3 fluid	l level-insufficient fluid	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5 leak	κ-fluid		
Original Symptom 1		Original Symptom 2	
Causal Component NO	T PROVIDED BY SOURCE		
Base			

Report Details		
Customer/Contact F	irst	Dealer Name GALPIN MAZDA
Name		
Customer/Contact L	_ast	Dealer Code 42033
Name		
Customer/Contact City		Dealer City VAN NUYS
Customer/Contact State		Dealer State CA
Comment Type	05	Attachements
Customer		
Comments		
		OW(MASTER CYL) CUST STATES THE BRAKE FLUID
Comments LE\	VEL WARNING LIGHT IS ON. TECH	STATES THERE ARE NO EXTERNAL LEAKS PRESENT
Rep	place leaky Master cylinder	
CQIS		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB28V480	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 32499
Production Date 14-Apr-2008	Warranty Start Date 30-Aug-2008

Open Date	02/02/2010	
Sequence Number	00336	
ECI Record Id620433458		
Source Code MAZDA Hotline	Source Claim #000655733	

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	misaligned/out of position/adjustment/
			poor fit
Symptom Code 3		Symptom Code 4	
	pedal concerns-service brake pedal	Symptom Code 6	function-malfunction/inoperative
Symptom Code 7			
Original Symptom 1		Original Symptom	
		2	
Causal Component	NOT PROVIDED BY SOURCE		
Base			

Report Details			
Customer/Contact Firs	t	Dealer Name	L DORADO MAZDA
Name			
Customer/Contact Las	t	Dealer Code 3	34459
Name			
Customer/Contact City		Dealer City	MCKINNEY
Customer/Contact State		Dealer State	X
Comment Type	05	Attachements	
Customer			
Comments			
Technician RC 2/2	2/10 BRAKE LITE C1327,LOW FLUII	D DL STS THE BF	RAKE FLUID IS BELOW THE MIN.
Comments MARK	DL STS THERE ARE NO LEAKS A	NY WHERE FOUN	ND MASTER CYLINDER LEAKING
INTO E	BOOSTER.REPLACED BPTH		
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28A180	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 19581
Production Date 24-Apr-2008	Warranty Start Date 31-Oct-2008

Open Date	02/05/2010
Sequence Number	00339
ECI Record Id 620434088	
Source Code MAZDA Hotline	Source Claim #000656429

Symptom Information	
Symptom Code 1 no keyword found	Symptom Code 2 mod-codes found
Symptom Code 3 function-stays on	Symptom Code 4 leak-fluid
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details		
Customer/Contact Fi	rst	Dealer Name GALPIN MAZDA
Name		
Customer/Contact La	ast	Dealer Code 42033
Name		
Customer/Contact City		Dealer City VAN NUYS
Customer/Contact State		Dealer State CA
Comment Type	05	Attachements
Customer		
Comments		
	· · · · · · · · · · · · · · · · · · ·	DDES TECH STS THE ABS LT,BRAKE LT AND TCS LTS
Comments ARE	ONTHE CODES ARE C1327-ABS, U	J2064-A0-IC AND U0140-20-LTM ARE STORED TECH
STS	THE M/S IS LEAKING INTO THE BO	OOSTER TDY14380ZA VACUUM POWER ASSIST 1
102.3	38 TD114340ZA MASTER CYLINDER	R 1 72.81 000077130E10 DOT 3 BRAKE FLUID 3 11.55
L2326	66490 SWITCH,STOP LAMP 1 25.76 (	(FOR BRAKE LT STAYS ON ALL THE TIME)
CQIS		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB28V080	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 20726
Production Date 23-May-2008	Warranty Start Date 23-Oct-2008



# **Concern Driven Reporting**

**Report Detail** 

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	6204359	043	Source Code	MAZDA Hotline
Commodity Assignment				
·		rvice brakes—	Symptom	no keyword found
Commodity	hassis-se	rvice brakes-caliper/wheel cylinder—	Symptom	function-malfunction/inoperative
Commodity	hassis-se	ervice brakes-master cylinder/bo	oster/Symptom	function-malfunction/inoperative
h	vdroboos	t—	•	•
	hassis-se		oster/Symptom	leak-fluid
3	vdroboos	•	, i	
Significant Event	yuroboos		Verified	N
Tread Information				
Tread Category Code	03		Trand Catagory Description	nomino buoltos
	Q1 2010		Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2010			
Report Details				
Source Claim Key		000658492	Warranty Component Class	sification
			(WCC)	
Corporate Product Systems Class	ssification	1	Time in Service	
(CPSC)				
Customer Condition Code			V Function Group (VFG)	
Source System Program Type			Repair/Report/Paid Date	22-Feb-2010
Version Series Code			Load Date	01 -Mar-2010
Causal Part Prefix- Base - Suffix			Dealer Code	51543
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name	MAHATTAN MAZDA
Non Causal Part Prefix-Base-Suf	fix	rvo i into vibilbi bi bo entel	Dealer City	NEW YORK
Non Causal Part Numbers			Dealer State/Province	NY
Fault Code			Dealer Country	USA
Diagonstic Trouble Code			Dealer Phone Number	
Labor Operation Code			Attachment	
Communication Type			VOQ Component Description	Code
Maintenance Date		01 -Mar-2010		<u> </u>
Customer				
Comment				
	DDAVEI	ELLID TECH CTC DDAKE ELLID LE	AV INTO DOOCTED TECH CT	S BRAKE FLUID LEAK INTO BOOSTER J6540
C .   11 2/22/10 1				S DRAKE FLUID LEAK INTO BOOSTER 10340
OO TH KEI EI	ACED BC	OOSTER / MASTER CYLINDER AND	BOTH REAR CALIPERS	
C Q I S				
Recommendations				
Tire Information				
Tire Manufacturer	Unknow	'n	Tire Size	Unknown
Tire Brand Series	Clikilow	11	Wheel	Chkhowh
DOT Left Front			DOT Right Front	
DOT Left Rear			DOT Right Pont	
DOT Left Inner			DOT Right Inner	
DOT Spare			DOT Right limes	
<b>Vehicle Information</b>	IIM2TD	201/200	Daraina Canial Namban	() A 10207427
VIN Model Veer	JM3TB3 2009	00 V 29U	Engine Serial Number	CA 10287426
Model Year Transmission		UTO TRANS AISIN F21	Engine Description Vehicle Description	3.7L 4V-DAMB PFI V6 NA GAS CX-9
	Unknow		Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Body Cab Style Production Date	23-Feb-		Retail Sale Indicator Code	ALL 4 WILEL LEFT HAND DRIVE
Plant Description		HIMA ASSEMBLY PLANT-JAPAN	Reaguired Vehicle	
Build Region	IIIKOSI	IIWA ASSEMBLI FLANT-JAPAN	Warranty Start Date	05-May-2009
Build Country Code			Transmission Serial Number	03-1 <b>v1ay-</b> 2007
Mileage	5870		Vehicle Axle Ratio	
Vehicle Restraint Code	3070		Veinere Axie Ratio	
venicle Restraint Code				

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Open Date	03/05/2010
Sequence Number	00352
ECI Record Id620437818	
Source Code MAZDA Hotline	Source Claim #000660562

Symptom Information	
Symptom Code 1 air in system	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3 leak-fluid	
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unkr	own
Base	

Report Details			
Customer/Contact First		Dealer Name	RUSTY WALLACE MAZDA
Name			
Customer/Contact Last		Dealer Code	34534
Name			
Customer/Contact City		Dealer City	TALBOTT
Customer/Contact State		Dealer State	TN
Comment Type	05	Attachements	
Customer			
Comments			
	IO BOTH REAR CALIPERS LEAKING		
	STS BOTH REAR CALIPERS LEAF		
	d master cly booster and both rear cal		also of rear calipers installed all parts
bled sys	stem and retested returned to custome	er.	
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28A580	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 17587
Production Date 20-May-2008	Warranty Start Date 25-Oct-2008

Open Date	03/10/2010
Sequence Number	00354
ECI Record Id620438347	
Source Code MAZDA Hotline	Source Claim #000661145

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 misaligned/out of position/adjustment
	poor fit
Symptom Code 3 mod-indicator light/warning chime	Symptom Code 4 function-malfunction/inoperative
on	
Symptom Code 5 leak-fluid	Symptom Code 6 no keyword found
Original Symptom 1	Original Symptom
	2
Causal Component Unknown Unknown	
Base	

Report Details	
Customer/Contact First	Dealer Name PARTYKA MAZDA
Name	
Customer/Contact Last	Dealer Code 50709
Name	
Customer/Contact City	Dealer City HAMDEN
Customer/Contact State	Dealer State CT
Comment Type 05	Attachements
Customer	
Comments	
Technician LH 03/10/10 LOW BRAKE FLUID, TCS	S LIGHT ON TCS LIGHT ON, BRAKE FLUID LOW
Comments WARRANTY HISTORY SHOWS MASTER	CYLINDER CHARGED OUT REPLACED MASTER AND
BRAKE BOOSTER. MASTER WAS BYPAS	SSING/LEAKING FLUID AND Was ending up in booster.
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB38V680	Engine Unknown
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 26701
Production Date 10-Apr-2008	Warranty Start Date 18-Sep-2008

Open Date	03/11/2010
Sequence Number	00355
ECI Record Id 620438581	
Source Code MAZDA Hotline	Source Claim #000661403

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	
Symptom Code 3	no keyword found	Symptom Code 4	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component	Unknown Unknown		
Base			

Report Details			
Customer/Contact First		Dealer Name	ROMERO MAZDA
Name			
Customer/Contact Last		Dealer Code	41978
Name			
Customer/Contact City		Dealer City	ONTARIO
Customer/Contact State		Dealer State	CA
Comment Type	05	Attachements	
Customer			
Comments			
	/11/10 BRAKE FLUID GOES LOW L		· · · · · · · · · · · · · · · · · · ·
Comments DUPLI	CATED REPLACED BRAKE MASTER	R CYLINDER AND	BOOSTER
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28V080	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 20811
Production Date 18-Apr-2008	Warranty Start Date 02-Sep-2008

Open Date	03/11/2010
Sequence Number	00356
ECI Record Id620438591	
Source Code MAZDA Hotline	Source Claim #000661413

Symptom Information		
	fluid level-insufficient fluid	Symptom Code 2 no keyword found
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4 leak-fluid
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Report Details	
Customer/Contact First	Dealer Name FOOTHILLS MAZDA
Name	
Customer/Contact Last	Dealer Code 10158
Name	
Customer/Contact City	Dealer City SPOKANE
Customer/Contact State	Dealer State WA
Comment Type 05	Attachements
Customer	
Comments	
Technician RC 3/11/10	BRAKE LITE ,ABS TCS DL STS THE CSTM WAS IN ONCE BEFORE WITH THE
Comments BRAKE FLUI	D LOW,NO SIGNS OF LEAKS DL REMOVED THE MASTER THIS TIME AND FOUND
FLUID IN THI	BOOSTER Replaced leaking m/cyl and brake booster
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB38A180	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 9074
Production Date 03-Apr-2008	Warranty Start Date 26-Dec-2008

Open Date	03/15/2010
Sequence Number	00357
ECI Record Id 620438898	
Source Code MAZDA Hotline	Source Claim #000661749

Symptom Information	
Symptom Code 1 mod-codes found	Symptom Code 2 mod-indicator light/warning chime on
Symptom Code 3 fluid level-insufficient fluid	Symptom Code 4 misaligned/out of position/adjustment/
	poor fit
Symptom Code 5 leak-fluid	Symptom Code 6 no keyword found
Original Symptom 1	Original Symptom
	2
Causal Component Unknown Unknown	
Base	

Report Details				
Customer/Contact	First		Dealer Name	GALPIN MAZDA
Name				
Customer/Contact	Last		Dealer Code	42033
Name				
Customer/Contact Ci	ty		Dealer City	VAN NUYS
Customer/Contact St	ate		Dealer State	CA
Comment Type		05	Attachements	
Customer				
Comments				
Technician H	AL 03/	15/10 BRAKE/ABS/TCS LTS ON,FLU	JID LOW TECH S	STS THE BRAKE, ABS AND TCS LTS
Comments A	RE ON	C1327 EO-ABS AND U2064-IC A	RE STOREDHI	E STS THE RESERVOIR IS ABOUT
1/	/2 WAY	' * FOUND THE M/C LEAKING INT	O THE BOOSTE	R closed before CALLED DLR TO
R	EVEIW	THEY REPLACED THE M/C AND I	BOOSTER TDY	14380ZA VACUUM POWER ASSIST
1	102.38	TD114340ZA MASTER CYLINDER 1	1 72.81 00007713	0E10 DOT 3 BRAKE FLUID 3 11.55
CQIS				
Recommendation				
Comments				

Vehicle Information	
VINJM3TB28V780	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 18354
Production Date 06-Jun-2008	Warranty Start Date 14-Jul-2008

Open Date	03/25/2010
Sequence Number	00360
ECI Record Id620440442	
Source Code MAZDA Hotline	Source Claim #000663454

Symptom Information		
Symptom Code 1		Symptom Code 2 fluid level-insufficient fluid
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Report Details		
Customer/Contact First	Dealer Name MORRIES MAZDA	
Name		
Customer/Contact Last	Dealer Code 10809	
Name		
Customer/Contact City	Dealer City MINNETONKA	
Customer/Contact State	Dealer State MN	
Comment Type 05	Attachements	
Customer		
Comments		
Technician DD 03/25/10 BRAKE LIGHT ON C1327	BRAKE LIGHT ON C1327 HAS THE CODE AND BRAKES	
Comments ARE GOOD ADDED FLUID AND LIGHT	ARE GOOD ADDED FLUID AND LIGHT WENT OUT CALLING TO SEE IF NEED TO REPL THE	
BOOSTER AND THE MASTER replaced	BOOSTER AND THE MASTER replaced the brake master cylinder and booster.	
C Q I S		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB38A380	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 44279
Production Date 25-Apr-2008	Warranty Start Date 17-Jan-2009

Open Date	03/30/2010
Sequence Number	00363
ECI Record Id 620440967	
Source Code MAZDA Hotline	Source Claim #000664042

Symptom Information		
Symptom Code 1		Symptom Code 2 mod-codes found
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component	NOT PROVIDED BY SOURCE	
Base		

Report Details			
Customer/Contact Firs	t	Dealer Name	GIUFFRE MAZDA
Name			
Customer/Contact Las	t	Dealer Code	51584
Name			
Customer/Contact City		Dealer City	BROOKLYN
Customer/Contact State		Dealer State	NY
Comment Type	05	Attachements	
Customer			
Comments			
	0/10 BRAKES C1288 TECH STS BI		
HAVE (	CODE. replaced master and booster P	NMC TD74437A0	C UNIT,HYDRAULIC-ABS 1 LABOR
P0502X	P0502XRX 0.5 ABS HYDRAULIC UNIT, R&R		
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38V980	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 20424
Production Date 09-Oct-2007	Warranty Start Date 27-Dec-2007

Open Date	04/01/2010
Sequence Number	00364
ECI Record Id 620441398	
Source Code MAZDA Hotline	Source Claim #000664511

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 mod-codes found
Symptom Code 3 no keyword found	Symptom Code 4 no problem found
Symptom Code 5 function-malfunction/inoperative	
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	
Base	

Report Details		
Customer/Contact First	t	Dealer Name MILAM MAZDA
Name		
Customer/Contact Last	t	Dealer Code 10130
Name		
Customer/Contact City		Dealer City PUYALLUP
Customer/Contact State		Dealer State WA
Comment Type	05	Attachements
Customer		
Comments		
Technician RC 4/2	1/10 C1327 BRAKE FLUID LOW CSTI	M STS BRAKE LITE ON DL REMOVED THE WHEELS
Comments CHEC	K FOR LEAKS NONE FOUND replace	ed master cylinder and booster
CQIS		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB38A180	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 18936
Production Date 22-May-2008	Warranty Start Date 12-Sep-2008

Open Date	04/02/2010
Sequence Number	00366
ECI Record Id 620441698	
Source Code MAZDA Hotline	Source Claim #000664829

Symptom Information		
Symptom Code 1	mod-indicator light/warning chime on	Symptom Code 2 fluid level-insufficient fluid
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component	NOT PROVIDED BY SOURCE	
Base		

Report Details	
Customer/Contact First	Dealer Name COURTESY MAZDA LAS VEGAS
Name	
Customer/Contact Last	Dealer Code 42054
Name	
Customer/Contact City	Dealer CityLAS VEGAS
Customer/Contact State	Dealer State NV
Comment Type 05	Attachements
Customer	
Comments	
Technician DD 04/02/10 TCS/ABS LIGHT ON	ABS LIGHT ON BRAKE FLUID LOW NO EXTERANL
Comments LEAKS REMOVED THE MASTER AND FO	DUND FLUID LEAKING FROM THE MASTER INTO THE
BOOSTER REPLACE BRAKE BOOSTER	AND MASTER CYLINDER.
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB38A280	Engine Unknown
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 13504
Production Date 15-Apr-2008	Warranty Start Date 28-Feb-2009

Open Date	04/02/2010
Sequence Number	00367
ECI Record Id 620441700	
Source Code MAZDA Hotline	Source Claim #000664831

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 mod-indicator light/warning
	chime on
Symptom Code 3 function-malfunction/inoperative	
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	
Base	

Report Details			
Customer/Contact First	t	Dealer Name	COURTESY MAZDA LAS VEGAS
Name			
Customer/Contact Last		Dealer Code	42054
Name			
Customer/Contact City		Dealer City	LAS VEGAS
Customer/Contact State		Dealer State	NV
Comment Type	05	Attachements	
Customer			
Comments			
Technician DD 04	-/02/10 TSC/ABS LIGHT ON TSC/AB	BS LIGHT ON BE	RAKE FLUID LOW NO EXTERNAL
Comments LEAKS	S REPLACING BRAKE BOOSTER AN	D MASTER CYLIN	NDER FOR CONCERN
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28V680	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 14704
Production Date 06-Jun-2008	Warranty Start Date



**Report Detail** 

ECI Record	6204424	46	Source Code	MAZDA Hotline
Commodity Assignment				
		vice brakes-brake pedal—	Symptom	nvh-noisy operation
		vice brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
3	chassis-service brakes-master cylinder/booste			function-malfunction/inoperative
•	ivdroboos	•	stor/5 y in pto in	ranction martanetronymoperative
	chassis-se		stor/Cumptom	leak-failed gasket/seal/weatherstrip
		•	ster/Bymptom	teak-raned gasket/seat/weatherstrip
	ıydroboos			1 0 1
•	chassis-se	ž.	ster/Symptom	leak-fluid
	ıydroboos			
Commodity	chassis-se	ervice brakes-master cylinder/boo	ster/Symptom	no problem found
	ıydroboos			
Commodity	chassis-se	ervice brakes-master cylinder/boo	ster/Symptom	nvh-noisy operation
	nydroboos			
Commodity	hassis-se	ervice brakes-master cylinder/boo	ster/Symptom	pedal concerns-service brake pedal
l	nydroboos	t—		
Significant Event			Verified	N
Tread Information				
Tread Category Code	03		Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2010			
Report Details				
Report Details		1000005054	W. C. C.	
Source Claim Key		000665654	Warranty Component Classis	ncation
			(WCC)	
Corporate Product Systems Cla	ssification	1	Time in Service	29
(CPSC)				
Customer Condition Code			V Function Group (VFG)	
Source System Program Type			Repair/Report/Paid Date	08-Apr-2010
Version Series Code			Load Date	11 -Apr-2010
Causal Part Prefix- Base - Suffix			Dealer Code	61578
Causal Part Name		unknown	Dealer Name	RAY SKILLMAN MAZDA WEST
Non Causal Part Prefix-Base-Su	ffix		Dealer City	INDIANAPOLIS
Non Causal Part Numbers			Dealer State/Province	IN
Fault Code			Dealer Country	USA
Diagonstic Trouble Code			Dealer Phone Number	3172938060
Labor Operation Code			Attachment	0-1-
Communication Type Maintenance Date		26 Amm 2010	VOQ Component Description (	Code
Maintenance Date		26 -Apr-2010		
Customer				
Comment				
Technician LH 04/08/10 H	ISSING N	JOISE PRESSING BRAKE PEDAL CU	STOMER STATES BRAKE PEI	DAL WENT TO FLOOR AND HISSING NOISE
				SING NOISE FROM BRAKE BOOSTER master
		ce mastercylender and brake booster.		DIT TO THE PROPERTY OF THE PROPERTY INMENTED
	scar. reprac	te mastercytender and brake booster.		
CQIS Recomm				
endations				
Tire Information				
Tire Manufacturer	Unknow	n	Tire Size	Unknown
Tire Brand Series	UlikiloW	11	Wheel	UIKIIOWII
DOT Left Front			DOT Right Front	
DOT Left Rear			DOT Right Rear	
DOT Left Real DOT Left Inner			DOT Right Real DOT Right Inner	
DOT Left filler DOT Spare			DOT KIGHT HIHEI	
1				
Vehicle Information				
VIN	<b>ЈМ3ТВ3</b>	38Y370	Engine Serial Number	CY 219290
Model Year	2007		Engine Description	3.5L 4V DOHC VCT SMPI V6 GAS
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknow		Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	16-May-		Retail Sale Indicator Code	
Plant Description	Unknow		Reaquired Vehicle	
Build Region			Warranty Start Date	27-Nov-2007
Build Country Code			Transmission Serial Number	
Mileage	26675		Vehicle Axle Ratio	
Vehicle Restraint Code				
			1	

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Open Date	04/16/2010	
Sequence Number	00372	
ECI Record Id620443573		-
Source Code MAZDA Hotline	Source Claim #000666901	_

Symptom Information		
	fluid level-insufficient fluid	Symptom Code 2 leak-fluid
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Report Details		
Customer/Contact First		Dealer Name WYOMING VALLEY MAZDA
Name		
Customer/Contact Last		Dealer Code 51495
Name		
Customer/Contact City		Dealer City LARKSVILLE
Customer/Contact State		Dealer State PA
Comment Type	05	Attachements
Customer		
Comments		
Technician <mark>LD 04/</mark>	16/10 BRAKE MASTER LEAKS (RI) L	EAKS INSIDE THE BOOSTER DEALER HAS ADDED
Comments FLUID	ON THE LAST VISIT REPLACED MA	STER CYL AND BOOSTER AS PER TECHLINE
C Q I S		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB38V680	Engine 3.7L DOHC V6 GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 18670
Production Date 08-Apr-2008	Warranty Start Date 20-Jun-2008



**Report Detail** 

ECI Record	620444215	Source Code	MAZDA Hotline
	nont		
Commodity Assignment		10	
Commodity Commodity	chassis-service brakes— chassis-service brakes—	Symptom	fluid level-insufficient fluid mod-codes found
Commodity	chassis-service brakes—	Symptom Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes— chassis-service brakes-brake lines/hoses—	Symptom	odor
Commodity	chassis-service brakes-caliper/wheel cylinder—	Symptom	odor
Commodity	chassis-service brakes-master cylinder/b	pooster/Symptom	function-malfunction/inoperative
	hydroboost—	, i	T
Commodity		pooster/Symptom	leak-fluid
	hydroboost—	- 3 - 3 - 3 - 3 - 3 - 3 - 3 - 3 - 3 - 3	
Commodity		pooster/Symptom	mod-codes found
	hydroboost—	, so site i, symptom	Inou codes round
Commodity	chassis-service brakes-master cylinder/b	pooster/Symptom	mod-indicator light/warning chime on
Commodity	hvdroboost—	ooster/bymptom	mod marcator right warming chime on
Commodity		pooster/Symptom	odor
Commodity	hydroboost—	ooster/Bymptom	odoi
Significant Event	nydroboost—	Verified	N
Significant Event		vermed	N
Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2010	the gray Decempoin	
1			
Report Details			
Source Claim Key	000667609	Warranty Component Class	ification
		(WCC)	
Corporate Product Systems Cl	assification	Time in Service	5
(CPSC)			
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	21-Apr-2010
Version Series Code		Load Date	26 -Apr-2010
Causal Part Prefix- Base - Suffi	х	Dealer Code	42084
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	FREMONT MAZDA
Non Causal Part Prefix-Base-Su	uffix	Dealer City	NEWARK
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	5106515600
Labor Operation Code		Attachment	
Communication Type	00.14. 2010	VOQ Component Description	Code
Maintenance Date	09 -May-2010		
Customer			
Comment			
Technician BS 04/21/10 M	IL ON P1327(MSTR/BOOSTER) TECH STATE	ES THE MIL IS SET AND BRAKE	FLUID LEVEL IS LOW TECH STATES THERE
Comment ARE NO LEA	KS EXTERNALLY CALIPERS LINES AND E	STITE WILE IS SETTING DIGITAL BANK	KS. TECH STATES HE PULLED THE MASTER
THE NO EET	N SMELL BRAKE FLUID MASTER CYL LEA		
	N SWIELL BRAKE FLUID MASTER CTL LEA	KING INTO BOOSTER REFL REC	CK VEH OK
CQIS Recom			
mendations			
Tire Information			
	Unknown	Tira Siza	Unknown
Tire Manufacturer Tire Brand Series	Unknown	Wheel	Unknown
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Front DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare		DOT RIGHT IIIICI	
*			
Vehicle Information			
VIN	JM3TB28V690	Engine Serial Number	CA 10271683
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	29-Aug-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	02-Dec-2009
Build Country Code	2072	Transmission Serial Number	
Mileage	3066	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Open Date	04/23/2010
Sequence Number	00375
ECI Record Id 620444624	
Source Code MAZDA Hotline	Source Claim #000668052

Symptom Information				
Symptom Code 1		Symptom Code 2		ient fluid
Symptom Code 3	misaligned/out of position/adjustment/poor	Symptom Code 4	mod-indicator	light/warning
	fit		chime on	
Symptom Code 5	function-malfunction/inoperative	Symptom Code 6	leak-fluid	
Original Symptom 1		Original Symptom 2		
Causal Component	Unknown Unknown			
Base				

Report Details			
Customer/Contact First		Dealer Name	WESTCOTT MAZDA
Name			
Customer/Contact Last		Dealer Code	40206
Name			
Customer/Contact City		Dealer City	NATIONAL CITY
Customer/Contact State		Dealer State	CA
31.	05	Attachements	
Customer			
Comments			
Technician RM 04/23	3/10 ABS/TCS LIGHT ON B FLUID	LOW TECH ST	ATES ABS/TCS LIGHT ON BRAKE
Comments FLUID LO	OW NO EXTERNAL LEAKS FOUN	DBRAKE MAST	ΓER ALMOST EMPTY. brake master
cylinder f	cylinder fluid leak into power brake unit . replaced master and power brake unit.		
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28V880	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 29985
Production Date 10-Apr-2008	Warranty Start Date 25-Aug-2008

Open Date	04/26/2010
Sequence Number	00376
ECI Record Id620444725	
Source Code MAZDA Hotline	Source Claim #000668168

Symptom Information	
Symptom Code 1 leak-fluid	Symptom Code 2 contaminated/foreign
Symptom Code 3 fluid level-insufficient fluid	Symptom Code 4 function-malfunction/inoperative
Symptom Code 5 mod-codes found	
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details				
Customer/Contact Firs	t	Dealer Name C	OPEN ROAD	MAZDA OF
Name		N	MORRISTOWN	
Customer/Contact Las	t	Dealer Code 5	51614	
Name				
Customer/Contact City		Dealer City	MORRISTOWN	
Customer/Contact State		Dealer State	NJ	
Comment Type	05	Attachements		
Customer				
Comments				
Technician TY 4/26	5/10 BRAKE FLUID LEAK TECH ST	S BRAKE FLUID L	EAK INTO BOOS	TER. TECH ST
Comments BRAKE	FLUID LEAK INTO BOOSTER. J041	9 _U05 THEY CAI	NT READ THE 1ST	DIGIT. AS PEF
TECH L	INE REF #668168 PULLED CODE B	1327 LOW ABS FL	LUID IN ABS, MAST	TER CYLANDER
WAS E	MPTY CORRECTION REPLACED BF	RAKE BOOSTER A	AND MASTER CYL	ANDER AS PER
TECH L	INE REPLACED BOOSTER DUE TO	CONTAMINATION,	BLEED BRAKE SY	/STEM
CQIS				
Recommendation				
Comments				

Vehicle Information	
VINJM3TB38V680	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 18772
Production Date 14-Apr-2008	Warranty Start Date 23-Jun-2008



**Report Detail** 

ECI Record	620444728	Sou	irce Code	MAZDA Hotline
Commodity Assignm	nent			
	hassis-service brakes—		Symptom	leak-fluid
	hassis-service brakes-mast		Symptom	function-malfunction/inoperative
ľ ľ	nvdroboost—	•	, I	*
	chassis-service brakes-mast	er cylinder/booster/	Symptom	leak-fluid
ř	nydroboost—	er cyllider/booster/	Symptom	reak naid
Significant Event	iyaroboosi—		Verified	N
Significant Event			vermed	N
Tread Information				
Tread Category Code	03	Trea	ad Category Description	service brakes
Reported in Tread Quarter	Q2 2010		<u> </u>	
Report Details				
Source Claim Key	000668171	NX.	Jamenty Commonant Class	ification
Source Claim Key	000008171		Varranty Component Class	incation
	16 1		WCC)	
Corporate Product Systems Class	ssification	11	ime in Service	34
(CPSC)				
Customer Condition Code			Function Group (VFG)	
Source System Program Type			epair/Report/Paid Date	26-Apr-2010
Version Series Code	AAAAR		oad Date	02 -May-2010
Causal Part Prefix- Base - Suffix		D	ealer Code	51614
Causal Part Name	unknown	D	ealer Name	OPEN ROAD MAZDA OF
				MORRISTOWN
Non Causal Part Prefix-Base-Suf	ffix	D	ealer City	MORRISTOWN
Non Causal Part Numbers			ealer State/Province	NJ
Fault Code			ealer Country	USA
Diagonstic Trouble Code			ealer Phone Number	9737961300
Labor Operation Code			ttachment	
Communication Type			OQ Component Description	Code
Maintenance Date	23 -May-2010		To the second	
	1 2 39 2 2			
Customer				
Comment				
Technician TY 4/26/10 BF	RAKE FLUID LEAK TECH S	STS BRAKE FLUID I	LEAK TECH STS BRAKE	FLUID LEAKING IN THE BOOSTER FROM
				EPLACED MASTER BRAKE CYLANDER AND
	TER ROAD TEST OK.	E TOM REFERENCE		
	TER ROAD TEST OR.			
CQIS Recomm				
endations				
Tire Information				
Tire Manufacturer	Unknown	Tire	e Size	Unknown
Tire Brand Series		Who	eel	
DOT Left Front		DO	T Right Front	
DOT Left Rear		DO	T Right Rear	
DOT Left Inner			T Right Inner	
DOT Spare				
Vehicle Information				
	JM3TB38Y170		gine Serial Number	CY 216650
Model Year	2007		gine Description	3.5L 4V DOHC VCT SMPI V6 GAS
Transmission	6 SPD AUTO TRANS AISIN		nicle Description	CX-9
Body Cab Style	CA WE 5 DOOR LIGHT TRU		ve Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	29-Mar-2007		ail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PL		aquired Vehicle	29 1-1 2007
Build Region			rranty Start Date	28-Jul-2007
Build Country Code	25042		nsmission Serial Number	
Mileage	25042	Veh	nicle Axle Ratio	
Vehicle Restraint Code				

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Open Date	04/30/2010	
Sequence Number	00377	
ECI Record Id620445483		
Source Code MAZDA Hotline	Source Claim # <mark>000669018</mark>	

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 function-shuts off
Symptom Code 3 eak-fluid	Symptom Code 4 misaligned/out of position/adjustment/
	poor fit
Symptom Code 5 no keyword found	Symptom Code 6 pedal concerns-service brake pedal
Symptom Code 7 function-malfunction/inoperative	
Original Symptom 1	Original Symptom
	2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details			
Customer/Contact Firs	t	Dealer Name	BUTCH OUSTALET MAZDA
Name			
Customer/Contact Las	t	Dealer Code	34637
Name			
Customer/Contact City		Dealer City	GULFPORT
Customer/Contact State		Dealer State	
Comment Type	05	Attachements	
Customer			
Comments			
	30/10 BRAKE LIGHT/LOW FLUID(N		
	S ON. FIRST TIME IN, TOPPED OFF		
	OW BRAKE FLUID BUT NO LEAKS W		PPING OFF FLUID WILL SHUT OFF
WARNI	NG LAMPS. replaced master cylinder	and booster.	
CQIS		_	
Recommendation			
Comments			

Vehicle Information				
VINJM3TB28A680	Engine 3.7L 4V-DAMB PFI V6 NA GAS			
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21			
Model Year 2008	Mileage 15894			
Production Date 04-Jun-2008	Warranty Start Date 10-Nov-2008			

Open Date	05/04/2010
Sequence Number	00379
ECI Record Id 620445912	
Source Code MAZDA Hotline	Source Claim #000669490

Symptom Information			
Symptom Code 1		Symptom Code 2 no problem for	
Symptom Code 3	mod-indicator light/warning chime on	Symptom Code 4 function-malful	nction/inoperative
Symptom Code 5		-	
Original Symptom 1		Original Symptom 2	
Causal Component	Unknown Unknown		
Base			

Report Details		
Customer/Contact First	t	Dealer Name KERRY MAZDA OF FLORENCE
Name		
Customer/Contact Last	t	Dealer Code 61460
Name		
Customer/Contact City		Dealer City FLORENCE
Customer/Contact State		Dealer State KY
Comment Type	05	Attachements
Customer		
Comments		
Technician GF 5/4/	'10 C1327- M/CYL & BOOSTER C/S	TATES CK TCS ABS LIGHT IS ON TECH HAS CALLED
Comments AFTER	CK'ING VEH OVER AND SEE'S NO	OR CONCERNS remove master cyl and found brake
fluid lea	aking into booster replace cylender an	d booster
CQIS		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB38A280	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage15806
Production Date 24-Jun-2008	Warranty Start Date 12-Dec-2008



**Report Detail** 

ECI Record	620446104	Source Code	MAZDA Hotline	
Commodity Assignm	nent			
	chassis-service brakes—	Symptom	fluid level-insufficient fluid	
	chassis-service brakes—	Symptom	mod-codes found	
3	chassis-service brakes—	Symptom	no keyword found	
		oster/Symptom	fluid level-insufficient fluid	
•		oster/Symptom	nuid level-insufficient fluid	
	nydroboost—			
•	•	oster/Symptom	function-malfunction/inoperative	
	nydroboost—			
Commodity	chassis-service brakes-master cylinder/bo	oster/Symptom	leak-fluid	
h	nydroboost—			
Commodity c	chassis-service brakes-master cylinder/boo	oster/Symptom	mod-codes found	
h	nydroboost—			
Significant Event	,	Verified	N	
Twood Information				
Tread Information				
Tread Category Code	03	Tread Category Description	service brakes	
Reported in Tread Quarter	Q2 2010			
Report Details				
Source Claim Key	000669703	Warranty Component Classi	fication	
Source Claim Key	000007703		incation	
Componete Duoderet Secretario	acification	(WCC)	12	
Corporate Product Systems Clas	SSIIICAUOII	Time in Service	13	
(CPSC)				
Customer Condition Code		V Function Group (VFG)		
Source System Program Type		Repair/Report/Paid Date	05-May-2010	
Version Series Code		Load Date	09 -May-2010	
Causal Part Prefix- Base - Suffix		Dealer Code	34486	
Causal Part Name	unknown	Dealer Name	INGRAM PARK MAZDA	
Non Causal Part Prefix-Base-Suf	ffix	Dealer City	SAN ANTONIO	
Non Causal Part Numbers		Dealer State/Province	TX	
Fault Code		Dealer Country	USA	
Diagonstic Trouble Code		Dealer Phone Number	2104060122	
Labor Operation Code		Attachment		
Communication Type		VOQ Component Description	Code	
Maintenance Date	16 -May-2010			
Customer				
Comment				
	227 MOTE CALL & DOCCTED CONTACTED TOC	AND DDAKE LIGHTS ARE OF	ALTECH HAC CALLED WITH A LOW DDAILE	
G1 5/5/10 C1.			N TECH HAS CALLED WITH A LOW BRAKE	
	CERN AND CODE Code C1327 low fluid level. For	oud master cyl leaking into the boo	ster. Replaced mstr cyl & booster	
CQIS Recomme				
ndations				
Time Information				
Tire Information	TY 3	Tr' C'	n y y	
Tire Manufacturer	Unknown	Tire Size	Unknown	
Tire Brand Series		Wheel		
DOT Left Front		DOT Right Front		
DOT Left Rear		DOT Right Rear		
DOT Left Inner		DOT Right Inner		
DOT Spare				
Vehicle Information				
VIN	JM3TB28A990	Engine Serial Number	CA 10259198	
Model Year	2009	Engine Serial Number Engine Description	3.7L 4V-DAMB PFI V6 NA GAS	
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description		
		Drive Line	CX-9 2 WHL L/H FRONT DRIVE	
Body Cab Style	Unknown		Z WAL L/A FRONT DRIVE	
Production Date	25-Jul-2008	Retail Sale Indicator Code Reaquired Vehicle		
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN		19 Apr 2000	
Build Region		Warranty Start Date	18-Apr-2009	
Build Country Code	12092	Transmission Serial Number		
Mileage	13083	Vehicle Axle Ratio		
Vehicle Restraint Code				

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Open Date	05/06/2010
Sequence Number	00381
ECI Record Id620446278	
Source Code MAZDA Hotline	Source Claim #000669887

Symptom Information	
Symptom Code 1 field service action	Symptom Code 2 fluid level-insufficient fluid
Symptom Code 3 function-malfunction/inoperative	Symptom Code 4 pedal concerns-service brake
	pedal
Symptom Code 5 mod-codes found	Symptom Code 6 mod-indicator light/warning chime
	on
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	
Base	

Report Details			
Customer/Contact Firs	st	Dealer Name	PARKWAY FAMILY MAZDA
Name			
Customer/Contact Las	st e	Dealer Code	34657
Name			
Customer/Contact City		Dealer City	KINGWOOD
Customer/Contact State		Dealer State	TX
Comment Type	05	Attachements	
Customer			
Comments			
Technician LH 05/	06/10 BRAKE,TCS,DSC LIGHT C132	7 (MC) BRAKE,T	CS AND DSC WARNING LIGHT ON.
Comments DTC C	C1327 INSPECT FRONT AND REAR	BRAKES, BRAKE	E RESERVOIR LOW ON FLUID, NO
LEAKS	Replaced master cylinder and perforr	med recall 5908B	
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28A180	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 28686
Production Date 23-Jun-2008	Warranty Start Date 22-Nov-2008

Open Date	05/06/2010
Sequence Number	00382
ECI Record Id 620446312	
Source Code MAZDA Hotline	Source Claim #000669925

Symptom Information				
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2		
	mod-indicator light/warning chime on	Symptom Code 4		
Symptom Code 5	function-malfunction/inoperative	Symptom Code 6	leak-failed	gasket/seal/
			weatherstrip	
Symptom Code 7	leak-fluid			
Original Symptom 1		Original Symptom 2		
Causal Component	Unknown Unknown		ж.	
Base				

Report Details					
Customer/Contact First		Dealer Name	CONTINENTAL	MAZDA	OF
Name			NAPERVIL		
Customer/Contact Last		Dealer Code	61594		
Name					
Customer/Contact City		Dealer City	NAPERVILLE		
Customer/Contact State		Dealer State			
Comment Type	05	Attachements			
Customer					
Comments					
	06/10 BRAKE FLUID LOW C1327(				
Comments CALIPE	RS JUST LEAKING FROM MASTEI	R Installed update	ed brake booster no	l master cyli	nder.
Booster	full of brake fluid due to leaking mast	er seal. cleared al	codes.		
CQIS					
Recommendation					
Comments					

Vehicle Information	
VINJM3TB38A680	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 12357
Production Date 30-May-2008	Warranty Start Date 30-Sep-2008



**Report Detail** 

ECI Record	620446489	Source Code	MAZDA Hotline		
Commodity Assignm	Commodity Assignment				
Commodity chassis-service brakes— Symptom [fluid level-insufficient fluid					
	hassis-service brakes—	Symptom	misaligned/out of position/adjustment/poor fit		
1	nassis-service brakes—	Symptom	no keyword found		
3		ooster/Symptom	function-malfunction/inoperative		
	ydroboost—	oster/Bymptom	runetion-marrunetion/moperative		
		ooster/Symptom	no keyword found		
	-	oster/Symptom	no keyword round		
	ydroboost—	** 10 1			
Significant Event		Verified	N		
Tread Information					
	03	Tread Category Description	service brakes		
Reported in Tread Quarter	Q2 2010		'		
Report Details					
Source Claim Key	000670123	Warranty Component Class	ification		
Source Claim Key	000070123		incation		
		(WCC)			
Corporate Product Systems Class	SITICATION	Time in Service	12		
(CPSC)					
Customer Condition Code		V Function Group (VFG)			
Source System Program Type		Repair/Report/Paid Date	07-May-2010		
Version Series Code		Load Date	09 -May-2010		
Causal Part Prefix- Base - Suffix		Dealer Code	34430		
Causal Part Name	unknown	Dealer Name	RANDY HILEY MAZDA ARLINGTON		
Non Causal Part Prefix-Base-Suff	fix	Dealer City	ARLINGTON		
Non Causal Part Numbers		Dealer State/Province	TX		
Fault Code		Dealer Country	USA		
Diagonstic Trouble Code		Dealer Phone Number	8175756100		
Labor Operation Code		Attachment			
Communication Type		VOQ Component Description	Code		
Maintenance Date	30 -May-2010	·	·		
Customer					
Comment					
	COURT A WELL CHE CAMPA TO THE LICE	HIT ON LOW ON DRAWE ELL	D TECH GAID DRAWE FLUID I FAWNIG DITO		
BB 03/01/10 1	· · ·		D TECH SAID BRAKE FLUID LEAKING INTO		
Comment BOOSTER FR	OM MASTER CYLINDER NO OTHER LEAK	S PRESENT Replace the power br	ake booster and master cyl.		
CQIS Recomme					
ndations					
Tire Information	** .				
Tire Manufacturer	Unknown	Tire Size	Unknown		
Tire Brand Series		Wheel			
DOT Left Front		DOT Right Front			
DOT Left Rear		DOT Right Rear			
DOT Left Inner		DOT Right Inner			
DOT Spare					
Vehicle Information					
VIN	JM3TB28A390	Engine Serial Number	CA 10287074		
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS		
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9		
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE		
Production Date	17-Feb-2009	Retail Sale Indicator Code	Z I.Z E/II I ROTT DIGTE		
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle			
Build Region	THROUGH TROUBLETTER INTEGRAL	Warranty Start Date	25-May-2009		
Build Country Code		Transmission Serial Number	25 May 2007		
Mileage	13734	Vehicle Axle Ratio			
Vehicle Restraint Code	13731	Tolliele / Late Ratio			
remeie Restraint Code					

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Open Date	05/07/2010
Sequence Number	00383
ECI Record Id 620446522	
Source Code MAZDA Hotline	Source Claim #000670160

Symptom Information			
	fluid level-insufficient fluid	Symptom Code 2 mod-codes	
Symptom Code 3	mod-indicator light/warning chime on	Symptom Code 4 function-m	alfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component	NOT PROVIDED BY SOURCE	•	
Base			

Report Details			
Customer/Contact First		Dealer Name	ROYAL MOORE MAZDA
Name			
Customer/Contact Last		Dealer Code	10258
Name			
Customer/Contact City		Dealer City	HILLSBORO
Customer/Contact State		Dealer State	OR
Comment Type	05	Attachements	
Customer			
Comments			
	07/10 BRAKE/ABS LIGHT ON C132		
Comments DTC C	1327 BRAKE FLUID LOW, NO EXTER	RNAL LEAKS AT \	WHEELS replaced booster and m/cyl
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38AX80	Engine Unknown
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 29777
Production Date 29-May-2008	Warranty Start Date 17-Aug-2008

Open Date	05/10/2010
Sequence Number	00384
ECI Record Id620446726	
Source Code MAZDA Hotline	Source Claim #000670391

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2no keyword found
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details		
Customer/Contact Firs	st	Dealer Name JIM FALK MAZDA
Name		
Customer/Contact Las	st	Dealer Code 42117
Name		
Customer/Contact City		Dealer City KAHULUI
Customer/Contact State		Dealer State HI
Comment Type	03	Attachements
Customer		
Comments		
		WN,BRAKE LITE CSTM STS HAS ADDED FLUID DL
Comments CONT	ACTED DSM,DSM SGG.GET A R	EF.# ,CSTM MAYBE TAKING A RENTAL DL HAS
ORDE	RED BOOSTER AND MASTER	
CQIS		
Recommendation		
Comments		

Vehicle Information	
VIN <sub>J</sub> M3TB28A280	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 10315
Production Date 07-May-2008	Warranty Start Date 14-May-2009

Open Date	05/11/2010
Sequence Number	00385
ECI Record Id 620446759	
Source Code MAZDA Hotline	Source Claim #000670431

Symptom Information		
	fluid level-insufficient fluid	Symptom Code 2 eak-fluid
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Report Details			
Customer/Contact First		Dealer Name	ROGER BURDICK MAZDA
Name			
Customer/Contact Last		Dealer Code	50127
Name			
Customer/Contact City		Dealer City	CICERO
Customer/Contact State		Dealer State	NY
Comment Type Comment Type	05	Attachements	
Customer			
Comments			
Technician TY 5/11	710 LOW BRAKE FLUID TECH STS	LOW BRAKE FL	UID TECH STS LOW BRAKE FLUID,
Comments NO SIG	INS OF EXTERNAL LEAKS. master of	yl leaking into boo	oster replaced both
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38V480	Engine Unknown
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 15088
Production Date 03-Jun-2008	Warranty Start Date 02-Sep-2008

Open Date	05/18/2010
Sequence Number	00388
ECI Record Id620447740	
Source Code MAZDA Hotline	Source Claim #000671542

Symptom Information			
Symptom Code 1 fluid le		Symptom Code 2	leak-fluid
Symptom Code 3 mod-o	codes found	Symptom Code 4	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component NOT P	PROVIDED BY SOURCE		
Base			

Report Details		
Customer/Contact Fi	irst	Dealer Name CONTINENTAL MAZDA
Name		
Customer/Contact La	ast	Dealer Code 10503
Name		
Customer/Contact City		Dealer City ANCHORAGE
Customer/Contact State		Dealer State AK
Comment Type	05	Attachements
Customer		
Comments		
Technician TY 5	5/18/10 BRAKE FLUID LOW C1327	TECH STS FLUID LOW C1327 TECH STS FLUID LO
Comments C13	327, NO SIGNS OF EXTERNAL LE	EAKS. found master cylinder leaking into brake booste
repla	aced brake booster	
CQIS		
Recommendation		
Comments		

vehicle information	
VINJM3TB38A480	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 15875
Production Date 19-Jun-2008	Warranty Start Date 31-Oct-2008

Open Date	05/24/2010
Sequence Number	00391
ECI Record Id 620448365	
Source Code MAZDA Hotline	Source Claim #000672231

Symptom Information		
	fluid level-insufficient fluid	Symptom Code 2leak-fluid
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Report Details		
Customer/Contact	First	Dealer Name OXMOOR MAZDA
Name		
Customer/Contact	Last	Dealer Code 34638
Name		
Customer/Contact Cit	ty	Dealer City LOUISVILLE
Customer/Contact Sta	ate	Dealer State KY
Comment Type	05	Attachements
Customer		
Comments		
Technician T	TY 5/24/10 LOW BRAKE FLUID TECH S	STS LOW BRAKE FLUID TECH STS LOW BRAKE FLUID,
Comments	NO SIGNS OF A LEAK. found brake master leaking into the booster, replaced master and booster	
c	concern resolved	
C Q I S		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB28A280	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 31735
Production Date 12-May-2008	Warranty Start Date 26-Nov-2008

Open Date	05/24/2010
Sequence Number	00392
ECI Record Id 620448454	
Source Code MAZDA Hotline	Source Claim #000672323

Symptom Information			
	fluid level-insufficient fluid	Symptom Code 2	
Symptom Code 3	mod-indicator light/warning chime on	Symptom Code 4	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component	NOT PROVIDED BY SOURCE		
Base			

Report Details		
Customer/Contact Fire	st	Dealer Name GALPIN MAZDA
Name		
Customer/Contact Las	st	Dealer Code 42033
Name		
Customer/Contact City		Dealer City VAN NUYS
Customer/Contact State		Dealer State CA
Comment Type	05	Attachements
Customer		
Comments		
		140(BOOSTER ) TECH STS THE BRAKE AND AB
		7-20-ABS,U0214-20-LTM AND U0140-20-LTM AR
STOR	ED ***CURRENT CUST PRESCILI	LA LOMELI*** TECH STS THERE ARE NO VISIBL
LEAKS	BUT THE RESERVOIR WAS ABOU	UT 8 OZ'S LOW. Replace Brake booster 05-24-201
13642	TDY14380ZA 1 VACUUM POWER ASS	SIST
CQIS		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB28V080	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 13642
Production Date 02-Jun-2008	Warranty Start Date 30-Dec-2008

Open Date	05/24/2010
Sequence Number	00393
ECI Record Id620448540	
Source Code MAZDA Hotline	Source Claim #000672417

Symptom Information			
	fluid level-insufficient fluid	Symptom Code 2	
Symptom Code 3	no keyword found	Symptom Code 4	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component	NOT PROVIDED BY SOURCE		
Base			

Report Details		
Customer/Contact First		Dealer Name SUNBELT MAZDA
Name		
Customer/Contact Last		Dealer Code 33723
Name		
Customer/Contact City		Dealer CityMERIDIAN
Customer/Contact State		Dealer State MS
Comment Type	05	Attachements
Customer		
Comments		
Technician <mark>DR 05</mark>	/24/10 BRAKE FLUID LEAK VEHICLE	E HAS BEEN IN 1X BEFORE,BRAKE FLUID LOW,N
Comments VISIBL	E LEAKS NO VISIBLE LEAKS R&r br	rake mastercylinder and booster
C Q I S		
Recommendation		
Comments		

Vehicle Information	
VIN <mark>JM3TB28AX80</mark>	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 18581
Production Date 22-Apr-2008	Warranty Start Date 18-Jun-2009

Open Date	06/01/2010
Sequence Number	00395
ECI Record Id620449365	
Source Code MAZDA Hotline	Source Claim #000673330

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 mod-indicator light/warning chime
	on
Symptom Code 3 no keyword found	Symptom Code 4 pedal concerns-service brake
	pedal
Symptom Code 5 function-malfunction/inoperative	Symptom Code 6 leak-failed gasket/seal/
	weatherstrip
Symptom Code 7 leak-fluid	
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	
Base	

Report Details		
Customer/Contact First	Dealer Name ED MORSE MAZDA	
Name		
Customer/Contact Last	Dealer Code 23778	
Name		
Customer/Contact City	Dealer City PORT RICHEY	
Customer/Contact State	Dealer State FL	
Comment Type 05	Attachements	
Customer		
Comments		
	OW*MASTER C/S THAT THE BRAKE FLUID LIGHT IS ON. C/S	
Comments THAT HE ADDED FLUID. 1X IN NO	D LEAKS FOUND AND TOPPED OFF. replace the brake master	
cylinder and brake power unit the brake master cylinder was leaking in the rear seal. good job to		
hotline tech jeef.		
CQIS		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB38A880	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 15338
Production Date 09-Apr-2008	Warranty Start Date



**Report Detail** 

ECI Record	6204495	507	Source Code	MAZDA Hotline	
Commodity	Commodity Assignment				
Commodity	chassis-	service brakes—	Symptom	fluid level-insufficient fluid	
Commodity	chassis-	service brakes—	Symptom	function-malfunction/inoperative	
Commodity	chassis-	service brakes—	Symptom	leak-fluid	
Commodity		service brakes—	Symptom	misaligned/out of position/adjustment/poor fit	
Commodity		service brakes—	Symptom	pedal concerns-service brake pedal	
Significant Event	Chassis	service brakes	Verified	N	
<u> </u>			remed		
Tread Information Tread Category Co			Tread Category Description	service brakes	
Reported in Tread			rread Category Description	Service brakes	
Report Deta					
Report Deta	1115	1000250105		10 1	
Source Claim Key		000673487	Warranty Component Class	ification	
			(WCC)		
Corporate Product	Systems Classification	n	Time in Service	7	
(CPSC)					
Customer Condition	on Code		V Function Group (VFG)		
Source System Pro	ogram Type		Repair/Report/Paid Date	02-Jun-2010	
Version Series Cod			Load Date	06 -Jun-2010	
Causal Part Prefix-			Dealer Code	50127	
Causal Part Name	Buse Bullix	unknown	Dealer Name	ROGER BURDICK MAZDA	
Non Causal Part Pr	refiv_Race_Suffiv	unknown	Dealer City	CICERO	
Non Causal Part N			Dealer State/Province	NY	
Fault Code	unibers		Dealer State/110VIIIce  Dealer Country	USA	
	C-1-			USA	
Diagonstic Trouble Labor Operation C			Dealer Phone Number Attachment		
Labor Operation C	ode				
Communication Type		20 1 2010	VOQ Component Description	Code	
Maintenance Date		20 -Jun-2010			
Customer					
Comment					
_ , , , ,	M 06/02/10 BDAKE EI	THE LOW TECH STATES BRAKE I	CHT ON ELLID LOW HAS DE	PLACED REAR BRAKE CAILPERS FOR LEAK	
L			AKS. HAS NOT MOVED BRAI	KE MASTER BACK. 1 CAN OF BRAKE FLUID	
LC	OW. SERIAL # ON BR	AKE MASTER J8125/8028			
COIS Recomm					
endations					
Tire Inform	ation				
Tire Manufacturer	Unknow	'n	Tire Size	Unknown	
Tire Brand Series			Wheel		
DOT Left Front			DOT Right Front		
DOT Left Rear			DOT Right Rear		
DOT Left Inner			DOT Right Inner		
DOT Spare					
Vehicle Info	rmation				
VIN	л пастоп "ВМЗТВЗ	BMV9AC	Engine Serial Number	CA 10303159	
Model Year	2010	DIVI V JAN	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS	
		LITO TO ANO AIGIN EQ1			
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX-9	
Body Cab Style	Unknow		Drive Line	ALL 4 WHEEL LEFT HAND DRIVE	
Production Date	22-Sep-2		Retail Sale Indicator Code		
Plant Description	HIROSI	HIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	10.33	
Build Region			Warranty Start Date	18-Nov-2009	
Build Country Cod			Transmission Serial Number		
Mileage	7546		Vehicle Axle Ratio		
Vehicle Restraint C	Code				

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**Report Detail** 

ECI Record	6204495	16	Source Code N	MAZDA Hotline
Commodity Assignment				
·		rvice brakes—	Cumptom	mod-codes found
		rvice brakes—	Symptom Symptom	no keyword found
,	chassis-se		J 1	leak-fluid
*		•	oster/Symptom	icak-iiuiu
	iydroboos			
-	chassis-se		oster/Symptom	mod-codes found
	iydroboos			
Commodity	chassis-se	ervice brakes-master cylinder/boo	oster/Symptom	no keyword found
lh lh	nydroboos	it—		
Significant Event			Verified	N
Tread Information				
	10.0			
Tread Category Code	03		Tread Category Description s	ervice brakes
Reported in Tread Quarter	Q2 2010			
Report Details				
Source Claim Key		000673496	Warranty Component Classific	eation
Source Claim Rey		000073470	(WCC)	VIII VII
Corporate Product Systems Class	ecification		Time in Service	14
	ssincatioi	1	Time in service	14
(CPSC)			W.E. and J. W.E.	
Customer Condition Code			V Function Group (VFG)	02 Inc. 2010
Source System Program Type			Repair/Report/Paid Date	02-Jun-2010
Version Series Code			Load Date	06 -Jun-2010
Causal Part Prefix- Base - Suffix		-	Dealer Code	34625
Causal Part Name	·C	unknown	Dealer Name	PARETTI MAZDA
Non Causal Part Prefix-Base-Suf	ПX		Dealer City	METAIRIE
Non Causal Part Numbers			Dealer State/Province	LA
Fault Code			Dealer Country	USA 504005430
Diagonstic Trouble Code			Dealer Phone Number	5048885420
Labor Operation Code			Attachment	
Communication Type		04 1 1 2010	VOQ Component Description Co	ode
Maintenance Date		04 -Jul-2010		
Customer				
Comment				
Technician RC 6/2/10 BRA	KEIITE	C1327 TSC (MASTER+ROOSTER) C	STM STS BRAKE LITE WAS ON	AND THE LEVEL WAS LOW DL STS WILL
Comment INSPECT THE	MED EU	DIEANS WADDANTY OUESTION V	EU IS OUT OF DASIC WILL THE	E MASTER AND BOOSTER BE COVERED R
INSTECT THE			EH.IS OUT OF BASIC WILL THE	MASTER AND BOOSTER BE COVERED R
R THE MASTE	ER AND E	BOOSTER		
CQIS Recomm				
endations				
Tire Information				
			TO' O'	
Tire Manufacturer	Unknow	n		Jnknown
Tire Brand Series			Wheel	
DOT Left Front			DOT Right Front	
DOT Left Rear			DOT Right Rear	
DOT Left Inner			DOT Right Inner	
DOT Spare				
Vehicle Information				
VIN	<b>ЈМ3ТВ3</b>	88A690	Engine Serial Number C	CA 10283097
Model Year	2009			.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD A	UTO TRANS AISIN F21		X-9
Body Cab Style	Unknow			ALL 4 WHEEL LEFT HAND DRIVE
Production Date	27-Nov-		Retail Sale Indicator Code	
Plant Description		IIMA ASSEMBLY PLANT-JAPAN	Reaguired Vehicle	
Build Region				0-Apr-2009
Build Country Code			Transmission Serial Number	- P ***
Mileage	41963		Vehicle Axle Ratio	
Vehicle Restraint Code				
			1	

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Open Date	06/02/2010
Sequence Number	00396
ECI Record Id 620449680	
Source Code MAZDA Hotline	Source Claim #000673669

Symptom Information	
Symptom Code 1 no keyword found	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3 mod-codes found	
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	·
Base	

Report Details				
Customer/Contact First	Dealer Name PARR MAZDA			
Name				
Customer/Contact Last	Dealer Code 10169			
Name				
Customer/Contact City	Dealer City BREMERTON			
Customer/Contact State	Dealer State WA			
Comment Type 05	Attachements			
Customer				
Comments				
Technician RC 6/2/10 BRAKE, TCS, ABS MIL, C1327 CSTM STS DL STS THE RES. IS LOW, NO LEAKS FOUND				
Comments removed master cyl. brake booster has	removed master cyl. brake booster has brake fluid in it. installed new booster and master cyl.			
performed abs bleed proceeudre, test dro	performed abs bleed proceeudre. test drove. good to go now.			
CQIS				
Recommendation				
Comments				

Vehicle Information	
VINJM3TB38A980	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 24713
Production Date 21-Mar-2008	Warranty Start Date 10-Jun-2008

Open Date	06/07/2010	
Sequence Number	00397	
ECI Record Id620450094		
Source Code MAZDA Hotline	Source Claim #000674110	-

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 misaligned/out of position/
	adjustment/poor fit
Symptom Code 3 no keyword found	Symptom Code 4 mod-indicator light/warning chime on
Symptom Code 5 function-malfunction/inoperative	
Original Symptom 1	Original Symptom
	2
Causal Component Unknown Unknown	
Base	

Report Details				
Customer/Contact Fire	st	Dealer Name SUTHERLIN MAZDA		
Name				
Customer/Contact Las	st	Dealer Code 23920		
Name				
Customer/Contact City		Dealer CityBUFORD		
Customer/Contact State		Dealer State GA		
Comment Type	05	Attachements		
Customer		•		
Comments				
Technician RM 0	RM 06/07/10 BRAKE LIGHT ABS LIGHT ON TECH STATES BRAKE LIGHT AND TCS LIGHT ON			
Comments FLUI	FLUID LOW ASKING IF ANY KNOWN ISSUES. NO EXTERNAL LEAKS. replaced master cylinder			
and b	and booster			
CQIS				
Recommendation				
Comments				

Vehicle Information	
VIN <sub>J</sub> M3TB28A680	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 8141
Production Date 24-Apr-2008	Warranty Start Date 11-Apr-2009



**Report Detail** 

ECI Record	6204501	90	Source Code	MAZDA Hotline			
Commodity Assignment							
Commodity		vice brakes-abs/traction control—	Symptom	fluid level-insufficient fluid			
Commodity		vice brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on			
Commodity		vice brakes-abs/traction control-abs mode		leak-fluid			
Commodity		rvice brakes-master cylinder/boo		function-malfunction/inoperative			
Commodity	hydroboos	•	ster/bymptom	runction manufaction/moperative			
Commodity	chassis-se		ster/Symptom	leak-fluid			
	hydroboos	•	2 J P				
Significant Event	- ,		Verified	N			
Tread Informati	on						
Tread Category Code	03		Tread Category Description	service brakes			
Reported in Tread Quarter			riedu Category Desemption	per vice dianes			
1	Q2 2010						
Report Details							
Source Claim Key		000674211	Warranty Component Class	sification			
			(WCC)				
Corporate Product System	ns Classification		Time in Service	12			
(CPSC)							
Customer Condition Code	2		V Function Group (VFG)				
Source System Program T	уре		Repair/Report/Paid Date	07-Jun-2010			
Version Series Code	• •		Load Date	13 -Jun-2010			
Causal Part Prefix- Base -	Suffix		Dealer Code	34638			
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name	OXMOOR MAZDA			
Non Causal Part Prefix-Ba			Dealer City	LOUISVILLE			
Non Causal Part Numbers			Dealer State/Province	KY			
Fault Code			Dealer Country	USA			
Diagonstic Trouble Code			Dealer Phone Number	5028943425			
Labor Operation Code			Attachment				
Communication Type			VOQ Component Description	Code			
Maintenance Date		11 -Jul-2010		·			
Customer							
Comment							
	7/10 ABS/TCS	LICHT M/C LEAK LOW BDAKE EL	LUD ARS AND TOS LIGHT	ON REMOVED MASTER CYLINDER FLUID			
LEAKIN				EHICLES MASTER CYLINDER AND BRAKE			
	ER DUE TO LEA	KING INTO BOOSTER CONCERN RE	SOLVED				
CQIS Recomm							
endations							
Tire Information	า						
Tire Manufacturer	Unknow	n	Tire Size	Unknown			
Tire Brand Series	Clikilow		Wheel	Chillown			
DOT Left Front			DOT Right Front				
DOT Left Rear			DOT Right Rear				
DOT Left Inner			DOT Right Inner				
DOT Spare			DOT Right Times				
Vehicle Information							
VIN	JM3TB2	9 A 200	Engine Serial Number	CA 10286604			
Model Year	2009	6A390	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS			
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX-9			
Body Cab Style	Unknow		Drive Line	2 WHL L/H FRONT DRIVE			
Production Date	11-Feb-2		Retail Sale Indicator Code	Z WILL L/II TRONT DRIVE			
Plant Description		IIMA ASSEMBLY PLANT-JAPAN	Reaguired Vehicle				
Build Region	пкозп	IIWA ASSEMBLI I LANI-JAFAN	Warranty Start Date	13-Jun-2009			
Build Country Code			Transmission Serial Number	1 5-Jun-2007			
Mileage	16668		Vehicle Axle Ratio				
Vehicle Restraint Code	10008		Vehicle Axie Kalio				
venicie Restraint Code	Tollice Resulate Cole						

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Open Date	06/11/2010
Sequence Number	00398
ECI Record Id 620450903	
Source Code MAZDA Hotline	Source Claim #000674977

Symptom Information			
Symptom Code 1 fluid le	evel-insufficient fluid	Symptom Code 2	
Symptom Code 3 leak-f	luid		function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	2
Causal Component Unknown	own Unknown		
Base			

Report Details	
Customer/Contact First	Dealer Name HALL MAZDA
Name	
Customer/Contact Last	Dealer Code 23927
Name	
Customer/Contact City	Dealer CityVIRGINIA BEACH
Customer/Contact State	Dealer State VA
Comment Type 05	Attachements
Customer	
Comments	
Technician RC 6/11/10 BRAKE LITE, ABS DL STS	THE BRAKE FLUID IS LOW TOPPED UP LITE WENT
Comments OUT, PADS ARE ALL IN GOOD COND	.,CHECKED FOR LEAKS DATE CODE KU11 master
cylinder leaking	
CQIS	
Recommendation	
Comments	

venicle information	
VINJM3TB28A380	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 23988
Production Date 10-May-2008	Warranty Start Date 03-Feb-2009



**Report Detail** 

ECI Record	620450991	Source Code	MAZDA Hotline		
Commodity Assignm	nent.				
	hassis-service brakes-abs/traction control—	Cumptom	lleak-fluid		
		Symptom Symptom	mod-indicator light/warning chime on		
	hassis-service brakes-abs/traction control—				
	hassis-service brakes-master cylinder/boos	ter/Symptom	function-malfunction/inoperative		
	ydroboost—				
Commodity	hassis-service brakes-master cylinder/boos	ter/Symptom	leak-fluid		
h	vdroboost—				
	hassis-service brakes-master cylinder/boos	ter/Symptom	mod-indicator light/warning chime on		
3	vdroboost—	ter/Dymptom	mod material right, warming comme on		
Significant Event	ydroboost—	Verified	N		
		vermed	ļ,		
Tread Information					
Tread Category Code	03	Fread Category Description	service brakes		
Reported in Tread Quarter	Q2 2010	read category Description	Service States		
`	Q2 2010				
Report Details					
Source Claim Key	000675073	Warranty Component Classifi	cation		
Source Claim Rey	000013013		- Cutton		
		(WCC)	1.7		
Corporate Product Systems Class	ssincation	Time in Service	15		
(CPSC)					
Customer Condition Code		V Function Group (VFG)			
Source System Program Type		Repair/Report/Paid Date	11-Jun-2010		
Version Series Code		Load Date	13 -Jun-2010		
Causal Part Prefix- Base - Suffix		Dealer Code	42033		
Causal Part Name	unknown	Dealer Name	GALPIN MAZDA		
Non Causal Part Prefix-Base-Suf		Dealer City	VAN NUYS		
Non Causal Part Numbers		Dealer State/Province	CA		
Fault Code		Dealer Country	USA		
Diagonstic Trouble Code		Dealer Phone Number	8187423800		
		Attachment	0107423000		
Labor Operation Code					
Communication Type	27 1 2010	VOQ Component Description C	ode		
Maintenance Date 27 -Jun-2010					
Customer					
Comment					
	CG/A DG L ICHT ON/D/A (A GTED ( DOOGTED) TE	CH CTC TCC/ADC LICHT ON F	LUD LEAK INTO DOCUTED TEGLI CTC TCC/		
11 0/11/10 10	CS/ABS LIGHT ON(B/MASTER&BOOSTER) TE				
Comment ABS LIGHT C	ON FLUID LEAK INTO BOOSTER J0199 TU22 R	eplace Brake Booster and Master	cylinder to correct concern.		
COIS Recomme					
ndations					
Tire Information					
Tire Manufacturer	Unknown	Γire Size	Unknown		
Tire Brand Series		Wheel			
DOT Left Front		DOT Right Front			
DOT Left Rear		DOT Right Floht			
DOT Left Real DOT Left Inner		DOT Right Real			
		DOT KIGHT HIHEI			
DOT Spare					
Vehicle Information					
VIN	JM3TB28V590	Engine Serial Number	CA 10271090		
Model Year			3.7L 4V-DAMB PFI V6 NA GAS		
Transmission	F***		CX-9		
Body Cab Style			2 WHL L/H FRONT DRIVE		
Production Date		Retail Sale Indicator Code	Z WILL DITTROINT DRIVE		
Plant Description		Reaquired Vehicle	14 Apr 2000		
Build Region			14-Apr-2009		
Build Country Code		Fransmission Serial Number			
Mileage	14869	Vehicle Axle Ratio			
Vehicle Restraint Code					

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**Report Detail** 

ECI Record	620452640		So	urce Code	MAZD	OA Hotline
Commodity Assignme	Commodity Assignment					
Commodity ch	assis-servi	ce brakes—		Symptom	fluid	level-insufficient fluid
Commodity ch	assis-servi	ce brakes—		Symptom	leak-	fluid
3	assis-serv droboost—		cylinder/booster	Symptom	fluid	level-insufficient fluid
Commodity	assis-serv	ice brakes-master	cylinder/booster	Symptom	funct	ion-malfunction/inoperative
Significant Event	drobboost			Verified	N	
Tread Information						
Tread Category Code	03		Tre	ead Category Description	service	brakes
Reported in Tread Quarter	Q2 2010			2 7 1		
Report Details						
Source Claim Key	no	00676849		Warranty Component Clas	ification	
Bource Claim Rey		70070047		WCC)	, incution	
Corporate Product Systems Class (CPSC)	sification			Time in Service		16
Customer Condition Code				V Function Group (VFG)		
Source System Program Type				Repair/Report/Paid Date		24-Jun-2010
Version Series Code				Load Date		27 -Jun-2010
Causal Part Prefix- Base - Suffix				Dealer Code		70623
Causal Part Name	un	ıknown		Dealer Name		LAIRD NOLLER MAZDA
Non Causal Part Prefix-Base-Suffi				Dealer City		LAWRENCE
Non Causal Part Numbers				Dealer State/Province		KS
Fault Code				Dealer Country		USA
Diagonstic Trouble Code				Dealer Phone Number		7858433500
Labor Operation Code				Attachment		
Communication Type				VOQ Component Description	Code	
Maintenance Date	18	3 -Jul-2010				
Customer						
Comment						
Technician I H 06/24/10 I	I OW BRA	KE ELUD(MASTER C	YI /BOOSTER)	CUSTOMER STATES HAS	TOAD	D BRAKE FLUID TO RESERVOIR HAS
		NABLE TO LOCATE FL			TOME	BRAKE LEGID TO RESERVOIR III IS
INOT DOTEIC	AILD, OF	VABLE TO LOCATE TE	OID LEAK Tepta	ced brake booster		
C Q I S						
Recommendations						
Tire Information						
Tire Manufacturer	Unknown		Tir	e Size	Unkno	wn
Tire Brand Series			W	neel		
DOT Left Front				OT Right Front		
DOT Left Rear				OT Right Rear		
DOT Left Inner			DC	OT Right Inner		
DOT Spare						
Vehicle Information						
VIN	JM3TB38A	X390	En	gine Serial Number	CA 10:	256473
Model Year	2009			gine Description		V-DAMB PFI V6 NA GAS
		ΓΟ TRANS AISIN F21	Ve	hicle Description	CX-9	
	Unknown			ive Line	ALL 4	WHEEL LEFT HAND DRIVE
	25-Jul-2008			tail Sale Indicator Code		
	HIROSHIN	MA ASSEMBLY PLANT		aquired Vehicle		
Build Region				arranty Start Date	30-Ma	r-2009
Build Country Code	.=			nsmission Serial Number		
	17999		Ve	hicle Axle Ratio		
Vehicle Restraint Code						

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**Report Detail** 

ECI Record	6204527	69	Source Code	MAZDA Hotline	
Commodity As	Commodity Assignment				
Commodity		vice brakes—	Symptom	leak-fluid	
Commodity	chassis-ser	vice brakes—	Symptom	no keyword found	
Commodity	chassis-se	rvice brakes-master cylinder	r/booster/Symptom	function-malfunction/inoperative	
	hydroboos	t—			
Commodity	chassis-se		r/booster/Symptom	leak-fluid	
	hydroboos	•	J. P.		
Significant Event	ily di 00003		Verified	N	
Tread Informat	tion		, ermeu	, , , , , , , , , , , , , , , , , , ,	
Tread Category Code	03		Tread Category Description	service brakes	
Reported in Tread Quart	ter Q2 2010				
Report Details					
Source Claim Key		000676989	Warranty Component Clas	ssification	
			(WCC)		
Corporate Product Syst	ems Classification		Time in Service	16	
(CPSC)	cins Classification		Time in Service	10	
Customer Condition Co	de		V Function Group (VFG)		
Source System Program			Repair/Report/Paid Date	25-Jun-2010	
Version Series Code	Турс		Load Date	27 -Jun-2010	
Causal Part Prefix- Base	- Suffix		Dealer Code	23944	
Causal Part Name	- Sullix	unknown	Dealer Name	ROYAL PALM MAZDA	
Non Causal Part Prefix-	Race-Suffix	ulikilowii	Dealer City	ROYAL PALM BEACH	
Non Causal Part Numbe			Dealer State/Province	FL	
Fault Code	7.5		Dealer Country	USA	
Diagonstic Trouble Cod	P		Dealer Phone Number	5613707170	
Labor Operation Code			Attachment	3013707170	
Communication Type			VOQ Component Description	n Code	
Maintenance Date		04 -Jul-2010	voq component Bescription	n code	
Customer Comment					
Technician Comment	IC 6/25/10 DD A I	ZE EL LUD LEAV*MACTED/DOO	CTED C/C THAT THERE IS DRAW!	E ELLID LEAVING CALLED EOD TCD # raplace	
			SIER C/S ITAI ITERE IS BRAKI	E FLUID LEAKING. CALLED FOR TSB # replace	
	master cylinder a	nd booster			
C Q I S					
Recommendations					
Tire Information	nn				
Tire Manufacturer	Unknow	n	Tire Size	Unknown	
Tire Brand Series	Ulikilow		Wheel	UIKIIUWII	
DOT Left Front			DOT Right Front		
DOT Left Rear			DOT Right Front		
DOT Left Inner			DOT Right Inner		
DOT Spare			DOT RIGHT HINCE		
	4.				
Vehicle Information					
VIN	JM3TB2	8A69U	Engine Serial Number	CA 10266655	
Model Year	2009	LITO TO AND AIGNIEST	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS	
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX-9	
Body Cab Style	Unknow		Drive Line	2 WHL L/H FRONT DRIVE	
Production Date	05-Aug-	2008 IIMA ASSEMBLY PLANT-JAPAN	Retail Sale Indicator Code		
Plant Description	HIKOSH	IIIVIA ASSEIVIDLI PLANI-JAPAN		16 Mar 2000	
Build Region			Warranty Start Date	16-Mar-2009	
Build Country Code	17523		Transmission Serial Number Vehicle Axle Ratio		
Mileage Vehicle Restraint Code	17323		venicie Axie Kano		
venicie Kestranii Code					

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**Report Detail** 

ECI Record	6204529	35	Source Code	MAZI	DA Hotline	
Commodity Assignm	Commodity Assignment					
		vice brakes—	Symptom	leak-	-fluid	
		sis-service brakes— Symptom		no k	eyword found	
	hassis-se		ster/Symptom		tion-malfunction/inoperative	
· ·	vdroboos	·				
	hassis-se		ster/Symptom	no k	eyword found	
3			ster/bymptom	IIO K	cy word round	
	ydroboos	<del>[</del>	VI 'C 1	N.T		
Significant Event			Verified	N		
Tread Information						
Tread Category Code	03		Tread Category Description	servic	e brakes	
Reported in Tread Quarter	Q2 2010			•		
Report Details						
Source Claim Key		000677167	Warranty Component Classi	ification	n	
120)		~~~~'	(WCC)			
Corporate Product Systems Clas	ecification		Time in Service		39	
1	ssilication		Time III Service		) <sup>3</sup>	
(CPSC)			V English C (VEC)			
Customer Condition Code			V Function Group (VFG)		20 1 2010	
Source System Program Type		4.4.100	Repair/Report/Paid Date		28-Jun-2010	
Version Series Code		AAAMR	Load Date		04 -Jul-2010	
Causal Part Prefix- Base - Suffix			Dealer Code		70941	
Causal Part Name	20	unknown	Dealer Name		BLUE RIDGE MAZDA	
Non Causal Part Prefix-Base-Suf	ΠX		Dealer City		LEES SUMMIT	
Non Causal Part Numbers			Dealer State/Province		MO	
Fault Code			Dealer Country		USA	
Diagonstic Trouble Code			Dealer Phone Number		8164346040	
Labor Operation Code			Attachment			
Communication Type			VOQ Component Description	Code		
Maintenance Date		26 -Jul-2010				
Customer Comment						
	I D 06/28	/10 MASTER ELUID LEAK INSIDE T	THE ROOSTER ENOUIRING	renlace	d mastercylinder and booster and hose test	
	drove	TO MASTER LEGID LEAR INSIDE I	THE BOOSTER ENQUIRING	гергаес	a mastereyimaer and booster and nose test	
	urove					
CQIS Recommendations						
Tire Information						
Tire Manufacturer	Unknow	n	Tire Size	Unkno	own	
Tire Brand Series			Wheel			
DOT Left Front			DOT Right Front			
DOT Left Rear			DOT Right Rear			
DOT Left Inner			DOT Right Inner			
DOT Spare			-8			
Vehicle Information						
VIN	ТМЭТВЭ	20.7070	Engine Coriel Number	CV 20	00644	
	JM3TB3	017/0	Engine Serial Number	CY 20		
Model Year	2007	LITO TO ANG AIGIN FOI	Engine Description		V DOHC VCT SMPI V6 GAS	
Transmission		UTO TRANS AISIN F21	Vehicle Description Drive Line	CX-9	WHEEL LEFT HAND DRIVE	
Body Cab Style		5 DOOR LIGHT TRUCK		ALL 4	+ WILEL LEFT HAND DRIVE	
Production Date	25-Jan-2		Retail Sale Indicator Code			
Plant Description	HIKUSH	IIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	16 4	2007	
Build Region			Warranty Start Date	16-Ap	or-2007	
Build Country Code	45452		Transmission Serial Number			
Mileage	45453		Vehicle Axle Ratio			
Vehicle Restraint Code						

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**Report Detail** 

ECI Record	6204547	22	Source Code	MAZDA Hotline
Commodity Assignment				
		vice brakes—	Symptom	fluid level-insufficient fluid
		vice brakes—	Symptom	no keyword found
	nassis-se		oster/Symptom	fluid level-insufficient fluid
· ·	vdroboosi		7 F	
	nassis-se		oster/Symptom	function-malfunction/inoperative
· ·			ster/Symptom	runction-manufiction/moperative
	ydroboosi			
	nassis-se		oster/Symptom	leak-fluid
	ydroboosi	t—		
Significant Event			Verified	N
Tread Information				
	03		Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2010		fread Category Description	Service brakes
Reported in Tread Quarter	Q3 2010			
Report Details				
Source Claim Key		000679119	Warranty Component Class	sification
			(WCC)	
Corporate Product Systems Clas	sification		Time in Service	9
	omeanon		Time in Service	
(CPSC)			V. Evention Crown (VEC)	
Customer Condition Code			V Function Group (VFG)	12 1-1 2010
Source System Program Type			Repair/Report/Paid Date	12-Jul-2010
Version Series Code			Load Date	18 -Jul-2010
Causal Part Prefix- Base - Suffix			Dealer Code	34638
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name	OXMOOR MAZDA
Non Causal Part Prefix-Base-Suff	ix		Dealer City	LOUISVILLE
Non Causal Part Numbers			Dealer State/Province	KY
Fault Code			Dealer Country	USA
Diagonstic Trouble Code			Dealer Phone Number	5028943425
Labor Operation Code			Attachment	
Communication Type			1 Code	
Maintenance Date		15 -Aug-2010		
Customer Comment				
	I OW DD	AVE ELLID*DOOCTED MACTED C/S	DDAVELICHT ON CALLED	FOR INFORMATION-NO LEAKS FLOUND, m-
JC 7/12/10 1			BRAKE LIGHT ON, CALLEL	FOR INFORMATION-NO LEAKS FLOUND. III-
Cyl leaking i	into brake	e booster. installed new booster/m-cyl		
C Q I S				
Recommendations				
Tire Information				
	II I		Trian Cian	Hala and
Tire Manufacturer	Unknow	<u> </u>	Tire Size	Unknown
Tire Brand Series			Wheel	
DOT Left Front			DOT Right Front	
DOT Left Rear			DOT Right Rear	
DOT Left Inner			DOT Right Inner	
DOT Spare				
Vehicle Information				
VIN	ЈМ3ТВ2	8A990	Engine Serial Number	CA 10286991
Model Year	2009	011/70	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknow		Drive Line	2 WHL L/H FRONT DRIVE
Production Date	16-Feb-2			Z WIIL L/H FRONT DRIVE
Plant Description		IIMA ASSEMBLY PLANT-JAPAN	Retail Sale Indicator Code	
	HKOSH	IIIVIA ASSENIDLI PLANT-JAPAN	Reaquired Vehicle	24 Oct 2000
Build Region			Warranty Start Date Transmission Serial Number	24-Oct-2009
Build Country Code	19251			
Mileage	18251		Vehicle Axle Ratio	
Vehicle Restraint Code				

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Open Date	07/13/2010
Sequence Number	00406
ECI Record Id620455011	
Source Code MAZDA Hotline	Source Claim #000679437

Symptom Information		
	fluid level-insufficient fluid	Symptom Code 2 eak-fluid
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Report Details			
Customer/Contact First		Dealer Name	ORANGE MAZDA
Name			
Customer/Contact Last		Dealer Code	50166
Name			
Customer/Contact City		Dealer City	ALBANY
Customer/Contact State		Dealer State	NY
Comment Type	05	Attachements	
Customer			
Comments			
Technician DR 07	/13/10 LOW BRAKE FLUID,NO VISIE	BLE LEAKS VEHI	CLE LOOSING BRAKE FLUID,LOW
Comments LEVEL	.,NO VISIBLE LEAKS LOOSES FLUID	replaced booster	r and master —good
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VIN <sub>J</sub> M3TB38V480	Engine Unknown
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 16955
Production Date 09-Apr-2008	Warranty Start Date 01-Dec-2008

Open Date	07/26/2010
Sequence Number	00412
ECI Record Id 620456667	
Source Code MAZDA Hotline	Source Claim #000681240

Symptom Information			
Symptom Code 1		Symptom Code 2	mod-codes found
Symptom Code 3	no keyword found	Symptom Code 4	function-malfunction/inoperative
Original Symptom 1		Original Symptom 2	
Causal Component	Unknown Unknown		
Base			

Report Details	
Customer/Contact First	Dealer Name PEARSON MAZDA
Name	
Customer/Contact Last	Dealer Code 23846
Name	
Customer/Contact City	Dealer City RICHMOND
Customer/Contact State	Dealer State VA
Comment Type 05	Attachements
Customer	
Comments	
	7 BRAKE FLUID IS BELOW THE MIN.,NO EXTERNAL LEAKS
Comments DL STS HAS CHECK FOR LEA	AKS FOUND FLUID LEAKING INTO MASTER CYLINDER.
REPLACE BRAKE BOOSTER AND	MASTER CYLINDER.
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB38A480	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 21946
Production Date 10-Mar-2008	Warranty Start Date 24-Oct-2008

Open Date	07/28/2010
Sequence Number	00414
ECI Record Id 620457106	
Source Code MAZDA Hotline	Source Claim #000681705

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	mod-indicator light/warning chime
			on
Symptom Code 3	misaligned/out of position/adjustment/	Symptom Code 4	function-malfunction/inoperative
	poor fit		
Symptom Code 5		Symptom Code 6	loose
Symptom Code 7			
Original Symptom 1		Original Symptom 2	
	NOT PROVIDED BY SOURCE		
Base			

Report Details		
Customer/Contact First		Dealer Name OPEN ROAD MAZDA OF
Name		MORRISTOWN
Customer/Contact Last		Dealer Code 51614
Name		
Customer/Contact City		Dealer City MORRISTOWN
Customer/Contact State		Dealer State NJ
Comment Type	05	Attachements
Customer		
Comments		
Technician <mark>LH 07/28</mark>	8/10 ABS/TCS LIGHT,LOW BRAKE F	FLUID LOW BRAKE FLUID, ABS AND TCS LIGHT ON
Comments NO EXTERNAL FLUID LEAKS, BRAKE FLUID LOW CONNECT AND DISCONNECT IDS C1327		
BRAKE FLUID LEVEL LOW, U2064 WARNING INDICATOR REQUESTED BY ANOTHER		
CONTROL MODULE AND U0140 LOST COMMUNICATION WITH BCM. TECH FOUND BRAKE		
		SING LIGHTS TO APPEAR ON DASH. TECH FOUND
		ASTER CYLINDER INTO BRAKE BOOSTER. CALLED
TECH HOTLINE AND SPOKE CORRECTION REMOVED AND REPLACED BRAKE MASTER		
CYLINDER AND BRAKE BOOSTER. RESECURED AND REFILLED F		
	ER AND BRAKE BOOSTER. RESEC	UKED AND REFILLED F
C Q I S		
Recommendation		
Comments		

vehicle information	
VINJM3TB38V780	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 20329
Production Date 20-May-2008	Warranty Start Date 11-Feb-2009

Open Date	07/30/2010
Sequence Number	00416
ECI Record Id 620457390	
Source Code MAZDA Hotline	Source Claim #000682010

Symptom Information	
Symptom Code 1 mod-location-interior	Symptom Code 2 nvh-noisy operation
Symptom Code 3 leak-loss of vacuum	
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details	
Customer/Contact First	Dealer Name DELRAY MAZDA
Name	
Customer/Contact Last	Dealer Code 23855
Name	
Customer/Contact City	Dealer City DELRAY BEACH
Customer/Contact State	Dealer State FL
Comment Type 03	Attachements
Customer	
Comments	
	S FROM DASH C/STATES BRAKE SQUEEK TECH HAS
Comments CALLED ABOUT A CONCERN OF BR	RAKE SQUEEK TECH HAS CALLED AFTER FINDING A VAC
LEAK FROM BOOSTER	
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB28A780	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 27141
Production Date 30-Jun-2008	Warranty Start Date 25-Aug-2008

Open Date	08/02/2010
Sequence Number	00417
ECI Record Id 620457669	
Source Code MAZDA Hotline	Source Claim #000682308

Symptom Information			
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 no keyword found		
Symptom Code 3 eak-fluid			
Original Symptom 1	Original Symptom 2		
Causal Component Unknown Unknown			
Base			

Report Details	
Customer/Contact First	Dealer Name MAZDA SOUTH
Name	
Customer/Contact Last	Dealer Code 34491
Name	
Customer/Contact City	Dealer City AUSTIN
Customer/Contact State	Dealer State TX
Comment Type 05	Attachements
Customer	
Comments	
Technician TY 8/2/10 BRAKE LIGHT ON	TECH STS BRAKE LIGHT ON AND FLUID IS LOW. TECH STS
Comments BRAKE LIGHT ON AND FLUI	ID IS LOW. UN13 J8183 found master cyld. leaking into the brake
booster.	
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB28A980	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 9638
Production Date 22-Apr-2008	Warranty Start Date 01-Nov-2008

Open Date	08/10/2010
Sequence Number	00419
ECI Record Id620458763	
Source Code MAZDA Hotline	Source Claim #000683481

Symptom Information		
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3	leak-fluid	
Original Symptom 1		Original Symptom 2
Causal Component	NOT PROVIDED BY SOURCE	
Base		

Report Details			
Customer/Contact Firs	st	Dealer Name JOHN HOLTZ MAZDA	
Name			
Customer/Contact Las	st	Dealer Code 51476	
Name			
Customer/Contact City		Dealer City ROCHESTER	
Customer/Contact State		Dealer State NY	
Comment Type	05	Attachements	
Customer			
Comments			
Technician TY 8/1	TY 8/10/10 BRAKE FLUID LOW TECH STS BRAKE FLUID LOW TECH STS BRAKE FLUID LOW,		
Comments THEY	THEY REFILLED FLUID DO NOT SEE ANY LEAKS. PU04 J0224 replaced brake booster and		
maste	master cyl. fluid leaking onto booster.		
CQIS			
Recommendation			
Comments			

venicle information	
VINJM3TB38V780	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 31633
Production Date 08-Apr-2008	Warranty Start Date 17-Oct-2008

Open Date	08/12/2010
Sequence Number	00422
ECI Record Id 620459127	
Source Code MAZDA Hotline	Source Claim #000683872

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 misaligned/out of position/
	adjustment/poor fit
Symptom Code 3 mod-codes found	Symptom Code 4 no keyword found
Symptom Code 5 function-malfunction/inoperative	Symptom Code 6 leak-fluid
Original Symptom 1	Original Symptom
	2
Causal Component Unknown Unknown	
Base	

Report Details			
Customer/Contact First		Dealer Name	EICH MAZDA
Name			
Customer/Contact Last		Dealer Code	10803
Name			
Customer/Contact City		Dealer City	
Customer/Contact State		Dealer State	
Comment Type	05	Attachements	
Customer			
Comments			
	12/10 (CHAT)LOW BRK FLUID,C132		
	LOW. NO LEAKS FOUND INQUIRING		
	FROM MASTER CYLINDER. BRAKE FLUID WAS LEAKING INTO BRAKE BOOSTER. INSTALL		
NEW B	RAKE BOOSTER AND MASTER CYL	INDER. PERFRO	M POWER BLEED.
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38A280	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 23050
Production Date 30-Jun-2008	Warranty Start Date 20-Aug-2008

Open Date	08/12/2010
Sequence Number	00424
ECI Record Id 620459267	
Source Code MAZDA Hotline	Source Claim #000684025

Symptom Information	
Symptom Code 1 leak-fluid	Symptom Code 2 mod-indicator light/warning chime
	on
Symptom Code 3 function-malfunction/inoperative	Symptom Code 4 function-steering/brake ineffective
Symptom Code 5 no keyword found	
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details			
Customer/Contact First		Dealer Name	HILTON HEAD MAZDA
Name			
Customer/Contact Last		Dealer Code 2	23903
Name			
Customer/Contact City		Dealer City	HARDEEVILLE
Customer/Contact State		Dealer State	SC
Comment Type	05	Attachements	
Customer			
Comments			
Technician JC 8/12	2/10 LOSS OF BRAKE FLUID*MAST	ER/BOOSTER C/	S THAT THE ABS/TBS LIGHT ON.
Comments FOUND	BRAKE FLUID IN THE BOOSTER	found brake fluid	entering the brake booster from the
master of	cylinder. replaced the brake booster a	nd master cylinder	for correction.
C Q I S		-	
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28A380	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 20700
Production Date 22-Feb-2008	Warranty Start Date 04-Apr-2009

Open Date	08/13/2010
Sequence Number	00425
ECI Record Id 620459424	
Source Code MAZDA Hotline	Source Claim #000684193

Symptom Information	
Symptom Code 1 leak-fluid	Symptom Code 2 mod-codes found
Symptom Code 3 mod-indicator light/warning chime on	Symptom Code 4 fluid level-insufficient fluid
Symptom Code 5 function-malfunction/inoperative	Symptom Code 6 pedal concerns-service brake
	pedal
Original Symptom 1	Original Symptom 2
Causal Component NOT PROVIDED BY SOURCE	
Base	

Report Details			
Customer/Contact	t First	Dealer Name	MAZDA OF OAKLAND
Name			
Customer/Contact	t Last	Dealer Code	42069
Name			
Customer/Contact (	City	Dealer City	OAKLAND
Customer/Contact S	State	Dealer State	CA
Comment Type	05	Attachements	
Customer			
Comments			
			STATES THE TCS& ABS MIL WERE
	·		AKE FLUID LEVEL IS LOW IN THE
	MASTER AND THERE IS NO EXTI	ERNAL LEAKS. HE FOUND	THE FLUID IS LEAKING OUT THE
	BACK OF THE MASTERCYL INT	O THE BOOSTER. HE IS	ASKING WHETHER HE SHOULD
	REPLACE THE BOOSTER ORJU	ST CLEAN IT OUT replac	e brake master cylinder and power
	booster		
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38V380	Engine Unknown
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 20758
Production Date 06-May-2008	Warranty Start Date 14-Sep-2008



**Report Detail** 

ECI Record 6	5204594	45	Source Code	MAZD	A Hotline
Commodity Assignment					
Commodity cha	assis-ser	vice brakes—	Symptom	no ke	yword found
Commodity cha	assis-ser	vice brakes-abs/traction control-abs modu	lle- Symptom	leak-	fluid
	chassis-service brakes-abs/traction control-abs module				indicator light/warning chime on
Commodity chassis-service brakes-master cylinder/booster			ster/Symptom		ion-malfunction/inoperative
hydroboost—					
Significant Event			Verified	N	
Tread Information					
Tread Category Code 0	)3		Tread Category Description	service	brakes
	<del>33 2010</del>		fred Category Description	pervice	oranes
	25 2010				
Report Details		000000000	***		
Source Claim Key		000684217	Warranty Component Class (WCC)	ification	
Corporate Product Systems Classi	ification		Time in Service		15
(CPSC)					
Customer Condition Code			V Function Group (VFG)		
Source System Program Type					16 Aug 2010
			Repair/Report/Paid Date		16-Aug-2010
Version Series Code			Load Date		22 -Aug-2010
Causal Part Prefix- Base - Suffix			Dealer Code		61561
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name		OAK LAWN MAZDA
Non Causal Part Prefix-Base-Suffix	X		Dealer City		OAK LAWN
Non Causal Part Numbers			Dealer State/Province		IL
Fault Code			Dealer Country		USA
					7002227700
Diagonstic Trouble Code			Dealer Phone Number		7082337700
Diagonstic Trouble Code Labor Operation Code			Attachment		/082337700
Diagonstic Trouble Code Labor Operation Code Communication Type					7082337700
Diagonstic Trouble Code Labor Operation Code		26 -Sep-2010	Attachment		7082557700
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date		26 -Sep-2010	Attachment		7082557700
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r		26 -Sep-2010	Attachment		7082537700
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment		<u> </u>	Attachment VOQ Component Description	Code	
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date  C u s t o m e r Comment T e c h n i c i a n RM 08/16/10		<u> </u>	Attachment VOQ Component Description	Code	AKE MASTER LEAK. FOUND BRAKE
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment T e c h n i c i a n RM 08/16/10	ABS/TO	<u> </u>	Attachment VOQ Component Description  CH STATES ABS/TCS LIGHT	Code	
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date  C u s t o m e r Comment T e c h n i c i a n Comment	ABS/TO	CS LIGHT ON B/MASTER LEAK TEC	Attachment VOQ Component Description  CH STATES ABS/TCS LIGHT	Code	
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date  C u s t o m e r Comment T e c h n i c i a n Comment	ABS/TO	CS LIGHT ON B/MASTER LEAK TEC	Attachment VOQ Component Description  CH STATES ABS/TCS LIGHT	Code	
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date  C u s t o m e r Comment T e c h n i c i a n Comment C Q I S Recommendations	ABS/TO	CS LIGHT ON B/MASTER LEAK TEC	Attachment VOQ Component Description  CH STATES ABS/TCS LIGHT	Code	
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date  C u s t o m e r Comment T e c h n i c i a n Comment C Q I S Recommendations  Tire Information	ABS/TC LL OF B	CS LIGHT ON B/MASTER LEAK TEC RAKE FLUID. REPLACED MASTER /	Attachment VOQ Component Description CH STATES ABS/TCS LIGHT AND BOOSTER	Code ON BRA	AKE MASTER LEAK. FOUND BRAKE
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date  C u s t o m e r Comment T e c h n i c i a n Comment C Q I S Recommendations  Tire Information Tire Manufacturer	ABS/TO	CS LIGHT ON B/MASTER LEAK TEC RAKE FLUID. REPLACED MASTER /	Attachment VOQ Component Description  CH STATES ABS/TCS LIGHT AND BOOSTER  [Tire Size	Code	AKE MASTER LEAK. FOUND BRAKE
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date  C u s t o m e r Comment T e c h n i c i a n Comment C Q I S Recommendations  Tire Information Tire Manufacturer Tire Brand Series	ABS/TC LL OF B	CS LIGHT ON B/MASTER LEAK TEC RAKE FLUID. REPLACED MASTER /	Attachment VOQ Component Description  CH STATES ABS/TCS LIGHT AND BOOSTER  Tire Size Wheel	Code ON BRA	AKE MASTER LEAK. FOUND BRAKE
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date  C u s t o m e r Comment T e c h n i c i a n Comment BOOTER FUL C Q I S Recommendations  Tire Information  Tire Manufacturer Tire Brand Series DOT Left Front	ABS/TC LL OF B	CS LIGHT ON B/MASTER LEAK TEC RAKE FLUID. REPLACED MASTER /	Attachment VOQ Component Description  CH STATES ABS/TCS LIGHT AND BOOSTER  Tire Size Wheel DOT Right Front	Code ON BRA	AKE MASTER LEAK. FOUND BRAKE
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date  C u s t o m e r Comment T e c h n i c i a n Comment C Q I S Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear	ABS/TC LL OF B	CS LIGHT ON B/MASTER LEAK TEC RAKE FLUID. REPLACED MASTER /	Attachment VOQ Component Description  CH STATES ABS/TCS LIGHT AND BOOSTER  Tire Size Wheel DOT Right Front DOT Right Rear	Code ON BRA	AKE MASTER LEAK. FOUND BRAKE
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date  C u s t o m e r Comment T e c h n i c i a n Comment C Q I S Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner	ABS/TC LL OF B	CS LIGHT ON B/MASTER LEAK TEC RAKE FLUID. REPLACED MASTER /	Attachment VOQ Component Description  CH STATES ABS/TCS LIGHT AND BOOSTER  Tire Size Wheel DOT Right Front	Code ON BRA	AKE MASTER LEAK. FOUND BRAKE
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date  C u s t o m e r Comment T e c h n i c i a n Comment C Q I S Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear	ABS/TC LL OF B	CS LIGHT ON B/MASTER LEAK TEC RAKE FLUID. REPLACED MASTER /	Attachment VOQ Component Description  CH STATES ABS/TCS LIGHT AND BOOSTER  Tire Size Wheel DOT Right Front DOT Right Rear	Code ON BRA	AKE MASTER LEAK. FOUND BRAKE
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date  C u s t o m e r Comment T e c h n i c i a n Comment C Q I S Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare	ABS/TC LL OF B	CS LIGHT ON B/MASTER LEAK TEC RAKE FLUID. REPLACED MASTER /	Attachment VOQ Component Description  CH STATES ABS/TCS LIGHT AND BOOSTER  Tire Size Wheel DOT Right Front DOT Right Rear	Code ON BRA	AKE MASTER LEAK. FOUND BRAKE
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date  C u s t o m e r Comment T e c h n i c i a n Comment BOOTER FUL C Q I S Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information	ABS/TC	CS LIGHT ON B/MASTER LEAK TEC RAKE FLUID. REPLACED MASTER A	Attachment VOQ Component Description  CH STATES ABS/TCS LIGHT AND BOOSTER  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner	ON BRA	AKE MASTER LEAK. FOUND BRAKE
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date  C u s t o m e r Comment T e c h n i c i a n Comment BOOTER FUL C Q I S Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN	ABS/TC LL OF B Unknown	CS LIGHT ON B/MASTER LEAK TEC RAKE FLUID. REPLACED MASTER A	Attachment VOQ Component Description  CH STATES ABS/TCS LIGHT AND BOOSTER  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number	ON BRA	wn 256763
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date  C u s t o m e r Comment	ABS/TC LL OF B Jnknown	CS LIGHT ON B/MASTER LEAK TEC RAKE FLUID. REPLACED MASTER /	Attachment VOQ Component Description  CH STATES ABS/TCS LIGHT AND BOOSTER  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description	ON BRA	AKE MASTER LEAK. FOUND BRAKE
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date  C u s t o m e r Comment T e c h n i c i a n Comment C Q I S Recommendations  Tire Information  Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information  J Model Year Transmission  Joba Maintenance Code RM 08/16/10 RM 08/16/1	ABS/TC LL OF B Unknown	CS LIGHT ON B/MASTER LEAK TEC RAKE FLUID. REPLACED MASTER /	Attachment VOQ Component Description  CH STATES ABS/TCS LIGHT AND BOOSTER  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description	ON BRA	WIND STER LEAK. FOUND BRAKE
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date  C u s t o m e r Comment T e c h n i c i a n Comment BOOTER FUI C Q I S Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style	ABS/TC LL OF B Unknown	ES LIGHT ON B/MASTER LEAK TEC RAKE FLUID. REPLACED MASTER A	Attachment VOQ Component Description  CH STATES ABS/TCS LIGHT AND BOOSTER  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line	ON BRA	wn 256763
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date  C u s t o m e r Comment T e c h n i c i a n Comment BOOTER FUL C Q I S Recommendations  Tire Information  Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Production Date	ABS/TC LL OF B Unknown	ES LIGHT ON B/MASTER LEAK TEC RAKE FLUID. REPLACED MASTER A INC. STATE OF THE STATE	Attachment VOQ Component Description  CH STATES ABS/TCS LIGHT AND BOOSTER  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Vehicle Description Drive Line Retail Sale Indicator Code	ON BRA	WIND STER LEAK. FOUND BRAKE
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date  C u s t o m e r Comment T e c h n i c i a n Comment C Q I S Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Rear DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description	ABS/TC LL OF B Unknown	ES LIGHT ON B/MASTER LEAK TEC RAKE FLUID. REPLACED MASTER A	Attachment VOQ Component Description  CH STATES ABS/TCS LIGHT AND BOOSTER  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	CA 10: 3.7L 4 CX-9 2 WHI	WIND STATE STATE OF THE STATE O
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date  C u s t o m e r Comment	ABS/TC LL OF B Unknown	ES LIGHT ON B/MASTER LEAK TEC RAKE FLUID. REPLACED MASTER A INC. STATE OF THE STATE	Attachment VOQ Component Description  CH STATES ABS/TCS LIGHT AND BOOSTER  Tire Size Wheel DOT Right Front DOT Right Front DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	ON BRA	WIND STATE STATE OF THE STATE O
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date  C u s t o m e r Comment T e c h n i c i a n Comment C Q I S Recommendations  Tire Information  Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information  VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code	ABS/TC LL OF B Jnknown M3TB2: 2009 5 SPD Al Jnknown 25-Jul-2C	ES LIGHT ON B/MASTER LEAK TEC RAKE FLUID. REPLACED MASTER A INC. STATE OF THE STATE	Attachment VOQ Component Description  CH STATES ABS/TCS LIGHT AND BOOSTER  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	CA 10: 3.7L 4 CX-9 2 WHI	WIND STATE STATE OF THE STATE O
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date  C u s t o m e r Comment T e c h n i c i a n Comment C Q I S Recommendations  Tire Information  Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information  VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code	ABS/TC LL OF B Unknown	ES LIGHT ON B/MASTER LEAK TEC RAKE FLUID. REPLACED MASTER A INC. STATE OF THE STATE	Attachment VOQ Component Description  CH STATES ABS/TCS LIGHT AND BOOSTER  Tire Size Wheel DOT Right Front DOT Right Front DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	CA 10: 3.7L 4 CX-9 2 WHI	WIND STATE STATE OF THE STATE O

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Open Date	08/18/2010
Sequence Number	00426
ECI Record Id 620459877	
Source Code MAZDA Hotline	Source Claim #000684686

Symptom Information			
	luid level-insufficient fluid	Symptom Code 2	
	mod-indicator light/warning chime on	Symptom Code 4	function-malfunction/inoperative
Symptom Code 5			
Original Symptom 1		Original Symptom 2	
Causal Component	NOT PROVIDED BY SOURCE		
Base			

Report Details			
Customer/Contact Firs	t	Dealer Name	RAMSEY MAZDA
Name			
Customer/Contact Las	t	Dealer Code	70533
Name			
Customer/Contact City		Dealer City	URBANDALE
Customer/Contact State		Dealer State	IA
Comment Type	05	Attachements	
Customer			
Comments			
	3/10 MIL ON C1327 P0607 TECH STS	·	
	327, LOW BRAKE FLUID. THE HAVE		
THE N	UMBERS. for dtc p0607 reprogramme	d pcm. for dtc c13	327 replaced leaking master cylinder
and bra	ke booster.		
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38A480	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 21740
Production Date 29-May-2008	Warranty Start Date 31-Oct-2008



**Report Detail** 

ECI Record 62046	1170 Sc	ource Code N	MAZDA Hotline
Commodity Assignment			
	service brakes—	Symptom	fluid level-insufficient fluid
	service brakes—	Symptom	mod-codes found
	service brakes-abs/traction control-abs module-		fluid level-insufficient fluid
	service brakes-abs/traction control-abs module-		misaligned/out of position/adjustment/poor fit
	service brakes-abs/traction control-abs module-		mod-codes found
Commodity chassis-s	service brakes-caliper/wheel cylinder—	Symptom	no keyword found
Commodity chassis-	service brakes-master cylinder/booste	r/Symptom	fluid level-insufficient fluid
hydrobo	ost—		
Commodity chassis-	service brakes-master cylinder/booste	r/Symptom	function-malfunction/inoperative
hydrobo			_
Commodity chassis-	service brakes-master cylinder/booste	r/Symptom	mod-codes found
hydrobo	ost—		
Significant Event		Verified	N
Tread Information			,
Tread Category Code 03	Te	read Category Description   s	ervice brakes
Reported in Tread Quarter Q3 20		ead Category Description S	ervice brakes
Report Details			
Source Claim Key		Warranty Component Classific	cation
		(WCC)	
Corporate Product Systems Classificati	on	Time in Service	17
(CPSC)			
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	26-Aug-2010
Version Series Code		Load Date	29 -Aug-2010
Causal Part Prefix- Base - Suffix		Dealer Code	34638
Causal Part Name		Dealer Name	OXMOOR MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	LOUISVILLE
Non Causal Part Numbers Fault Code		Dealer State/Province	KY USA
Diagonstic Trouble Code		Dealer Country Dealer Phone Number	5028943425
Labor Operation Code		Attachment	5028943423
Communication Type		VOQ Component Description Co	nde
Maintenance Date	05 -Sep-2010	vo Q component Bescription et	Suc
	and the second s		
Customer			
Comment			
			IGHT, LOW BRAKE FLUID DTC C1327 NO
Comment FLUID LEAKS AT	CALIPERS REPLACED BRAKE MASTER C	CYLINDER AND BOOSTER	
CQIS			
Recommendations			
Tire Information			
Tire Manufacturer Unkno	NUM ED.	re Size	Jnknown
Tire Brand Series		heel	JIKIIUWII
DOT Left Front	The state of the s	OT Right Front	
DOT Left Rear		OT Right Front	
DOT Left Inner		OT Right Inner	
DOT Spare		.8	
*			
Vehicle Information	D20 + 000		1. 10000001
			CA 10287871
Model Year 2009			.7L 4V-DAMB PFI V6 NA GAS
			XX-9
Body Cab Style Unknown Production Date 02-Ma		rive Line 2 etail Sale Indicator Code	WHL L/H FRONT DRIVE
		eaguired Vehicle	
Build Region			7-Apr-2009
Build Country Code		ransmission Serial Number	7 11pt 2007
Mileage 26571		chicle Axle Ratio	
Vehicle Restraint Code		Tano Tano	

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Open Date	08/31/2010
Sequence Number	00431
ECI Record Id620461717	
Source Code MAZDA Hotline	Source Claim #000686711

Symptom Information	
Symptom Code 1 fluid level-insufficient fluid	Symptom Code 2 eak-fluid
Symptom Code 3 no keyword found	
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	·
Base	

Report Details		
Customer/Contact Firs	it .	Dealer Name CENTENNIAL MAZDA
Name		
Customer/Contact Las	t	Dealer Code 42146
Name		
Customer/Contact City		Dealer CityLAS VEGAS
Customer/Contact State		Dealer State NV
Comment Type	03	Attachements
Customer Comments		
Technician Comments	.D 08/31/10 BRAKE FLUID LEAK	S(B/MASTER) THE RESERVOIR IS EMPTY NO
E	EXTERNAL LEAKS	
CQIS Recommendation		
Comments		

Vehicle Information	
VINJM3TB28V080	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 30334
Production Date 08-Apr-2008	Warranty Start Date 14-Jun-2008

Open Date	09/16/2010
Sequence Number	00443
ECI Record Id 620464036	
Source Code MAZDA Hotline	Source Claim #000689212

Symptom Information		
Symptom Code 1 fluid level-insufficient fluid		function-malfunction/inoperative
Symptom Code 3 mod-codes found	Symptom Code 4	mod-indicator light/warning chime
		on
Symptom Code 5 misaligned/out of position/adjustment/	Symptom Code 6	leak-fluid
poor fit		
Original Symptom 1	Original Symptom 2	
Causal Component Unknown Unknown		
Base		

Report Details	
Customer/Contact First	Dealer NameBOMMARITO MAZDA
Name	
Customer/Contact Last	Dealer Code 34469
Name	
Customer/Contact City	Dealer City SAINT PETERS
Customer/Contact State	Dealer State MO
Comment Type 05	Attachements
Customer	
Comments	
Technician HAL 09/16/10 ABS/BRK/TCS LTS,LOV	V BRAKE FLUID,C1327 TECH STS THE ABS,BRAKE AND
Comments TCS LTS ARE ONTHE CODES C12	237 AND U2064 ARE STORED * TECH STS HE FOUND
THE BRAKE FLUID IS LOWTHERE	ARE NO VISIBLE LEAKSHE TOPPED OFF THE FLUID
AND THE LIGHT WENT OUT brake fl	uid in brake booster from leaking master cyl. replace master
cyl and booster.	
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB28A980	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 39860
Production Date 21-Apr-2008	Warranty Start Date 16-Aug-2008

Open Date	09/22/2010
Sequence Number	00444
ECI Record Id620464857	
Source Code MAZDA Hotline	Source Claim #000690102

Symptom Information	
Symptom Code 1 high effort	Symptom Code 2 pedal concerns-service brake
	pedal
Symptom Code 3 air in system	Symptom Code 4 function-malfunction/inoperative
Symptom Code 5 leak-fluid	
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	
Base	

Report Details				
Customer/Contact	First		Dealer Name	BOB MOORE MAZDA
Name				
Customer/Contact	Last		Dealer Code	34589
Name				
Customer/Contact (	City		Dealer City	OKLAHOMA CITY
Customer/Contact S	State		Dealer State	OK
Comment Type		05	Attachements	
Customer				
Comments				
Technician	TY 9/22/	10 BRAKE PEDAL HARD TECH ST	BRAKE PEDAL	HARD AND THE FLUID IS A LITTLE
Comments	LOW. TE	ECH STS BRAKE PEDAL HARD A	ND THE FLUID	IS A LITTLE LOW. FOUND BRAKE
	FLUID L	EAKING INTO BRAKE BOOSTER-	REPLACED BO	DOSTER AND MASTER CYLINDER
	ASSEM	BLY—-NEC TO BLEED SYSTEM	SEVERAL TIME	ES TO PURGE AIR—-RELEASED
	VEHICL	E TO OWNER		
CQIS				
Recommendation				
Comments				

Vehicle Information	
VINJM3TB28A080	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 30608
Production Date 06-Jun-2008	Warranty Start Date 07-Oct-2008

Open Date	09/28/2010
Sequence Number	00449
ECI Record Id 620465597	
Source Code MAZDA Hotline	Source Claim #000690901

Symptom Information			
Symptom Code 1 fluid level-inst			function-malfunction/inoperative
Symptom Code 3 no keyword for	ound	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component NOT PROVID	ED BY SOURCE		
Base			

Report Details	
Customer/Contact First	Dealer Name ROYAL MOORE MAZDA
Name	
Customer/Contact Last	Dealer Code 10258
Name	
Customer/Contact City	Dealer City HILLSBORO
Customer/Contact State	Dealer State OR
Comment Type 05	Attachements
Customer	
Comments	
Technician GF 9/28/10 BRAKE FLUID LOW-BOOST	TER& M/CYL C/STATES TCS LIGHT IS ON TECH HAS
Comments CALLED WITH ABOUT THE M/CYL REP	LACMENT THIS VEH HAD M/CYL REPLACED A WHILE
A GO AND NOW HAS SAME CONCERN	m/cyl leaking into booster. replaced both
CQIS	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB38A580	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 30279
Production Date 20-Jun-2008	Warranty Start Date 26-Aug-2008

Open Date	09/29/2010
Sequence Number	00451
ECI Record Id620465875	
Source Code MAZDA Hotline	Source Claim #000691196

Symptom Information	
Symptom Code 1 no keyword found	Symptom Code 2 function-malfunction/inoperative
Symptom Code 3 leak-fluid	Symptom Code 4 mod-codes found
Original Symptom 1	Original Symptom 2
Causal Component Unknown Unknown	
Base	

Report Details			
Customer/Contact First	t	Dealer Name	JIM ELLIS MAZDA OF CHAMBLEE
Name			
Customer/Contact Last	t	Dealer Code	23466
Name			
Customer/Contact City		Dealer City	ATLANTA
Customer/Contact State		Dealer State	GA
Comment Type	05	Attachements	
Customer			
Comments			
	9/10 DSC & TCS MIL,C1327(BOOST)	,	
Comments COME	ON TECH STATES THERE IS A BRAI	KE FLUID LEAK I	FROM THE BACK OF THE MASTER
INTO T	HE BRAKE BOOSTER. TECH IS AS	KING IF HE SHO	OULD REPLACE BOTH Found brake
master	leaking into booster. Replace brake ma	aster and booster.	
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28A780	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 31641
Production Date 25-Jun-2008	Warranty Start Date 27-Oct-2008



**Report Detail** 

ECI Record	620468679	Source Code	MAZDA Hotline
Commodity Assignment			
	hassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	hassis-service brakes—	Symptom	mod-indicator light/warning chime on
Commodity	hassis-service brakes—	Symptom	no keyword found
Commodity	hassis-service brakes-master cylinder/	booster/Symptom	function-malfunction/inoperative
h	vdroboost—	• •	•
Significant Event	yarooost	Verified	N
Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010	from entegory Bescription	per race draines
Report Details			
Report Details	1000004227	W O O.	
Source Claim Key	000694227	Warranty Component Classi	ncation
		(WCC)	
Corporate Product Systems Clas	ssification	Time in Service	23
(CPSC)			
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	20-Oct-2010
Version Series Code		Load Date	24 -Oct-2010
Causal Part Prefix- Base - Suffix		Dealer Code	50423
Causal Part Name	unknown	Dealer Name	CONGRESSIONAL MAZDA
Non Causal Part Prefix-Base-Suff	fix	Dealer City	ROCKVILLE
Non Causal Part Numbers		Dealer State/Province	MD
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	3014247800
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description	Code
Maintenance Date	12 -Dec-2010	•	·
Customer			
Comment			
	DD A WE ELLID I EVEL I OW TECH OTATE		WE I IGHT ON NO I FANG FOUND AGNING OF
			KE LIGHT ON NO LEAKS FOUND. ASKING OF
Comment ANY KNOWN	N ISSUES ADVISE TO REPLACE MASTER	BRAKE UNIT AND BRAKE BOOS	STER.
CQIS Recommen			
dations			
Tire Information			
	ITY 1	m' 0'	
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			
Vehicle Information			
VIN	JM3TB38V690	Engine Serial Number	CA 10270007
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	22-Aug-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaguired Vehicle	
Build Region		Warranty Start Date	18-Dec-2008
Build Country Code		Transmission Serial Number	
Mileage	23589	Vehicle Axle Ratio	
Vehicle Restraint Code			

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**Report Detail** 

ECI Record	620468940	Source Code	MAZDA Hotline					
Commodity Assignment								
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid					
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative					
Commodity	chassis-service brakes—	Symptom	mod-codes found					
Commodity	chassis-service brakes— chassis-service brakes-pads/shoes/linings—	Symptom	no keyword found					
Significant Event	chassis-service brakes-pads/shoes/ininigs—	Verified	N N					
<u> </u>		vermed	μ,					
Tread Information								
Tread Category Code	03	Tread Category Description	service brakes					
Reported in Tread Quarter	Q4 2010							
Report Details								
Source Claim Key	000694510	Warranty Component Class	sification					
		(WCC)						
Corporate Product Systems Clas	ssification	Time in Service	19					
(CPSC)	SSINCACION	Time in Service						
Customer Condition Code		V Function Group (VFG)						
Source System Program Type		Repair/Report/Paid Date	21-Oct-2010					
Version Series Code		Load Date	24 -Oct-2010 24 -Oct-2010					
Causal Part Prefix- Base - Suffix		Dealer Code	50351					
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	FAULKNER MAZDA					
		Dealer City	TREVOSE					
Non Causal Part Prefix-Base-Suf Non Causal Part Numbers	IIIX	Dealer City Dealer State/Province	PA					
			FT-					
Fault Code		Dealer Country Dealer Phone Number	USA					
Diagonstic Trouble Code								
Labor Operation Code		Attachment	· Cada					
Communication Type	21 0 : 2010	VOQ Component Description	1 Code					
Maintenance Date	31 -Oct-2010							
Customer								
Comment								
Technician DR 10/21/10 C1327 SET CODE FOUND LOW BRAKE FLUID LEVEL, NO EXTERNAL LEAKS DETERMINED NO EXTERNAL LEAKS.								
DR 10/21/10			LEARS DETERMINED NO EXTERNAL LEARS,					
TADS AKE I	PADS ARE NOT WORN OUT,70% LEFT REPLACE POWER BRAKE UNIT							
C Q I S								
Recommendations								
Tire Information								
Tire Manufacturer	Unknown	Tire Size	Unknown					
Tire Brand Series	Charlown	Wheel	CIRCIOWII					
DOT Left Front		DOT Right Front						
DOT Left Profit  DOT Left Rear		DOT Right Profit						
DOT Left Real DOT Left Inner		DOT Right Real DOT Right Inner						
DOT Spare		DOT Right limer						
Vehicle Information								
VIN	JM3TB28V990	Engine Serial Number	CA 10282023					
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS					
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9					
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE					
Production Date	28-Nov-2008	Retail Sale Indicator Code						
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle						
Build Region		Warranty Start Date	27-Apr-2009					
Build Country Code		Transmission Serial Number	•					
Mileage	21589	Vehicle Axle Ratio						
Vehicle Restraint Code								

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.



**Report Detail** 

ECI Record	6204692	218	Source Code	MAZE	OA Hotline				
Commodity Assignment									
· ·		rvice brakes—	Symptom	no ke	eyword found				
		rvice brakes—	Symptom		r-prior repair mentioned				
•	chassis-service brakes-master cylinder/booster/Symptom function-malfunction/inoperative hydroboost—								
*	nassis-se	,	er/Symptom	ptom no keyword found					
Significant Event	hydroboost— nificant Event		Verified	N					
Tread Information									
Tread Category Code	03	h	Fund Catagory Description		brakes				
			Fread Category Description	service	brakes				
Reported in Tread Quarter	Q4 2010	1							
Report Details									
Source Claim Key	laim Key 000694810 Warranty Component Classificat		ication						
			(WCC)						
Corporate Product Systems Class	sification	1	Time in Service		22				
(CPSC)		1	Time in Service		Γ-				
Customer Condition Code			V Function Group (VFG)						
Source System Program Type			Repair/Report/Paid Date		25-Oct-2010				
Version Series Code			Load Date		31 -Oct-2010				
Causal Part Prefix- Base - Suffix		L.	Dealer Code		10216				
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name		ROBBERSON MAZDA				
Non Causal Part Prefix-Base-Suf	G.,	NOT FROVIDED BT SOURCE	Dealer City		BEND				
Non Causal Part Numbers	IIX				OR				
			Dealer State/Province						
Fault Code			Dealer Country		USA				
Diagonstic Trouble Code			Dealer Phone Number						
Labor Operation Code			Attachment						
Communication Type			VOQ Component Description C	Code					
Maintenance Date		21 -Nov-2010							
Customer									
Comment									
				~~					
	RAKE D	CS LIGHT ON-M/CYL BOOSTER C/S	TATES BRAKE LIGHT WILL	COM	E ON TECH HAS CALLED ABOUT A				
Comment CONCERN OF I	BRAKE	LITE AND DCS LIGHT COME ON CUS	T HAS BEEN IN FOR SAME C	CONCE	ERN WHILE STILL UNDER WARR BUT				
THE CONCERN	WAS NO	OT LOCATED TILL NOW replace master	cylinder and brake booster						
COIS Recomm			-,						
_									
endations									
Tire Information									
Tire Manufacturer	Unknow	n	Tire Size	Unkno	wn				
Tire Brand Series			Vheel						
DOT Left Front			OOT Right Front						
DOT Left Rear			OOT Right Rear						
DOT Left Inner			OOT Right Inner						
DOT Spare									
Vehicle Information									
VIN	ЈМ3ТВ3	22 A 720	Engine Serial Number	CA 10	244807				
Model Year	2008				V-DAMB PFI V6 NA GAS				
2.5.2				5./L 4 CX-9	V-DAMID LLI AO NA GAS				
Transmission					WHEEL LEETHAND DDIVE				
Body Cab Style	Unknow			ALL 4	WHEEL LEFT HAND DRIVE				
Production Date	22-Apr-2		Retail Sale Indicator Code						
Plant Description	HIKOSE		Reaquired Vehicle	1.4.	2000				
Build Region			Warranty Start Date	14-Jan	-2009				
Build Country Code			Transmission Serial Number						
Mileage	49206		Vehicle Axle Ratio						
Vehicle Restraint Code									

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.



**Report Detail** 

ECI Record	620469374	Source Code	MAZDA Hotline		
Commodity Assignment					
	nassis-service brakes—	Symptom	no keyword found		
		ooster/Symptom	function-malfunction/inoperative		
h	vdroboost—	• •	1		
		ooster/Symptom	no keyword found		
•	vdroboost—	ooster, symptom	no key word round		
Significant Event	yd10000st—	Verified	N		
		vermed	11		
Tread Information					
Tread Category Code	03	Tread Category Description	service brakes		
Reported in Tread Quarter	Q4 2010				
Report Details					
Source Claim Key	000694978	Warmanty Commonant Class	rification		
Source Claim Key	000694978	Warranty Component Class (WCC)	silication		
Corporate Product Systems Class	sification	Time in Service	20		
(CPSC)					
Customer Condition Code		V Function Group (VFG)			
Source System Program Type		Repair/Report/Paid Date	26-Oct-2010		
Version Series Code		Load Date	31 -Oct-2010		
Causal Part Prefix- Base - Suffix		Dealer Code	23938		
Causal Part Name	unknown	Dealer Name	DEAN MCCRARY MAZDA		
Non Causal Part Prefix-Base-Suf	fix	Dealer City	MOBILE		
Non Causal Part Numbers		Dealer State/Province	AL		
Fault Code		Dealer Country	USA		
Diagonstic Trouble Code		Dealer Phone Number	2514713326		
Labor Operation Code		Attachment			
Communication Type		VOQ Component Description	Code		
		VOQ Component Bescription			
Maintenance Date	31 -Oct-2010	VOQ Component Description	1 6546		
Maintenance Date	31 -Oct-2010	To & Component Bescription			
Maintenance Date  C u s t o m e r	31 -Oct-2010	To Component Bestription			
Maintenance Date C u s t o m e r Comment					
Maintenance Date  C u s t o m e r  Comment T e c h n i c i a n  GF 10/26/10	BRAKE LIGHT ON-MASTER CYL BOOS	TER C/STATES BRAKE TCS LI	GHTS ARE ON TECH HAS CALLED WITH A		
Maintenance Date  C u s t o m e r  Comment T e c h n i c i a n  GF 10/26/10		TER C/STATES BRAKE TCS LI	GHTS ARE ON TECH HAS CALLED WITH A		
Maintenance Date  C u s t o m e r  Comment T e c h n i c i a n  GF 10/26/10	BRAKE LIGHT ON-MASTER CYL BOOS	TER C/STATES BRAKE TCS LI	GHTS ARE ON TECH HAS CALLED WITH A		
Maintenance Date  C u s t o m e r  Comment Technician Comment CONCERNO	BRAKE LIGHT ON-MASTER CYL BOOS	TER C/STATES BRAKE TCS LI	GHTS ARE ON TECH HAS CALLED WITH A		
Maintenance Date  C u s t o m e r  Comment T e c h n i c i a n  Comment CONCERN O  COIS Recommen dations	BRAKE LIGHT ON-MASTER CYL BOOS	TER C/STATES BRAKE TCS LI	GHTS ARE ON TECH HAS CALLED WITH A		
Maintenance Date  C u s t o m e r Comment T e c h n i c i a n Comment CONCERN O COIS Recommen dations  Tire Information	BRAKE LIGHT ON-MASTER CYL BOOS' F BRAKE AND TCS LIGHTS ON REPLACEI	FER C/STATES BRAKE TCS LI D BRAKE MASTER CYL AND B	GHTS ARE ON TECH HAS CALLED WITH A OOSTER		
Maintenance Date  C u s t o m e r Comment T e c h n i c i a n CONCERN O CONCERN O COIS Recommen dations  Tire Information Tire Manufacturer	BRAKE LIGHT ON-MASTER CYL BOOS	TER C/STATES BRAKE TCS LI D BRAKE MASTER CYL AND B	GHTS ARE ON TECH HAS CALLED WITH A		
Maintenance Date  C u s t o m e r Comment T e c h n i c i a n CONCERN O CONCERN O CQIS Recommen dations  Tire Information Tire Manufacturer Tire Brand Series	BRAKE LIGHT ON-MASTER CYL BOOS' F BRAKE AND TCS LIGHTS ON REPLACEI	FER C/STATES BRAKE TCS LID BRAKE MASTER CYL AND B	GHTS ARE ON TECH HAS CALLED WITH A OOSTER		
Maintenance Date  C u s t o m e r Comment T e c h n i c i a n CONCERN O CONCERN O COIS Recommen dations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front	BRAKE LIGHT ON-MASTER CYL BOOS' F BRAKE AND TCS LIGHTS ON REPLACEI	TER C/STATES BRAKE TCS LID BRAKE MASTER CYL AND B	GHTS ARE ON TECH HAS CALLED WITH A OOSTER		
Maintenance Date  C u s t o m e r Comment T e c h n i c i a n CONCERN O CONCERN O COIS Recommen dations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear	BRAKE LIGHT ON-MASTER CYL BOOS' F BRAKE AND TCS LIGHTS ON REPLACEI	TER C/STATES BRAKE TCS LID BRAKE MASTER CYL AND BE TITE Size  Wheel  DOT Right Front  DOT Right Rear	GHTS ARE ON TECH HAS CALLED WITH A OOSTER		
Maintenance Date  C u s t o m e r Comment T e c h n i c i a n CONCERN O CONCERN O COIS Recommen dations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner	BRAKE LIGHT ON-MASTER CYL BOOS' F BRAKE AND TCS LIGHTS ON REPLACEI	TER C/STATES BRAKE TCS LID BRAKE MASTER CYL AND B	GHTS ARE ON TECH HAS CALLED WITH A OOSTER		
Maintenance Date  C u s t o m e r Comment T e c h n i c i a n CONCERN O CONCERN O CONCERN O Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare	BRAKE LIGHT ON-MASTER CYL BOOS' F BRAKE AND TCS LIGHTS ON REPLACEI	TER C/STATES BRAKE TCS LID BRAKE MASTER CYL AND BE TITE Size  Wheel  DOT Right Front  DOT Right Rear	GHTS ARE ON TECH HAS CALLED WITH A OOSTER		
Maintenance Date  C u s t o m e r Comment T e c h n i c i a n CONCERN O CONCERN O COIS Recommen dations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information	BRAKE LIGHT ON-MASTER CYL BOOS' F BRAKE AND TCS LIGHTS ON REPLACEI  Unknown	TER C/STATES BRAKE TCS LID BRAKE MASTER CYL AND BE TITE Size  Wheel  DOT Right Front  DOT Right Rear	GHTS ARE ON TECH HAS CALLED WITH A OOSTER  Unknown		
Maintenance Date  C u s t o m e r Comment T e c h n i c i a n CONCERN O CONCERN O CONCERN O Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN	BRAKE LIGHT ON-MASTER CYL BOOS' F BRAKE AND TCS LIGHTS ON REPLACEI  Unknown  JM3TB28A890	TER C/STATES BRAKE TCS LID BRAKE MASTER CYL AND BE TITE Size Wheel DOT Right Front DOT Right Inner Engine Serial Number	GHTS ARE ON TECH HAS CALLED WITH A OOSTER  Unknown  CA 10271689		
Maintenance Date  C u s t o m e r Comment T e c h n i c i a n CONCERN O CONCERN O CONCERN O Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year	BRAKE LIGHT ON-MASTER CYL BOOS' F BRAKE AND TCS LIGHTS ON REPLACEI  Unknown  JM3TB28A890 2009	TER C/STATES BRAKE TCS LID BRAKE MASTER CYL AND BETTER SIZE  Wheel  DOT Right Front  DOT Right Rear  DOT Right Inner  Engine Serial Number Engine Description	Unknown  CA 10271689 3.7L 4V-DAMB PFI V6 NA GAS		
Maintenance Date  C u s t o m e r Comment T e c h n i c i a n CONCERN O CONCERN O COIS Recommen dations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission	BRAKE LIGHT ON-MASTER CYL BOOS' F BRAKE AND TCS LIGHTS ON REPLACEI  Unknown  JM3TB28A890 2009 6 SPD AUTO TRANS AISIN F21	TER C/STATES BRAKE TCS LID BRAKE MASTER CYL AND BE THE SIZE Wheel DOT Right Front DOT Right Front DOT Right Inner Engine Serial Number Engine Description Vehicle Description	Unknown  CA 10271689 3.7L 4V-DAMB PFI V6 NA GAS CX-9		
Maintenance Date  C u s t o m e r Comment T e c h n i c i a n CONCERN O CONCERN O COST Recommen dations  Tire Information Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style	BRAKE LIGHT ON-MASTER CYL BOOS' F BRAKE AND TCS LIGHTS ON REPLACEI  Unknown  JM3TB28A890 2009 6 SPD AUTO TRANS AISIN F21 Unknown	TER C/STATES BRAKE TCS LID BRAKE MASTER CYL AND BEAKE MASTER CYL AND BEAKE Wheel  DOT Right Front  DOT Right Rear  DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line	Unknown  CA 10271689 3.7L 4V-DAMB PFI V6 NA GAS		
Maintenance Date  C u s t o m e r Comment T e c h n i c i a n CONCERN O CONCERN O CONCERN O Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Production Date	BRAKE LIGHT ON-MASTER CYL BOOS' F BRAKE AND TCS LIGHTS ON REPLACEI  Unknown  JM3TB28A890 2009 6 SPD AUTO TRANS AISIN F21 Unknown 29-Aug-2008	TER C/STATES BRAKE TCS LID BRAKE MASTER CYL AND BE DESCRIBED BRAKE MASTER CYL AND BE DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Vehicle Description Drive Line Retail Sale Indicator Code	Unknown  CA 10271689 3.7L 4V-DAMB PFI V6 NA GAS CX-9		
Maintenance Date  C u s t o m e r Comment T e c h n i c i a n CONCERN O CONCERN O CONCERN O CONCERN O Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description	BRAKE LIGHT ON-MASTER CYL BOOS' F BRAKE AND TCS LIGHTS ON REPLACEI  Unknown  JM3TB28A890 2009 6 SPD AUTO TRANS AISIN F21 Unknown	TER C/STATES BRAKE TCS LID BRAKE MASTER CYL AND BE DOT RIGHT Front DOT Right Front DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	CA 10271689 3.7L 4V-DAMB PFI V6 NA GAS CX-9 2 WHL L/H FRONT DRIVE		
Maintenance Date  C u s t o m e r Comment T e c h n i c i a n CONCERN O CONCERN O CONCERN O CONCERN O Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	BRAKE LIGHT ON-MASTER CYL BOOS' F BRAKE AND TCS LIGHTS ON REPLACEI  Unknown  JM3TB28A890 2009 6 SPD AUTO TRANS AISIN F21 Unknown 29-Aug-2008	Tire Size Wheel DOT Right Front DOT Right Front DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	Unknown  CA 10271689 3.7L 4V-DAMB PFI V6 NA GAS CX-9		
Maintenance Date  C u s t o m e r Comment T e c h n i c i a n CONCERN O CONCERN O CONCERN O CONCERN O Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Region Build Country Code	BRAKE LIGHT ON-MASTER CYL BOOS' F BRAKE AND TCS LIGHTS ON REPLACEI  Unknown  JM3TB28A890 2009 6 SPD AUTO TRANS AISIN F21 Unknown 29-Aug-2008 HIROSHIMA ASSEMBLY PLANT-JAPAN	Tire Size Wheel DOT Right Front DOT Right Front DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	CA 10271689 3.7L 4V-DAMB PFI V6 NA GAS CX-9 2 WHL L/H FRONT DRIVE		
Maintenance Date  C u s t o m e r Comment T e c h n i c i a n CONCERN O CONCERN O CONCERN O CONCERN O Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	BRAKE LIGHT ON-MASTER CYL BOOS' F BRAKE AND TCS LIGHTS ON REPLACEI  Unknown  JM3TB28A890 2009 6 SPD AUTO TRANS AISIN F21 Unknown 29-Aug-2008	Tire Size Wheel DOT Right Front DOT Right Front DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	CA 10271689 3.7L 4V-DAMB PFI V6 NA GAS CX-9 2 WHL L/H FRONT DRIVE		

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**Report Detail** 

ECI Record	620469377	Source Code	MAZDA Hotline		
Commodity Assignment					
	nassis-service brakes—	Symptom	no keyword found		
		ooster/Symptom	function-malfunction/inoperative		
h	ydroboost—				
Commodity	nassis-service brakes-master cylinder/b	ooster/Symptom	no keyword found		
lh'	vdroboost—	* *			
Significant Event	,	Verified	N		
Tread Information					
Tread Category Code	03	Tread Category Description	service brakes		
Reported in Tread Quarter	Q4 2010				
Report Details					
Source Claim Key	000694981	Warranty Component Class	sification		
•		(WCC)			
Corporate Product Systems Class	sification	Time in Service	25		
(CPSC)					
Customer Condition Code		V Function Group (VFG)			
Source System Program Type		Repair/Report/Paid Date	26-Oct-2010		
Version Series Code		Load Date	31 -Oct-2010		
Causal Part Prefix- Base - Suffix		Dealer Code	23938		
Causal Part Name	unknown	Dealer Name	DEAN MCCRARY MAZDA		
Non Causal Part Prefix-Base-Suf	ix	Dealer City	MOBILE		
Non Causal Part Numbers		Dealer State/Province	AL USA		
Fault Code Diagonstic Trouble Code		Dealer Country Dealer Phone Number	2514713326		
Labor Operation Code		Attachment	2314713320		
Communication Type		VOQ Component Description	Code		
communication Type			Code		
Maintenance Date	31 -Oct-2010				
Maintenance Date	31 -Oct-2010				
Customer	31 -Oct-2010				
C u s t o m e r Comment	,				
C u s t o m e r Comment Te c h n i c i a n GF 10/26/10	BRAKE & TCS-MASTER CYL & BOOST		GHTS ARE ON TECH HAS CALLED WITH A		
C u s t o m e r Comment Te c h n i c i a n GF 10/26/10	,				
C u s t o m e r Comment Te c h n i c i a n GF 10/26/10	BRAKE & TCS-MASTER CYL & BOOST				
C u s t o m e r Comment Te c h n i c i a n Comment CONCERN C	BRAKE & TCS-MASTER CYL & BOOST				
C u s t o m e r Comment T e c h n i c i a n Comment CONCERN C CQIS Recommen dations	BRAKE & TCS-MASTER CYL & BOOST				
C u s t o m e r Comment T e c h n i c i a n Comment Comment CONCERN C CQIS Recommen dations  Tire Information	BRAKE & TCS-MASTER CYL & BOOST F BRAKE AND TCS LIGHTS ON REPLACEI	D BRAKE MASTER CYL AND B	OOSTER		
C u s t o m e r Comment T e c h n i c i a n Comment CONCERN C CQIS Recommen dations  Tire Information Tire Manufacturer	BRAKE & TCS-MASTER CYL & BOOST	D BRAKE MASTER CYL AND B			
C u s t o m e r Comment T e c h n i c i a n CONCERN C CONCERN C CQIS Recommen dations  Tire Information Tire Manufacturer Tire Brand Series	BRAKE & TCS-MASTER CYL & BOOST F BRAKE AND TCS LIGHTS ON REPLACEI	D BRAKE MASTER CYL AND B	OOSTER		
C u s t o m e r Comment Te c h n i c i a n CONCERN O COIS Recommen dations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front	BRAKE & TCS-MASTER CYL & BOOST F BRAKE AND TCS LIGHTS ON REPLACEI	D BRAKE MASTER CYL AND B	OOSTER		
C u s t o m e r Comment T e c h n i c i a n CONCERN C CQIS Recommen dations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear	BRAKE & TCS-MASTER CYL & BOOST F BRAKE AND TCS LIGHTS ON REPLACEI	D BRAKE MASTER CYL AND B	OOSTER		
C u s t o m e r Comment Te c h n i c i a n CONCERN O COIS Recommen dations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front	BRAKE & TCS-MASTER CYL & BOOST F BRAKE AND TCS LIGHTS ON REPLACEI	D BRAKE MASTER CYL AND B	OOSTER		
C u s t o m e r Comment T e c h n i c i a n CONCERN O COST Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare	BRAKE & TCS-MASTER CYL & BOOST F BRAKE AND TCS LIGHTS ON REPLACEI	D BRAKE MASTER CYL AND B	OOSTER		
C u s t o m e r Comment T e c h n i c i a n CONCERN O CONCERN O COIS Recommen dations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information	BRAKE & TCS-MASTER CYL & BOOST F BRAKE AND TCS LIGHTS ON REPLACEI  Unknown	D BRAKE MASTER CYL AND BE Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner	Unknown		
C u s t o m e r Comment T e c h n i c i a n CONCERN O CONCERN O COST Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN	BRAKE & TCS-MASTER CYL & BOOST F BRAKE AND TCS LIGHTS ON REPLACEI	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number	Unknown  CA 10251439		
C u s t o m e r Comment T e c h n i c i a n CONCERN O CONCERN O COIS Recommen dations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information	BRAKE & TCS-MASTER CYL & BOOST F BRAKE AND TCS LIGHTS ON REPLACEI  Unknown  JM3TB28A080 2008	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description	Unknown		
C u s t o m e r Comment T e c h n i c i a n CONCERN C CQIS Recommen dations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year	BRAKE & TCS-MASTER CYL & BOOST F BRAKE AND TCS LIGHTS ON REPLACEI  Unknown  JM3TB28A080	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number	CA 10251439 3.7L 4V-DAMB PFI V6 NA GAS		
C u s t o m e r Comment T e c h n i c i a n CONCERN C CQIS Recommen dations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission	BRAKE & TCS-MASTER CYL & BOOST F BRAKE AND TCS LIGHTS ON REPLACEI  Unknown  JM3TB28A080 2008 6 SPD AUTO TRANS AISIN F21 Unknown 04-Jun-2008	D BRAKE MASTER CYL AND BE  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code	CA 10251439 3.7L 4V-DAMB PFI V6 NA GAS CX-9		
C u s t o m e r Comment T e c h n i c i a n CONCERN O Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description	BRAKE & TCS-MASTER CYL & BOOST F BRAKE AND TCS LIGHTS ON REPLACEI  Unknown  JM3TB28A080 2008 6 SPD AUTO TRANS AISIN F21 Unknown	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	CA 10251439 3.7L 4V-DAMB PFI V6 NA GAS CX-9 2 WHL L/H FRONT DRIVE		
C u s t o m e r Comment T e c h n i c i a n CONCERN C CQIS Recommen dations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	BRAKE & TCS-MASTER CYL & BOOST F BRAKE AND TCS LIGHTS ON REPLACEI  Unknown  JM3TB28A080 2008 6 SPD AUTO TRANS AISIN F21 Unknown 04-Jun-2008	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	CA 10251439 3.7L 4V-DAMB PFI V6 NA GAS CX-9		
C u s t o m e r Comment Te c h n i c i a n Concern C C C CONCERN C C C C C C C C C C C C C C C C C	BRAKE & TCS-MASTER CYL & BOOST F BRAKE AND TCS LIGHTS ON REPLACEI  Unknown  Unknown  JM3TB28A080 2008 6 SPD AUTO TRANS AISIN F21 Unknown 04-Jun-2008 HIROSHIMA ASSEMBLY PLANT-JAPAN	Tire Size Wheel DOT Right Front DOT Right Front DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	CA 10251439 3.7L 4V-DAMB PFI V6 NA GAS CX-9 2 WHL L/H FRONT DRIVE		
C u s t o m e r Comment T e c h n i c i a n CONCERN C CQIS Recommen dations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	BRAKE & TCS-MASTER CYL & BOOST F BRAKE AND TCS LIGHTS ON REPLACEI  Unknown  JM3TB28A080 2008 6 SPD AUTO TRANS AISIN F21 Unknown 04-Jun-2008	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	CA 10251439 3.7L 4V-DAMB PFI V6 NA GAS CX-9 2 WHL L/H FRONT DRIVE		

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**Report Detail** 

ECI Record	620470066	Source Code	MAZDA Hotline			
Commodity Assignment						
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative			
Commodity	chassis-service brakes—	Symptom	leak-fluid			
Commodity	chassis-service brakes-abs/traction control—	Symptom	misaligned/out of position/adjustment/poor fit			
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-codes found			
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on			
Commodity	chassis-service brakes-abs/traction control—	Symptom	pedal concerns-service brake pedal			
Significant Event	Chassis-service brakes-abs/traction control—	Verified	N			
		vermed	11			
Tread Information	Tread Information					
Tread Category Code	03	Tread Category Description	service brakes			
Reported in Tread Quarter	Q4 2010					
Danaut Dataila						
Report Details						
Source Claim Key	000695730	Warranty Component Class	sification			
		(WCC)				
Corporate Product Systems Class	ssification	Time in Service	29			
(CPSC)						
Customer Condition Code		V Function Group (VFG)				
Source System Program Type		Repair/Report/Paid Date	01-Nov-2010			
Version Series Code		Load Date	07 -Nov-2010			
Causal Part Prefix- Base - Suffix		Dealer Code	51597			
Causal Part Name	unknown	Dealer Name	MAZDA OF LODI			
Non Causal Part Prefix-Base-Suf		Dealer City	LODI			
Non Causal Part Numbers	IIX		NJ			
		Dealer State/Province				
Fault Code		Dealer Country	USA 0725041700			
Diagonstic Trouble Code		Dealer Phone Number	9735941700			
Labor Operation Code		Attachment				
Communication Type		VOQ Component Description	Code			
Maintenance Date	12 -Dec-2010					
Customer Comment						
Technician IC 11/1/10	ARS TCS LIGHT ON/PEDAL LOW C1327*N	MASTER ARS TOS LIGHT ON	CALLED FOR THE TSB# FLUID IS LEAKING			
			CALLED FOR THE 13D# FECID IS LEAKING			
OUT THE	BACK OF THE MASTER replace power brake u	nit				
C Q I S						
Recommendations						
Time Information						
Tire Information						
Tire Manufacturer	Unknown	Tire Size	Unknown			
Tire Brand Series		Wheel				
DOT Left Front		DOT Right Front				
DOT Left Rear		DOT Right Rear				
DOT Left Inner		DOT Right Inner				
DOT Spare						
Vehicle Information						
VIN	JM3TB28VX80	Engine Serial Number	CA 10242876			
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS			
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9			
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE			
Production Date	11-Apr-2008	Retail Sale Indicator Code				
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle				
Build Region		Warranty Start Date	28-Jun-2008			
Build Country Code		Transmission Serial Number				
Mileage	18326	Vehicle Axle Ratio				
Vehicle Restraint Code						

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**Report Detail** 

ECI Record	6204701	71	Source Code	MAZDA Hotline
<b>Commodity Assignm</b>	ent			·
		vice brakes—	Symptom	function-malfunction/inoperative
		vice brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on
	nassis-se			fluid level-insufficient fluid
•		, and the second	er/Bymptom	naid lever insurnerent naid
	ydroboost			In the Health
•	nassis-se	•	er/Symptom	leak-fluid
	ydroboost			
Commodity cl	nassis-se	rvice brakes-master cylinder/boost	er/Symptom	mod-codes found
hy	ydroboost	<del>_</del>		
Significant Event	<u>'</u>		Verified	N
E				
Tread Information				
Tread Category Code	03		Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010			
Donaut Dataila				
Report Details				
Source Claim Key		000695846	Warranty Component Classif	ification
			(WCC)	
Corporate Product Systems Clas	sification		Time in Service	31
(CPSC)				
Customer Condition Code			V Function Group (VFG)	
Source System Program Type			Repair/Report/Paid Date	01-Nov-2010
Version Series Code			Load Date	07 -Nov-2010
Causal Part Prefix- Base - Suffix			Dealer Code	34622
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name	CLASSIC MAZDA
Non Causal Part Prefix-Base-Suff	ПX		Dealer City	DENTON
Non Causal Part Numbers			Dealer State/Province	ТХ
Fault Code			Dealer Country	USA
Diagonstic Trouble Code			Dealer Phone Number	9404989800
Labor Operation Code			Attachment	
Communication Type			VOQ Component Description (	Code
Maintenance Date		12 -Dec-2010		
Customer				
Comment Technician RM 11/01/10				
		,		E FLUID LOWB MASTER IS LEAKING
Comment BOOSTER. CI	LEARD (	CODES AND NONE RETURNED. ASKIN	NG OF ANY KNOWN ISSUES.	. replace yaw rate sensor
COIS Recommen				
dations				
Tire Information				
Tire Manufacturer	Unknown	n T	Tire Size	Unknown
Tire Brand Series			Wheel	
DOT Left Front			OOT Right Front	
DOT Left Rear			OOT Right Rear	
DOT Left Inner			OOT Right Inner	
DOT Spare				
•				
Vehicle Information				
VIN	JM3TB2	8A080	Engine Serial Number	CA 10232177
Model Year	2008		Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD A		Vehicle Description	CX-9
Body Cab Style	Unknown		Orive Line	2 WHL L/H FRONT DRIVE
Production Date	08-Feb-2		Retail Sale Indicator Code	
Plant Description			Reaguired Vehicle	
Build Region			Varranty Start Date	09-May-2008
Build Country Code			Transmission Serial Number	2000
Mileage	48028		Vehicle Axle Ratio	
Vehicle Restraint Code	10020		Tomole Fixie Ruito	
venicie Restraint Code				

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**Report Detail** 

ECI Record	620470299	Source Code	MAZDA Hotline
<b>Commodity Assignm</b>	ent		
	hassis-service brakes—	Cymantom	fluid level-insufficient fluid
	hassis-service brakes—	Symptom Symptom	no keyword found
3	hassis-service brakes—	Symptom	pedal concerns-service brake pedal
3		oster/Symptom	fluid level-insufficient fluid
-	ydroboost—	oster/Bymptom	Huid lever-msurficient fluid
		oster/Symptom	function-malfunction/inoperative
•	·	oster/Bymptom	runction-mairunction/moperative
Significant Event	ydroboost—	Verified	N
U		vermed	μv
Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010		
Report Details			
Source Claim Key	000705002	Wannanta Cananana Class	:C4:
Source Claim Key	000695983	Warranty Component Class	incation
		(WCC)	
Corporate Product Systems Class	sification	Time in Service	22
(CPSC)			
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	02-Nov-2010
Version Series Code		Load Date	07 -Nov-2010
Causal Part Prefix- Base - Suffix		Dealer Code	51561
Causal Part Name	unknown	Dealer Name	I-79 MAZDA
Non Causal Part Prefix-Base-Suff	fix	Dealer City	MOUNT MORRIS
Non Causal Part Numbers		Dealer State/Province	PA
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	8006332556
Labor Operation Code		Attachment	
Communication Type	10 D 2010	VOQ Component Description	Code
Maintenance Date	19 -Dec-2010		
Customer Comment			
Technician JC 11/2/10	LOW BRAKE FLUID*MASTER/BOOSTER TH	E BRAKE LEVEL IS LOW. NO	LEAKS FOUND, found that the brake booster and
	nder was bad replaced both parts operation-ok		
C O I S	ider was bud replaced both parts operation on		
Recommendations			
Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare		0	
Vehicle Information			
			G 1 108 1 201
VIN	JM3TB38V780	Engine Serial Number	CA 10251691
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	04-Jun-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	17 1 2000
Build Region		Warranty Start Date	17-Jan-2009
Build Country Code	22021	Transmission Serial Number	
Mileage	22021	Vehicle Axle Ratio	
Vehicle Restraint Code			

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**Report Detail** 

ECI Record	6204710	042	Source Code	MAZ	ZDA Hotline	
Commodity Assignment						
Commodity	nassis-sei	rvice brakes—	Symptom	flui	d level-insufficient fluid	
Commodity	nassis-sei	rvice brakes—	Symptom	mo	d-indicator light/warning chime on	
Commodity	nassis-se	ervice brakes-master cylinder/boo	ster/Symptom		ction-malfunction/inoperative	
•	vdroboos	•	7 1		1	
	nassis-se		ster/Symptom	leal	x-fluid	
•		· ·	ster/Bymptom	Icar	X-IIuIu	
	ydroboos	<del>L</del>	V::C1	NT		
Significant Event			Verified	N		
Tread Information	lo a		m 10			
Tread Category Code	03		Tread Category Description	servi	ce brakes	
Reported in Tread Quarter	Q4 2010					
Report Details						
Source Claim Key		1000696772	Warranty Component Classif	ication	n	
Source Claim Rey		0000,0172	(WCC)	icutioi	1	
Componete Duadwat Systems Class	aifi antion				20	
Corporate Product Systems Class	sincation		Time in Service		28	
(CPSC)			W.F			
Customer Condition Code			V Function Group (VFG)		00.11	
Source System Program Type			Repair/Report/Paid Date		08-Nov-2010	
Version Series Code			Load Date		14 -Nov-2010	
Causal Part Prefix- Base - Suffix			Dealer Code		50522	
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name		BILL BRITT MAZDA	
Non Causal Part Prefix-Base-Suff	fix		Dealer City		FREDERICKSBURG	
Non Causal Part Numbers			Dealer State/Province		VA	
Fault Code			Dealer Country		USA	
Diagonstic Trouble Code			Dealer Phone Number			
Labor Operation Code			Attachment			
Communication Type			VOQ Component Description (	Code		
Maintenance Date		10 - Jan-2011				
Customer						
Comment						
	W BRAI	KE FLUID WARNING LIGHTS TECH S	STS LOW BRAKE FLUID AND	THE	WARNING LIGHTS ON. TECH STS LOW	
Comment BRAKE FLUID	AND T	HE WARNING LIGHTS ON. NO EXTE	RNAL LEAKS FROM BRAKE S	SYSTE	EM. replace leaking master cylinder	
COIS Recomme					2	
ndations						
Tire Information						
Tire Manufacturer	Unknow	'n	Tire Size	Unkr	nown	
Tire Brand Series			Wheel			
DOT Left Front			DOT Right Front			
DOT Left Rear			DOT Right Front			
DOT Left Inner			DOT Right Inner			
DOT Spare			2 or regit innot			
Vehicle Information	III AOADDO	00 A 500		C 4 1	0240742	
VIN	JM3TB2	COAJOU	Engine Serial Number		0248742	
Model Year	2008	LIEG ED ANG AIGHT FOI	Engine Description		4V-DAMB PFI V6 NA GAS	
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX-9	I	
Body Cab Style	Unknow		Drive Line	2 WF	IL L/H FRONT DRIVE	
Production Date	30-May-		Retail Sale Indicator Code			
Plant Description	HIROST	HIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle			
Build Region			Warranty Start Date	16-A	ug-2008	
Build Country Code			Transmission Serial Number			
Mileage	27518		Vehicle Axle Ratio			
Vehicle Restraint Code						

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**Report Detail** 

ECI Record 62	20473420	Source Code N	IAZDA Hotline		
Commodity Assignment					
	ssis-service brakes—	Symptom	leak-fluid		
	ssis-service brakes-master cylinder/boos		function-malfunction/inoperative		
· ·	roboost—	ter/Symptom	runction-marrunction/moperative		
		Crymatom	leak-fluid		
3		ter/Symptom	ieak-iiuid		
	roboost—	· ·			
	ssis-service brakes-master cylinder/boos	ter/Symptom	no keyword found		
	roboost—				
Significant Event		Verified	N		
Tread Information					
Tread Category Code 03		Fread Category Description se	ervice brakes		
Reported in Tread Quarter Q4	4 2010				
Report Details					
Source Claim Key	000699353	Warranty Component Classific	ation		
Source Claim Rey	000099333	* *	ation		
		(WCC)	10		
Corporate Product Systems Classifi	acation	Time in Service	19		
(CPSC)					
Customer Condition Code		V Function Group (VFG)			
Source System Program Type		Repair/Report/Paid Date	29-Nov-2010		
Version Series Code		Load Date	05 -Dec-2010		
Causal Part Prefix- Base - Suffix		Dealer Code	61521		
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	SUBURBAN MAZDA OF TROY		
Non Causal Part Prefix-Base-Suffix		Dealer City	TROY		
Non Causal Part Numbers		Dealer State/Province	MI		
Fault Code		Dealer Country	USA		
Diagonstic Trouble Code		Dealer Phone Number	2486492300		
Labor Operation Code		Attachment			
Communication Type		VOQ Component Description Co	de		
Maintenance Date	23 -Jan-2011				
Customer					
Comment					
Technician RM 11/09/10 BR	AKE MASTER LEAKING(BRAKE MASTER)	TECH STATES BRAKE MASTI	ER IS LEAKING IN THE BOOSTER AGAIN.		
	ECTED BOOSTER FOR FLUID. HAS REPLAC				
CQIS Recomme			TELL TELL TELL TELL TELL TELL TELL TELL		
ndations					
Tire Information					
Tire Manufacturer Ur	nknown	Tire Size U	nknown		
Tire Brand Series		Wheel			
DOT Left Front		OOT Right Front			
DOT Left Rear		OOT Right Rear			
DOT Left Inner		OOT Right Inner			
DOT Spare		, and the second second			
Vehicle Information					
	//3TB38A990	Engine Serial Number C	A 10287360		
			7L 4V-DAMB PFI V6 NA GAS		
			X-9		
			LL 4 WHEEL LEFT HAND DRIVE		
			EL 4 WHEEL LEFT HAND DRIVE		
		Retail Sale Indicator Code			
		Reaquired Vehicle Warranty Start Date	1-Jun-2009		
Build Region Build Country Code		Fransmission Serial Number	1-Juii-2007		
Mileage 12 Vehicle Restraint Code	204J	Vehicle Axle Ratio			
venicle Restraint Code					

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**Report Detail** 

ECI Record	6204736	28 Sc	ource Code N	MAZDA Hotline	
Commodity Assignment					
Commodity	hassis-ser	vice brakes—	Symptom	fluid level-insufficient fluid	
		vice brakes—	Symptom	leak-fluid	
,		vice brakes—	Symptom	misaligned/out of position/adjustment/poor fit	
		vice brakes—	Symptom	pedal concerns-service brake pedal	
	hassis-se			fluid level-insufficient fluid	
· ·		•	Прушрюш	ifuld level-insufficient fluid	
	ydroboos		G.		
Commodity	hassis-se	rvice brakes-master cylinder/booste	r/Symptom	function-malfunction/inoperative	
	ydroboos				
Commodity	hassis-se	rvice brakes-master cylinder/booste	r/Symptom	leak-fluid	
l h	vdroboos	t—			
Significant Event	,		Verified	N	
ŭ					
Tread Information					
Tread Category Code	03	Πr	ead Category Description s	ervice brakes	
Reported in Tread Quarter	Q4 2010				
	<b>X</b> . = * - *				
Report Details					
Source Claim Key		000699580	Warranty Component Classific	cation	
			(WCC)		
Corporate Product Systems Class	ecification		Time in Service	29	
1	sameanon	1	Time III Service	<u>-</u>	
(CPSC)			WE COURT		
Customer Condition Code			V Function Group (VFG)	20.31	
Source System Program Type			Repair/Report/Paid Date	29-Nov-2010	
Version Series Code			Load Date	05 -Dec-2010	
Causal Part Prefix- Base - Suffix			Dealer Code	10216	
Causal Part Name			Dealer Name	ROBBERSON MAZDA	
Non Causal Part Prefix-Base-Suf	fix		Dealer City	BEND	
Non Causal Part Numbers			Dealer State/Province	OR	
Fault Code			Dealer Country	USA	
Diagonstic Trouble Code			Dealer Phone Number		
Labor Operation Code			Attachment		
Communication Type			VOQ Component Description Co	ode	
Maintenance Date		30 -Jan-2011	` .		
Customer Comment					
Customer Comment					
Technician Comment EO 11/29	9/10 M/CY	YL LEAK(MASTER CYL) BRAKE LIGHT	ON. LOW FLUID LEVEL LO	W FLUID LEVEL, SUSPECT LEAKING INTO	
BOOSTE	R. replac	ed master cylinder			
C O I S	•	<u> </u>			
Recommendations					
Recommendations					
Tire Information					
Tire Manufacturer	Unknow	n TE	re Size L	Jnknown	
	OHKHOW			JIINIIUWII	
Tire Brand Series			heel		
DOT Left Front			OT Right Front		
DOT Left Rear			OT Right Rear		
DOT Left Inner		De	OT Right Inner		
DOT Spare					
<b>Vehicle Information</b>					
	III COMP O			7.1.100.100.50	
VIN	JM3TB3			CA 10242278	
Model Year	2008	Er		Jnknown	
Transmission				CX-9	
Body Cab Style	Unknow			ALL 4 WHEEL LEFT HAND DRIVE	
Production Date	09-Apr-2		etail Sale Indicator Code		
Plant Description	HIROSE		eaquired Vehicle		
Build Region		W	arranty Start Date	7-Jul-2008	
Build Country Code			ansmission Serial Number		
Mileage	29915	Ve	chicle Axle Ratio		
Vehicle Restraint Code					

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**Report Detail** 

ECI Decord	6204729	20	Sauraa Cada	MAZDA Hotling
ECI Record	6204738	39	Source Code	MAZDA Hotline
Commodity Assign	ment			
Commodity		vice brakes—	Symptom	fluid level-insufficient fluid
Commodity		vice brakes—	Symptom	function-malfunction/inoperative
Commodity		vice brakes—	Symptom	mod-codes found
Commodity Commodity		vice brakes—	Symptom	mod-driving condition-while driving mod-intermittent/random
Commodity		vice brakes— vice brakes—	Symptom Symptom	pedal concerns-service brake pedal
Commodity	chassis-sei		oster/Symptom	function-malfunction/inoperative
Commodity	hydroboost	-	ster/Bymptom	runction martinetion/moperative
Commodity	chassis-se		oster/Symptom	leak-fluid
	hydroboost			
Commodity	chassis-se	-	oster/Symptom	mod-codes found
Significant Event	hydroboost	<del></del>	Verified	N
Tread Information				
Tread Category Code	03		Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010		Tread Category Description	service brakes
-				
Report Details Source Claim Key		000699815	Warranty Commanant Class	sification
Source Ciaini Key		000077013	Warranty Component Class (WCC)	Silication
Corporate Product Systems C	lassification		Time in Service	11
(CPSC)	iassineation		Time in Bervice	
Customer Condition Code			V Function Group (VFG)	
Source System Program Type			Repair/Report/Paid Date	30-Nov-2010
Version Series Code			Load Date	05 -Dec-2010
Causal Part Prefix- Base - Suff	ix		Dealer Code	34424
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name	CHAMPION MAZDA
Non Causal Part Prefix-Base-S	uffix		Dealer City	CORPUS CHRISTI
Non Causal Part Numbers			Dealer State/Province	TX
Fault Code Diagonstic Trouble Code			Dealer Country  Dealer Phone Number	USA 3619946200
Labor Operation Code			Attachment	3019940200
Communication Type			VOQ Component Description	n Code
Maintenance Date		13 -Feb-2011	r o Q component Description	
Comment DRIVING, HA	D CODE C: . AND THE	1327 BUT ONLY COMES ON AT RAN	DOM TECH STATES THE BRA T. TECH STATES THERE ARE	RAKE LIGHT COMES ON AT TIMES WHILI AKE FLUID LEVEL WAS LOWHE TOPPED UI E NO LEAKS REPLACED MASTER CYLINDEI
mendations				
Tire Information				
Tire Manufacturer	Unknow	n	Tire Size	Unknown
Tire Brand Series			Wheel	
DOT Left Front			DOT Right Front	
DOT Left Rear			DOT Right Rear	
DOT Left Inner DOT Spare			DOT Right Inner	
ı				
<b>Vehicle Information VIN</b>	JM3TB2	MAYAC	Engine Serial Number	CA 10299299
Model Year	2010	WIAAAU	Engine Serial Number Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknow		Drive Line	2 WHL L/H FRONT DRIVE
Production Date	27-Aug-2		Retail Sale Indicator Code	Z WILL ENTITION I DINIVE
Plant Description		IIMA ASSEMBLY PLANT-JAPAN	Reaguired Vehicle	
Build Region	III	The state of the s	Warranty Start Date	05-Jan-2010
Build Country Code			Transmission Serial Number	
Mileage	9982		Vehicle Axle Ratio	
Vehicle Restraint Code				
	9982		vehicle Axle Ratio	

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**Report Detail** 

ECI Record	6204740	006 So	ource Code	MAZDA Hotline
Commodity Assignment				
·		vice brakes-abs/traction control—	Symptom	loss of control
		vice brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on
	chassis-se			function-malfunction/inoperative
•	hydroboos	, and the second	51/5ymptom	runction manufaction/moperative
	chassis-se		ar/Symptom	leak-fluid
- · · · · · · · · · · · · · · · · · · ·		•	51/Symptom	leak-nuid
	hydroboos		40	
•	chassis-se	,	er/Symptom	mod-indicator light/warning chime on
	hydroboos			
	chassis-ser	vice brakes-pads/shoes/linings—	Symptom	no keyword found
Significant Event			Verified	N
Tread Information				
Tread Category Code	03	Tr.	read Category Description	service brakes
Reported in Tread Quarter	Q4 2010	)	read category Description	Service Stakes
	Q 1 2010			
Report Details				
Source Claim Key		000699990	Warranty Component Classifi	cation
			(WCC)	
Corporate Product Systems Cla	assification	1	Time in Service	26
(CPSC)				· ·
Customer Condition Code			V Function Group (VFG)	
Source System Program Type			Repair/Report/Paid Date	01-Dec-2010
Version Series Code			Load Date	05 -Dec-2010
Causal Part Prefix- Base - Suffix	(		Dealer Code	61454
Causal Part Name	<u> </u>	unknown	Dealer Name	RICART MAZDA
Non Causal Part Prefix-Base-Su	ffix		Dealer City	GROVEPORT
Non Causal Part Numbers			Dealer State/Province	OH
Fault Code			Dealer Country	USA
Diagonstic Trouble Code			Dealer Phone Number	
Labor Operation Code			Attachment	
Communication Type			VOQ Component Description C	ode
Maintenance Date		10 -Jan-2011		
Customer				
Comment				
Technician JC 12/1/10 TCS	ABS BR	AKE LIGHT ON*MASTER/BOOSTER T	THE ABS, TCS LIGHT AND B	RAKE LIGHT IS ON. C/S FEELS THAT THE
				OFF. DROVE THE CAR AND FELT NOTHING
ABNORMAL. N	O FLUID	LEAKS FOUND IN THE BRAKE SYSTE	EM AND THE PADS ARE NOT	EXCESSIVLY WORN. replaced master cyl.and
		vas leaking inside of booster		1
CQIS Recom	.,			
mendations				
Tire Information				
Tire Manufacturer	Unknow	n Ti	ire Size	Unknown
Tire Brand Series			/heel	
DOT Left Front			OT Right Front	
DOT Left Rear		D	OT Right Rear	
DOT Left Inner			OT Right Inner	
DOT Spare				
Vohiolo Information				
Vehicle Information				
VIN	JM3TB3			CA 10241899
Model Year	2008			3.7L 4V-DAMB PFI V6 NA GAS
Transmission				CX-9
Body Cab Style	Unknow			ALL 4 WHEEL LEFT HAND DRIVE
Production Date	07-Apr-2		etail Sale Indicator Code	
Plant Description	Unknow		eaquired Vehicle	
Build Region				31-Oct-2008
Build Country Code	25/		ransmission Serial Number	
Mileage	35475	V	ehicle Axle Ratio	
Vehicle Restraint Code				

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**Report Detail** 

ECI Record 6204	74283	Source Code	MAZDA Hotline		
Commodity Assignment					
	s-service brakes-master cylinder/boos	ster/Symptom	function-malfunction/inoperative		
hydrob					
Commodity chassi- hydrob	s-service brakes-master cylinder/boos	ster/Symptom	leak-fluid		
Significant Event		Verified	N		
Tread Information	Tread Information				
Tread Category Code 03		Tread Category Description	service brakes		
Reported in Tread Quarter Q4 2	010				
Report Details					
Source Claim Key	000700290	Warranty Component Classif	fication		
		(WCC)			
Corporate Product Systems Classifica	ition	Time in Service	28		
(CPSC)					
Customer Condition Code		V Function Group (VFG)	2010		
Source System Program Type		Repair/Report/Paid Date	03-Dec-2010		
Version Series Code		Load Date	05 -Dec-2010		
Causal Part Prefix- Base - Suffix	NOT PROVIDED BY COURCE	Dealer Code	51614 ODEN - BOAD - MAZDA - OE		
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	OPEN ROAD MAZDA OF		
N C ID (D C C C		D 1 C'	MORRISTOWN		
Non Causal Part Prefix-Base-Suffix Non Causal Part Numbers		Dealer City Dealer State/Province	MORRISTOWN NJ		
Fault Code		Dealer State/Province  Dealer Country	USA		
Diagonstic Trouble Code		Dealer Phone Number	9737961300		
Labor Operation Code		Attachment	9737901300		
Communication Type		VOQ Component Description (	Code		
Maintenance Date	19 -Dec-2010	vog component Bescription	Code		
Customer Comment					
	C LEAVING INTO DOCTED DDAVE ELL	HD LEAVING EDOM MACTED	CVI INDED INTO DOOGTED I EAVING INTO		
DK 12/03/10 WI		JID LEAKING FROM MASTER	CYLINDER INTO BOOSTER LEAKING INTO		
DOOSTER REI	LACE BOOSTER AND MASTER				
C Q I S					
Recommendations					
Tire Information					
	nown	Tire Size	Unknown		
Tire Brand Series		Wheel			
DOT Left Front		DOT Right Front			
DOT Left Rear		DOT Right Rear			
DOT Left Inner		DOT Right Inner			
DOT Spare					
Vehicle Information					
	ГВ38V880	Engine Serial Number	CA 10245788		
Model Year 2008		Engine Description	3.7L 4V-DAMB PFI V6 NA GAS		
	D AUTO TRANS AISIN F21	Vehicle Description	CX-9		
	nown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE		
Production Date 25-A	pr-2008	Retail Sale Indicator Code			
Plant Description HIRO	OSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle			
Build Region		Warranty Start Date	19-Aug-2008		
Build Country Code		Transmission Serial Number			
Mileage 1212	0	Vehicle Axle Ratio			
Vehicle Restraint Code					

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**Report Detail** 

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	6204746	54	Source Code	MAZDA Hotline	
Commodity Assignment					
		' 1 1	IG.	II. J. A.: J	
Commodity		vice brakes—	Symptom	leak-fluid	
Commodity		•	er/booster/Symptom	leak-fluid	
	hydroboos	t—			
Significant Event			Verified	N	
Tread Information					
Tread Category Code	03		Tread Category Description	service brakes	
Reported in Tread Quarter	Q4 2010				
Report Details					
Source Claim Key		000700695	Warranty Component Cl	assification	
Bource Claim Rey		000700073	(WCC)	lassification	
	1			10	
Corporate Product Systems C	iassincatior		Time in Service	19	
(CPSC)					
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date	07-Dec-2010	
Version Series Code			Load Date	12 -Dec-2010	
Causal Part Prefix- Base - Suff	ix		Dealer Code	50237	
Causal Part Name		unknown	Dealer Name	RAMSEY MAZDA	
Non Causal Part Prefix-Base-S	uffix		Dealer City	RAMSEY	
Non Causal Part Numbers			Dealer State/Province	NJ	
Fault Code			Dealer Country	USA	
Diagonstic Trouble Code			Dealer Phone Number		
Labor Operation Code			Attachment		
Communication Type			VOQ Component Descript	tion Code	
Maintenance Date		19 -Dec-2010	,	'	
Customer Comment					
Technician Comment	LD 12/0	07/10 BRAKE MASTER LEAK	S BRAKE MASTER LEAKS **	**CAZAZ, DEBORAH L.*** LEAKS INTO THE	
	BOOST		S BRITE WINSTER ELITES	CHERE, DEBORTH E. EERKS INTO THE	
COIS Recommendations	воозп	ZK			
Tire Information					
Tire Manufacturer	Unknow	n	Tire Size	Unknown	
Tire Brand Series			Wheel		
DOT Left Front			DOT Right Front		
DOT Left Rear			DOT Right Rear		
DOT Left Inner			DOT Right Inner		
DOT Spare					
Vehicle Information	1				
VIN	ЈМ3ТВ3	8V690	Engine Serial Number	CA 10283572	
Model Year	2009		Engine Description	3.7L 4V-DAMB PFI V6 NA GAS	
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX-9	
Body Cab Style	Unknow		Drive Line	ALL 4 WHEEL LEFT HAND DRIVE	
Production Date	05-Dec-		Retail Sale Indicator Code	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
Plant Description		IIMA ASSEMBLY PLANT-JAPAN			
Build Region	111001		Warranty Start Date	30-May-2009	
Build Country Code			Transmission Serial Number		
Mileage	22764		Vehicle Axle Ratio		
Vehicle Restraint Code					

#### Disclaimer:

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Contact CDR HELP

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**Report Detail** 

ECI Record	rd 620474775 Sou		Source Code	MAZDA Hotline	
Commodity Assignment					
Commodity	nassis-ser	vice brakes—	Symptom	fluid level-insufficient fluid	
Commodity	nassis-ser	vice brakes—	Symptom	leak-fluid	
Commodity	nassis-ser	vice brakes—	Symptom	misaligned/out of position/adjustment/poor fit	
		vice brakes—	Symptom	pedal concerns-service brake pedal	
3	nassis-se		ster/Symptom	fluid level-insufficient fluid	
•		•	ster/Bymptom	naid level insurnelent naid	
	ydroboos				
•	nassis-se	•	ster/Symptom	no keyword found	
	ydroboos	t—			
Significant Event			Verified	N	
Tread Information					
Tread Category Code	03		Tread Category Description	service brakes	
	O4 2010		fred Category Description	per vice cruites	
	Q . 2010				
Report Details					
Source Claim Key		000700831	Warranty Component Classif	fication	
			(WCC)		
Corporate Product Systems Clas	sification		Time in Service	23	
(CPSC)					
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date	08-Dec-2010	
Version Series Code			Load Date	12 -Dec-2010	
Causal Part Prefix- Base - Suffix			Dealer Code	61471	
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name	KENNEDY MAZDA	
Non Causal Part Prefix-Base-Suff	1X		Dealer City	VALPARAISO	
Non Causal Part Numbers			Dealer State/Province	IN	
Fault Code			Dealer Country	USA	
Diagonstic Trouble Code			Dealer Phone Number		
Labor Operation Code			Attachment		
Communication Type			VOQ Component Description C	Code	
Maintenance Date		23 -Jan-2011			
Customer					
Comment					
Technician EO 12/08/10	(CHAT)!	M/CYL LEAK BRAKE LIGHT ON, LO	W FLUID LEVEL NO EXTERN	IAL FLUID LEAKS. INQUIRING ON MASTER	
		tumer did not want to pay for new master			
C Q I S		Fay Fay			
_					
Recommendations					
Tire Information					
Tire Manufacturer	Unknow	n	Tire Size	Unknown	
Tire Brand Series			Wheel		
DOT Left Front			DOT Right Front		
DOT Left Rear			DOT Right Rear		
DOT Left Inner			DOT Right Inner		
DOT Spare			or rught inner		
Vehicle Information					
	ЈМ3ТВ3	8A090	Engine Serial Number	CA 10257992	
1.13 461 1641	2009			3.7L 4V-DAMB PFI V6 NA GAS	
		UTO TRANS AISIN F21	Vehicle Description	CX-9	
	Unknow			ALL 4 WHEEL LEFT HAND DRIVE	
Production Date	25-Jul-20	008	Retail Sale Indicator Code		
	HIROSH	IIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle		
Build Region				24-Jan-2009	
Build Country Code			Transmission Serial Number		
	44796		Vehicle Axle Ratio		
Vehicle Restraint Code	17770		Table Fixe Rado		
remeie Restraint Code			I		

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**Report Detail** 

ECI Record	520476120	Source Code	MAZDA Hotline	
Commodity Assignment				
	assis-service brakes—	Symptom	fluid level-insufficient fluid	
Commodity cha	assis-service brakes—	Symptom	mod-indicator light/warning chime on	
Commodity cha	assis-service brakes—	Symptom	no keyword found	
Commodity cha	assis-service brakes-master cylinder/boost	er/Symptom	function-malfunction/inoperative	
hyd	droboost—		•	
	assis-service brakes-master cylinder/boost	er/Symptom	leak-fluid	
•	droboost—	J I		
Significant Event		Verified	N	
Tread Information				
	03	read Category Description	service brakes	
	Q4 2010			
Report Details	<u> </u>			
Report Details	1000700070			
Source Claim Key	000702273	Warranty Component Classif	ncation	
		(WCC)		
Corporate Product Systems Class	incation	Time in Service	20	
(CPSC)				
Customer Condition Code		V Function Group (VFG)		
Source System Program Type		Repair/Report/Paid Date	17-Dec-2010	
Version Series Code		Load Date	19 -Dec-2010	
Causal Part Prefix- Base - Suffix		Dealer Code	40603	
Causal Part Name	unknown	Dealer Name	DIABLO MAZDA	
Non Causal Part Prefix-Base-Suffi:	X	Dealer City	WALNUT CREEK	
Non Causal Part Numbers		Dealer State/Province	CA	
Fault Code		Dealer Country	USA	
Diagonstic Trouble Code		Dealer Phone Number	9259376900	
Labor Operation Code		Attachment		
Communication Type		VOQ Component Description (	Code	
Maintenance Date	27 -Dec-2010		·	
Customer Comment				
Technician Comment RC 12/17/1	0 BRAKE FLUID LOW,LITE ON NO EXTERN	ALLEAKS 2/22/08 DL STS F	ound brake master cylinder leaking into booster	
	oth master and booster, rechecked ok.	THE EETING 2/22/00 DE 515 I	ound brake master cymider reaking into booster.	
•	our master and booster, rechecked ok.			
C Q I S				
Recommendations				
Tire Information				
Tire Manufacturer [	Unknown	Cire Size	Unknown	
Tire Brand Series		Vheel		
DOT Left Front		OOT Right Front		
DOT Left Rear		OOT Right Rear		
DOT Left Inner		OOT Right Inner		
DOT Spare				
Vehicle Information				
	M3TB28V390	Engine Serial Number	CA 10283351	
			3.7L 4V-DAMB PFI V6 NA GAS	
			CX-9	
			2 WHL L/H FRONT DRIVE	
		Retail Sale Indicator Code		
		Reaquired Vehicle		
Build Region		Varranty Start Date	10-May-2009	
Build Country Code		ransmission Serial Number	<b>v</b>	
		Pehicle Axle Ratio		
Vehicle Restraint Code				

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**Report Detail** 

ECI Record	6204762	06 So	ource Code	MAZDA Hotline	
Commodity Assignm					
		vice brakes—	Symptom	no keyword found	
		vice brakes-abs/traction control—	Symptom	fluid level-insufficient fluid	
3		vice brakes-abs/traction control—	Symptom	mod-codes found	
		vice brakes-abs/traction control-abs module-		fluid level-insufficient fluid	
		vice brakes-abs/traction control-abs module-		misaligned/out of position/adjustment/poor fit	
		vice brakes-abs/traction control-abs module-		mod-indicator light/warning chime on	
•	hassis-service brakes-master cylinder/booster		r/Symptom	fluid level-insufficient fluid	
	ydroboost				
3	nassis-se	, and the second	r/Symptom	function-malfunction/inoperative	
	ydroboost				
Commodity	nassis-se	rvice brakes-master cylinder/booste	r/Symptom	misaligned/out of position/adjustment/poor fit	
	ydroboost				
Commodity	nassis-se	rvice brakes-master cylinder/booste	r/Symptom	mod-indicator light/warning chime on	
hy	ydroboost	<del>!—</del>			
Significant Event	,		Verified	N	
Tread Information					
Tread Information					
Tread Category Code	03		ead Category Description	service brakes	
Reported in Tread Quarter	Q4 2010	· · · · · · · · · · · · · · · · · · ·			
Report Details					
		000702267	Warranty Commanant Classifi	antion	
Source Claim Key			Warranty Component Classifi	cation	
			(WCC)		
Corporate Product Systems Clas	sification		Time in Service	24	
(CPSC)					
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date	17-Dec-2010	
Version Series Code			Load Date	19 -Dec-2010	
Causal Part Prefix- Base - Suffix			Dealer Code	42025	
Causal Part Name			Dealer Name	SILL-TERHAR MOTORS, INC	
Non Causal Part Prefix-Base-Suff	ix		Dealer City	BROOMFIELD	
Non Causal Part Numbers			Dealer State/Province	CO	
Fault Code			Dealer Country	USA 2024 (01901	
Diagonstic Trouble Code			Dealer Phone Number	3034691801	
Labor Operation Code			Attachment	lada	
Communication Type Maintenance Date		30 -Jan-2011	VOQ Component Description C	ode	
Maintenance Date		po -Jan-2011			
Customer Comment					
Technician LH 12/17/1	0 LOW	BRAKE FLUID, ABS, TCS C1327(M/C) A	ABS/TCS LIGHT ON, BRAK	E FLUID LOW IN MASTER CYLINDER NO	
		replaced master cylinder and brake booster			
C O I S					
Recommendations					
Tire Information					
Tire Manufacturer	Unknow	n Ti	re Size	Unknown	
Tire Brand Series	CHKHOWI		heel	CHKHOWH	
DOT Left Front			OT Right Front		
DOT Left Rear			OT Right Rear		
DOT Left Inner			OT Right Inner		
DOT Spare			or rught inner		
Vehicle Information					
	ЈМ3ТВ3	8A880 Er	gine Serial Number	CA 10245829	
Model Year	2008		igine Description	3.7L 4V-DAMB PFI V6 NA GAS	
Transmission	6 SPD A			CX-9	
Body Cab Style	Unknow			ALL 4 WHEEL LEFT HAND DRIVE	
Production Date	24-Apr-2	2008 Re	etail Sale Indicator Code		
Plant Description	HIRÓSH	IIMA ASSEMBLY PLANT-JAPAN Re	eaquired Vehicle		
Build Region				31-Dec-2008	
Build Country Code			ansmission Serial Number		
Mileage	29596	Ve	hicle Axle Ratio		
Vehicle Restraint Code					

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**Report Detail** 

Commodity  Chassis-service brakes  Commodity  Chassis-service brakes-master cylinder/bootster/Symptom  Commodity  Chassis-service brakes-master cylinder/bootster/Symptom  Commodity  Chassis-service  Commodity  Chassis-service	Commodity Commodity		05	Source Code	MAZD	OA Hotline
Commodity   Comm	Commodity Commodity	ment				
Commodity	Commodity		wice brokes	Symptom	Huid	level-insufficient fluid
Commodity Chassis-service brakes-master cylinder/booster/Symptom mod-codes found hydrobost— Chassis-service brakes-master cylinder/booster/Symptom mod-codes found hydrobost— Symptom mod-codes						
Inventor						
Commodity   Chassiss-service   Drakes-master   Cylinder/booster/Symptom   mod-codes found   hydroboost   hydr			•	oster/symptom	Tunct	ion-manuncuon/moperative
hydroboost—  hyd	<u> </u>					
Commodity   Comm	Commodity	chassis-se	rvice brakes-master cylinder/bo	oster/Symptom	mod-	codes found
Significant Event   Verified   N		hydroboos	t—			
Significant Event   Verified   N	Commodity	chassis-se	rvice brakes-master cylinder/bo	oster/Symptom	nvh-r	noisy operation
Pread Information   Pread Category Code   D3   Pread Category Description   Pread Category Code   D4   Pread Category Description	ř	hydroboos	t—	• •		, 1
Tread Category Code   13	Significant Event	ily di ocoos	<u> </u>	Verified	N	
Tread Category Code   13	<u> </u>			vermed	٠,	
Report Details  Source Claim Key		10.2		<b>m</b>		
Report Details Source Claim Key	Tread Category Code			Tread Category Description	service	brakes
Operate Product Systems Classification (WCC)   Operate Product Systems Classification (WCC)   Ustomer Condition Code	Reported in Tread Quarter	Q4 2010				
Operate Product Systems Classification (WCC)   Operate Product Systems Classification (WCC)   Ustomer Condition Code	Ranart Datails					
CPSC	Report Details		1000702696	NV C		
Time in Service   24	Source Claim Key		UUU /U2686		sification	
CPSC						
CPSC	Corporate Product Systems C.	lassification		Time in Service		24
Valuation Group (VPG)   Source System Program Type   Repair/ReportPaid Date   21-Dec-2010						
RepairReportPaid Date   21-Dec-2010				V Function Group (VFG)		
Load Date   27-Dec-2010						21-Dec-2010
Dealer Code   10169						
Comment   Comm		37				
Non Causal Part Numbers  Non Causal Part Numbers  Dealer State/Province  WA  Sault Code  Dealer Country  USA  Deal		IX.	NOT DDOVIDED DV SOUDCE			
Dealer State/Province   WA			NOT PROVIDED BY SOURCE			
Dealer Country   Disagonstic Trouble Code   Dealer Phone Number		umx				
Diagonstic Trouble Code Attachment   Actachment   Actachment   VOQ Component Description Code   Attachment   VOQ Component Description Code   Attachment   VOQ Component Description Code   Attachment   VOQ Component Description Code   VOQ Component Description VOQ Component Description Code   VOQ Component Description VOQ Component VOQ Component VOQ Component VOQ Component Description VO						
Attachment Orde Orde Orde Orde Orde Orde Orde Orde						USA
Vol Component Description Code   Vol Code						
Maintenance Date   10 -Jan-2011    Customent   BS   12/21/10 BRAKE LIGHT C1327(BOOSTER & MASTER) CUST STATES THE BRAKE FLUID LEVEL LOW LIGHT TECH STATES THER ARE NO EXTERNAL LEAKS BUT THE FLUID LEVEL IS LOW installed new brake booster and brake master cyl. had growning noise afterword called mazda. said to replace with another booster. so i did. noise is gone.  CQIS Recomment   Comment   Comme						
Customent Cechnician BS 12/21/10 BRAKE LIGHT C1327(BOOSTER & MASTER) CUST STATES THE BRAKE FLUID LEVEL LOW LIGHT TECH STATES THER ARE NO EXTERNAL LEAKS BUT THE FLUID LEVEL IS LOW installed new brake booster and brake master cyl. had growning noise afterword called mazda. said to replace with another booster. so i did. noise is gone.  CQIS Recommendations  Tire Information  Fire Information  Fire Manufacturer  Unknown  Ilire Size  Unknown  Unknown  Unknown  DOT Right Front  DOT Right Rear  DOT Right Inner  DOT Spare  Vehicle Information  VIN  MATB38A48Q  Engine Serial Number  CA 10250142  Wodel Year  Transmission  6 SPD AUTO TRANS AISIN F21  Vehicle Description  Unknown  Transmission  OF SPO AUTO TRANS AISIN F21  Vehicle Description  Unknown  Production Date  26-May-2008  Required Vehicle  Build Region  Warranty Start Date  12-37  Vehicle Axle Ratio  Vehicle Axle Ratio				VOQ Component Description	1 Code	
Rechaician   BS 12/21/10 BRAKE LIGHT C1327(BOOSTER & MASTER) CUST STATES THE BRAKE FLUID LEVEL LOW LIGHT TECH STATES THER ARE NO EXTERNAL LEAKS BUT THE FLUID LEVEL IS LOW installed new brake booster and brake master cyl. had growning noise afterword called mazda. said to replace with another booster. so i did. noise is gone.    CQIS Recommendation   Commendation	Maintenance Date		10 -Jan-2011			
Rechaician   BS 12/21/10 BRAKE LIGHT C1327(BOOSTER & MASTER) CUST STATES THE BRAKE FLUID LEVEL LOW LIGHT TECH STATES THER ARE NO EXTERNAL LEAKS BUT THE FLUID LEVEL IS LOW installed new brake booster and brake master cyl. had growning noise afterword called mazda. said to replace with another booster. so i did. noise is gone.    CQIS Recommendation   Commendation	Customer					
BS 12/21/10 BRAKE LIGHT C1327(BOOSTER & MASTER) CUST STATES THE BRAKE FLUID LEVEL LOW LIGHT TECH STATES THER ARE NO EXTERNAL LEAKS BUT THE FLUID LEVEL IS LOW installed new brake booster and brake master cyl. had growning noise afterword called mazda. said to replace with another booster. so i did. noise is gone.    CQIS Recomment						
ARE NO EXTERNAL LEAKS BUT THE FLUID LEVEL IS LOW installed new brake booster and brake master cyl. had growning noise afterword called mazda, said to replace with another booster, so i did, noise is gone.  CQIS Recommendations  Pire Information  Tire Information  Tire Size  Unknown  Unknown  Unknown  Unknown  Unknown  Unknown  Unknown  Unter Brand Series  DOT Right Front  DOT Right Rear  DOT Left Inner  DOT Right Inner  DOT Right Inner  DOT Right Inner  Unknown  Unkn						
ARE NO EXTERNAL LEAKS BUT THE FLUID LEVEL IS LOW installed new brake booster and brake master cyl. had growning noise afterword called mazda, said to replace with another booster, so i did, noise is gone.  CQIS Recommendations  Pire Information  Tire Information  Tire Size  Unknown  Unknown  Unknown  Unknown  Unknown  Unknown  Unknown  Unter Brand Series  DOT Right Front  DOT Right Rear  DOT Left Inner  DOT Right Inner  DOT Right Inner  DOT Right Inner  Unknown  Unkn	1 e c n n 1 c 1 a n BS 12/21/10 B	RAKE LIC	iHT C1327(BOOSTER & MASTER) (	CUST STATES THE BRAKE FLU	UID LEV	EL LOW LIGHT TECH STATES THER
called mazda. said to replace with another booster. so i did. noise is gone.  CQIS Recommendations  Pire Information  Fire Information  Fire Manufacturer Unknown Fire Size Unknown  Fire Brand Series Wheel  DOT Left Front DOT Right Front  DOT Right Rear  DOT Right Rear  DOT Right Inner  DOT Spare DOT Spare  Vehicle Information  In M3TB38A480 Engine Serial Number CA 10250142  Wodel Year 2008 Engine Description Unknown  Fransmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX-9  Body Cab Style Unknown Drive Line ALL 4 WHEEL LEFT HAND DRIVE Production Date 26-May-2008 Retail Sale Indicator Code  Plant Description HIROSHIMA ASSEMBLY PLANT-JAPAN Reaquired Vehicle  Build Region Warranty Start Date 29-Jan-2009  Mileage 42237 Vehicle Axle Ratio						
Pire Information  Tire Manufacturer Unknown Fire Size Unknown  DOT Left Front DOT Left Front DOT Right Front  DOT Left Rear DOT Right Inner  DOT Spare DOT Spare DOT Right Inner  Wehicle Information  Vehicle Information  VIN JM3TB38A480 Engine Description Unknown  Transmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX-9  Body Cab Style Unknown Drive Line ALL 4 WHEEL LEFT HAND DRIVE Production Date Plant Description HIROSHIMA ASSEMBLY PLANT-JAPAN Reaquired Vehicle Suild Region Warranty Start Date 29-Jan-2009  Build Country Code Informs Number Wehicle All Ratio Vehicle All Ratio						, , ,
Pire Information  Fire Manufacturer Unknown Tire Size Unknown  Fire Brand Series Wheel  DOT Left Front DOT Right Front  DOT Left Rear  DOT Left Inner  DOT Right Inner  DOT Righ		said to repla	ee with another booster, so I did, hoise	is golic.		
Tire Information  Cire Manufacturer Cire Brand Series COT Left Front COT Left Front COT Left Rear COT Left Rear COT Left Rear COT Left Rear COT Left Inner COT Spare  Vehicle Information  VIN  VIN  VIN  VIN  VIM3TB38A48C  Engine Serial Number CA 10250142  Vehicle Description CX-9  Sody Cab Style Cransmission CS-9  CY-9  CY-						
Fire Manufacturer  Cire Brand Series  Wheel  OUT Left Front  DOT Right Front  DOT Right Rear  DOT Left Inner  OUT Spare  Vehicle Information  VIN  JM3TB38A480  Engine Serial Number  CA 10250142  Model Year  Lengine Description  Wehicle Description  CX-9  Sody Cab Style  Unknown  Drive Line  ALL 4 WHEEL LEFT HAND DRIVE  Production Date  Production Date  Plant Description  HIROSHIMA ASSEMBLY PLANT-JAPAN  Reaquired Vehicle  Build Region  Warranty Start Date  Suild Region  Warranty Start Date  Transmission Serial Number  Vehicle Axle Ratio	endations					
Fire Manufacturer  Cire Brand Series  Wheel  OUT Left Front  DOT Right Front  DOT Right Rear  DOT Left Inner  OUT Spare  Vehicle Information  VIN  JM3TB38A480  Engine Serial Number  CA 10250142  Model Year  Lengine Description  Wehicle Description  CX-9  Sody Cab Style  Unknown  Drive Line  ALL 4 WHEEL LEFT HAND DRIVE  Production Date  Production Date  Plant Description  HIROSHIMA ASSEMBLY PLANT-JAPAN  Reaquired Vehicle  Build Region  Warranty Start Date  Suild Region  Warranty Start Date  Transmission Serial Number  Vehicle Axle Ratio	Tire Information					
Wheel		Unknow	n	Tire Size	Unkno	wn
DOT Left Front DOT Left Rear DOT Left Inner DOT Right Rear DOT Right Inner DOT Right Front DOT Right Rear DOT Right Inner DOT Right Rear DOT Right Inner DOT Right Rear DOT Rear DOT Right Rear DOT Rear DOT Right Rear DOT Re		CHRIOW			Clikilo	****
DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information  VIN JM3TB38A480 Engine Serial Number CA 10250142  Model Year Model Year 2008 Engine Description Unknown Fransmission G SPD AUTO TRANS AISIN F21 Vehicle Description CX-9 Body Cab Style Unknown Drive Line ALL 4 WHEEL LEFT HAND DRIVE Production Date Production Date Plant Description HIROSHIMA ASSEMBLY PLANT-JAPAN Reaquired Vehicle Build Region Warranty Start Date Build Region Transmission Serial Number Vehicle Axle Ratio	Tire Brand Series			The state of the s		
DOT Left Inner DOT Spare  Vehicle Information  VIN  JM3TB38A480  Engine Serial Number Engine Description Unknown  Fransmission G SPD AUTO TRANS AISIN F21 Unknown Gody Cab Style Unknown Drive Line Production Date Description HIROSHIMA ASSEMBLY PLANT-JAPAN Bould Region Build Region Warranty Start Date Whicle Axle Ratio  Vehicle Axle Ratio						
Vehicle Information  VIN  VIN  VIN  VIN  VIN  VIN  VIN  VI	Tire Brand Series DOT Left Front					
Vehicle Information  VIN JM3TB38A480 Engine Serial Number CA 10250142  Model Year 2008 Engine Description Unknown  Transmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX-9  Body Cab Style Unknown Drive Line ALL 4 WHEEL LEFT HAND DRIVE  Production Date 26-May-2008 Retail Sale Indicator Code  Plant Description HIROSHIMA ASSEMBLY PLANT-JAPAN Reaquired Vehicle  Build Region Warranty Start Date 29-Jan-2009  Build Country Code Transmission Serial Number  Wehicle Axle Ratio	DOT Left Front DOT Left Rear			DOT Right Rear		
Model Year 2008 Engine Serial Number CA 10250142  Model Year 2008 Engine Description Unknown  Fransmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX-9  Body Cab Style Unknown Drive Line ALL 4 WHEEL LEFT HAND DRIVE  Production Date 26-May-2008 Retail Sale Indicator Code  Plant Description HIROSHIMA ASSEMBLY PLANT-JAPAN Reaquired Vehicle  Build Region Warranty Start Date 29-Jan-2009  Build Country Code Transmission Serial Number Vehicle Axle Ratio	DOT Left Front DOT Left Rear DOT Left Inner			DOT Right Rear		
Model Year 2008 Engine Serial Number CA 10250142  Model Year 2008 Engine Description Unknown  Fransmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX-9  Body Cab Style Unknown Drive Line ALL 4 WHEEL LEFT HAND DRIVE  Production Date 26-May-2008 Retail Sale Indicator Code  Plant Description HIROSHIMA ASSEMBLY PLANT-JAPAN Reaquired Vehicle  Build Region Warranty Start Date 29-Jan-2009  Build Country Code Transmission Serial Number Vehicle Axle Ratio	DOT Left Front			DOT Right Rear		
Model Year 2008 Engine Description Unknown  Fransmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX-9  Body Cab Style Unknown Drive Line ALL 4 WHEEL LEFT HAND DRIVE  Production Date 26-May-2008 Retail Sale Indicator Code  Plant Description HIROSHIMA ASSEMBLY PLANT-JAPAN Reaquired Vehicle  Build Region Warranty Start Date 29-Jan-2009  Build Country Code Transmission Serial Number Vehicle Axle Ratio	DOT Left Front DOT Left Rear DOT Left Inner DOT Spare	1		DOT Right Rear		
Fransmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX-9 Body Cab Style Unknown Drive Line ALL 4 WHEEL LEFT HAND DRIVE Production Date 26-May-2008 Retail Sale Indicator Code Plant Description HIROSHIMA ASSEMBLY PLANT-JAPAN Reaquired Vehicle Build Region Warranty Start Date 29-Jan-2009 Build Country Code Transmission Serial Number Wileage 42237 Vehicle Axle Ratio	DOT Left Front DOT Left Rear DOT Left Inner DOT Spare <b>Vehicle Information</b>		8A480	DOT Right Rear DOT Right Inner	CA 10°	250142
Body Cab Style Unknown Drive Line ALL 4 WHEEL LEFT HAND DRIVE Production Date 26-May-2008 Retail Sale Indicator Code Plant Description HIROSHIMA ASSEMBLY PLANT-JAPAN Reaquired Vehicle Build Region Warranty Start Date 29-Jan-2009 Build Country Code Transmission Serial Number Wehicle Axle Ratio	DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN	ЈМ3ТВ3	8A480	DOT Right Rear DOT Right Inner  Engine Serial Number		
Production Date 26-May-2008 Retail Sale Indicator Code Plant Description HIROSHIMA ASSEMBLY PLANT-JAPAN Reaquired Vehicle Build Region Warranty Start Date 29-Jan-2009 Build Country Code Transmission Serial Number Whileage 42237 Vehicle Axle Ratio	DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year	JM3TB3 2008		DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description	Unkno	
Plant Description HIROŚHIMA ASSEMBLY PLANT-JAPAN Reaquired Vehicle Build Region Warranty Start Date 29-Jan-2009 Build Country Code Transmission Serial Number Wileage 42237 Vehicle Axle Ratio	DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission	JM3TB3 2008 6 SPD A	UTO TRANS AISIN F21	DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description	Unkno CX-9	wn
Build Region Warranty Start Date 29-Jan-2009 Build Country Code Transmission Serial Number Wileage 42237 Vehicle Axle Ratio	DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style	JM3TB3 2008 6 SPD A Unknow	UTO TRANS AISIN F21	DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line	Unkno CX-9	wn
Build Country Code Transmission Serial Number Wileage 42237 Vehicle Axle Ratio	DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Production Date	JM3TB3 2008 6 SPD A Unknow 26-May-	UTO TRANS AISIN F21 n 2008	DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code	Unkno CX-9	wn
Mileage 42237 Vehicle Axle Ratio	DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description	JM3TB3 2008 6 SPD A Unknow 26-May-	UTO TRANS AISIN F21 n 2008	DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	Unkno CX-9 ALL 4	WHEEL LEFT HAND DRIVE
	DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	JM3TB3 2008 6 SPD A Unknow 26-May-	UTO TRANS AISIN F21 n 2008	DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	Unkno CX-9 ALL 4	WHEEL LEFT HAND DRIVE
vehicle Kestraint Code	DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code	JM3TB3 2008 6 SPD A Unknow 26-May- HIROSH	UTO TRANS AISIN F21 n 2008	DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	Unkno CX-9 ALL 4	WHEEL LEFT HAND DRIVE
	DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code Mileage	JM3TB3 2008 6 SPD A Unknow 26-May- HIROSH	UTO TRANS AISIN F21 n 2008	DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	Unkno CX-9 ALL 4	WHEEL LEFT HAND DRIVE

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**Report Detail** 

ECI Record	620477065	Source Code	MAZDA Hotline		
Commodity Assignment					
	nassis-service brakes—	Symptom	mod-codes found		
	nassis-service brakes—	Symptom	no keyword found		
	hassis-service brakes-abs/traction control—	Symptom	fluid level-insufficient fluid		
3	hassis-service brakes-abs/traction control—	Symptom	mod-codes found		
	hassis-service brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on		
		ster/Symptom	function-malfunction/inoperative		
•	ydroboost—	Ster, Symptom	ranction marranetion/moperative		
		ster/Symptom	leak-fluid		
3	•	Ster/Symptom	leak-iiuiu		
	ydroboost—	0			
	hassis-service brakes-pads/shoes/linings—	Symptom	mod-codes found		
	hassis-service brakes-pads/shoes/linings—	Symptom	mod-indicator light/warning chime on		
Significant Event		Verified	N		
Tread Information					
Tread Category Code	03	Tread Catagory Description	service brakes		
Reported in Tread Quarter	Q4 2010	Tread Category Description	service brakes		
Reported in Tread Quarter	Q4 2010				
Report Details					
Source Claim Key	000703281	Warranty Component Class	ification		
Source Claim Key	000703201	-	incution		
Componete Duoderet Ceretere Cl	aification	(WCC)	24		
Corporate Product Systems Clas	SHICAUOH	Time in Service	24		
(CPSC)					
Customer Condition Code		V Function Group (VFG)			
Source System Program Type		Repair/Report/Paid Date	28-Dec-2010		
Version Šeries Code		Load Date	03 -Jan-2011		
Causal Part Prefix- Base - Suffix		Dealer Code	61542		
Causal Part Name	unknown	Dealer Name	BIGGERS MAZDA		
Non Causal Part Prefix-Base-Suf	fix	Dealer City	ELGIN		
Non Causal Part Numbers		Dealer State/Province	IL IL		
Fault Code		Dealer Country	USA		
Diagonstic Trouble Code		Dealer Phone Number	8476286000		
Labor Operation Code		Attachment			
Communication Type		VOQ Component Description	Code		
Maintenance Date	10 -Jan-2011				
Customer					
Comment					
	DACTION & DDAVE LITE CODE C1227 DD	AVE AND TRACTION CONT	ROL LITES ON,CODE C1327,NO EXTERNAL		
LLAKS, DKAKI		NO EXTERNAL LEAKS the bra	ake fluid has leaked in to the brake booster. replaced		
the brake booste	r and master cylinder.				
CQIS Recomm					
endations					
Tire Information					
Tire Manufacturer	Unknown	Tire Size	Unknown		
Tire Brand Series		Wheel			
DOT Left Front		DOT Right Front			
DOT Left Rear		DOT Right Rear			
DOT Left Inner		DOT Right Inner			
DOT Spare					
Vohiolo Information					
Vehicle Information					
VIN	JM3TB38A280	Engine Serial Number	CA 10235047		
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS		
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9		
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE		
Production Date	28-Feb-2008	Retail Sale Indicator Code			
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle			
Build Region		Warranty Start Date	13-Jan-2009		
Build Country Code		Transmission Serial Number			
Mileage	25389	Vehicle Axle Ratio			
Vehicle Restraint Code					

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**Report Detail** 

ECI Record	620477866	Source Code	MAZDA Hotline		
Commodity Assignment					
	chassis-service brakes—	Cymptom	fluid level-insufficient fluid		
	chassis-service brakes—	Symptom Symptom	misaligned/out of position/adjustment/poor fit		
,	chassis-service brakes—	Symptom	no keyword found		
		linder/booster/Symptom	fluid level-insufficient fluid		
,		midel/boostel/Symptom	iluid ievei-ilisuriicielit iluid		
	hydroboost—	linder/leaseter/Commuter	f		
- · · · · · · · · · · · · · · · · · · ·	•	linder/booster/Symptom	function-malfunction/inoperative		
	hydroboost—				
3	•	linder/booster/Symptom	misaligned/out of position/adjustment/poor fit		
	hydroboost—				
Commodity	chassis-service brakes-master cy	linder/booster/Symptom	mod-indicator light/warning chime on		
h	hydroboost—				
Significant Event		Verified	N		
Tread Information		·			
Tread Category Code	02	Tread Catagory Description	m loomyioo huulroo		
Reported in Tread Quarter	03 Q1 2011	Tread Category Description	n service brakes		
Reported in Tread Quarter	Q1 2011				
Report Details					
Source Claim Key	000704140	Warranty Component	Classification		
,		(WCC)			
Corporate Product Systems Cla	assification	Time in Service	34		
(CPSC)					
Customer Condition Code		V Function Group (VFC			
Source System Program Type		Repair/Report/Paid Date			
Version Series Code		Load Date	10 -Jan-2011		
Causal Part Prefix- Base - Suffix		Dealer Code	10258		
Causal Part Name	unknown	Dealer Name	ROYAL MOORE MAZDA		
Non Causal Part Prefix-Base-Suf	ffix	Dealer City	HILLSBORO		
Non Causal Part Numbers		Dealer State/Province	OR		
Fault Code		Dealer Country	USA		
Diagonstic Trouble Code		Dealer Phone Number			
Labor Operation Code		Attachment			
Communication Type		VOQ Component Descri	ption Code		
Maintenance Date	06 -Feb-2011				
Customer					
Comment					
Technician LH 01/04/1	11 BRAKE LIGHT ON,LOW BRAK	E FLUID TCS LIGHT ON, BRAK	E WARNING LIGHT ON. BRAKE FLUID LOW IN		
Comment RESERVOI	IR NO EXTERNAL LEAKS replaced m	naster cylinder and booster			
CQIS					
Recommendations					
Tire Information					
Tire Manufacturer	Unknown	Tiro Cizo	Unknown		
Tire Brand Series	Unknown	Tire Size Wheel	Unknown		
DOT Left Front		DOT Right Front			
DOT Left Front		DOT Right Front  DOT Right Rear			
DOT Left Inner		DOT Right Rear  DOT Right Inner			
DOT Left filler DOT Spare		DOT RIGHT HIHEI			
1					
Vehicle Information					
VIN	JM3TB38A980	Engine Serial Number	CA 10233642		
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS		
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9		
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE		
Production Date	21-Feb-2008	Retail Sale Indicator Code			
Plant Description	Unknown	Reaquired Vehicle			
Build Region		Warranty Start Date	29-Mar-2008		
Build Country Code		Transmission Serial Numb	er		
Mileage	29590	Vehicle Axle Ratio			
Vehicle Restraint Code					

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**Report Detail** 

ECI Record	6204784	62 So	Source Code MAZDA Hotline		
<b>Commodity Assignm</b>	ent				
		vice brakes—	Cymptom	fluid level-insufficient fluid	
		vice brakes—	Symptom	leak-fluid	
3		vice brakes—	Symptom Symptom	no keyword found	
	hassis-sei			function-malfunction/inoperative	
,	nassis-se vdroboos		1/Symptom	runction-manufiction/moperative	
	,		w Cymat om	look fluid	
•	hassis-se	-	r/Symptom	leak-fluid	
	ydroboos		G		
2	hassis-se	<u> </u>	r/Symptom	no keyword found	
	ydroboos	t—			
Significant Event			Verified	N	
Tread Information					
Tread Category Code	03	Тп	ead Category Description s	service brakes	
Reported in Tread Quarter	Q1 2011	11	edd eddegoly Description	service brakes	
1	Q1 2011				
Report Details					
Source Claim Key		000704774	Warranty Component Classific	ication	
			(WCC)		
Corporate Product Systems Class	ssification		Time in Service	25	
(CPSC)					
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date	07-Jan-2011	
Version Series Code			Load Date	10 -Jan-2011	
Causal Part Prefix- Base - Suffix			Dealer Code	50338	
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name	MARTY SUSSMAN MAZDA	
Non Causal Part Prefix-Base-Suf	fix		Dealer City	WILLOW GROVE	
Non Causal Part Numbers			Dealer State/Province	PA	
Fault Code	Fault Code		Dealer Country	USA	
Diagonstic Trouble Code			Dealer Phone Number		
Labor Operation Code			Attachment		
Communication Type	Communication Type		VOQ Component Description Co	Code	
Maintenance Date		30 -Jan-2011			
Customer					
Comment					
	DAVELL	CUT ON(MASTER   DOOSTER) DRAVE	ELLID LOCCAVA DNING LIGI	HT. TOPPED OFF BRAKE FLUID LAST TIM	
III. IIO I ECID		FOUND. NOW BACK IN & FLUID IS LE	EVEL IS LOW AGAIN. replace	ed master cyl and brake booster due to fluid le	
from master cyl					
CQIS Recomme					
ndations					
Tire Information					
	II I . I		C:	I I	
Tire Manufacturer	Unknow			Unknown	
Tire Brand Series		The state of the s	heel		
DOT Left Front			OT Right Front		
DOT Left Rear DOT Left Inner			OT Right Rear		
DOT Left Inner DOT Spare		DO	OT Right Inner		
*					
Vehicle Information					
VIN	ЈМ3ТВ2	8V480	igine Serial Number	CA 10246986	
Model Year	2008			3.7L 4V-DAMB PFI V6 NA GAS	
Transmission	6 SPD A			CX-9	
Body Cab Style	Unknow			2 WHL L/H FRONT DRIVE	
Production Date	10-May-		etail Sale Indicator Code		
Plant Description	HIROŠE	IIMA ASSEMBLY PLANT-JAPAN Re	eaquired Vehicle		
Build Region		W	arranty Start Date 1	12-Jan-2009	
Build Country Code			ansmission Serial Number		
Mileage	14362	Ve	hicle Axle Ratio		
Vehicle Restraint Code					

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**Report Detail** 

ECI Record	62	0480378	Source Code	MAZDA Hotline					
Commodi	ty Assignmer	nt							
• 0									
Commodity		sis-service brakes—	Symptom Symptom	fluid level-insufficient fluid					
Commodity		sis-service brakes—	Symptom	leak-fluid					
Commodity			linder/booster/Symptom	function-malfunction/inoperative					
Commodity		oboost—	midel/ booster/Bymptom	runction-manunction/moperative					
Significant Even		0000st—	Verified	N					
			vermed	<u> </u>					
Tread Information									
Tread Category			Tread Category Descript	ion service brakes					
Reported in Trea	nd Quarter Q1	1 2011							
Report De	tailc								
Source Claim K	tans	000706971	Wannanty, Campanan	t Classification					
Source Claim K	ey	000706871	Warranty Componen	t Classification					
C t D I			(WCC)	022					
	ict Systems Classifi	ication	Time in Service	23					
(CPSC)			W.F O. W.						
Customer Condi			V Function Group (VI						
Source System I			Repair/Report/Paid Da						
Version Series C			Load Date	30 -Jan-2011					
Causal Part Prei	ix- Base - Suffix		Dealer Code	50358 MOON TOWNSHIP MAZDA					
	Prefix-Base-Suffix	unknown	Dealer Name Dealer City	CORAOPOLIS					
Non Causal Part			Dealer State/Province	PA					
Fault Code	INUITIDETS		Dealer Country	USA					
	agonstic Trouble Code Dealer Phone Number								
Labor Operation			Attachment						
Communication				cription Code					
Maintenance Da	te	20 -Feb-2011	r o & component Des	empiron couc					
	1								
Customer									
Comment									
rechnician	RM 01/24/11 LOS	SS OF BRAKE FLUID(B/MASTEI	R) CUST STATES LOSS OF BRA	KE FLUID HAS TO ADD 1 QUART IN A MONTH NO					
Comment	LEAKS FOUND	AND FLUID IS FULL AT THIS	TIME. FRONT AND REAR BRA	AKES ARE 20% WORN. REPLACED MASTER CYL/					
	BOOSTER ASSY								
CQIS Recomme									
ndations	1								
Tire Infor	mation								
Tire Manufactur		nknown	Tire Size	Unknown					
Tire Brand Serie	S		Wheel						
DOT Left Front			DOT Right Front						
DOT Left Rear			DOT Right Rear						
DOT Left Inner			DOT Right Inner						
DOT Spare									
Vehicle In	Vehicle Information								
VIN		13TB38V080	Engine Serial Number	CA 10241934					
Model Year		008	Engine Description	Unknown					
Transmission	F.*	SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9					
Body Cab Style		nknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE					
Production Date	08	3-Apr-2008	Retail Sale Indicator Co						
Plant Description		IRÔSHIMA ASSEMBLY PLANT-JA	APAN Reaquired Vehicle						
Build Region			Warranty Start Date	27-Mar-2009					
Build Country C			Transmission Serial Nur	nber					
Mileage		196	Vehicle Axle Ratio						
Vehicle Restrain	t Code								
			·						

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**Report Detail** 

ECI Record	620480386	Source Code	MAZDA Hotline
Commodity Assignm	ent		
•	nassis-service brakes—	Symptom	no keyword found
	hassis-service brakes— hassis-service brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on
	hassis-service brakes-caliper/wheel cylinder—	Symptom	function-malfunction/inoperative
	hassis-service brakes-caliper/wheel cylinder—		leak-fluid
	hassis-service brakes-caliper/wheel cylinder—	Symptom	repair-prior repair mentioned
Commodity cl	hassis-service brakes-master cylinder/boo	Symptom	function-malfunction/inoperative
-		Ster/Bymptom	runction-manuficuon/moperative
	ydroboost—		
Significant Event		Verified	N
Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2011		
Report Details			
Source Claim Key	000706879	Warranty Component Class	ification
Source Claim Key	000700879	(WCC)	meation
Corporate Product Systems Class	sification	Time in Service	22
(CPSC)			
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	24-Jan-2011
Version Series Code		Load Date	30 -Jan-2011
Causal Part Prefix- Base - Suffix		Dealer Code	70941
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	BLUE RIDGE MAZDA
Non Causal Part Prefix-Base-Suff		Dealer City	LEES SUMMIT
Non Causal Part Numbers	IIX .	Dealer State/Province	MO
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	8164346040
Labor Operation Code		Attachment	0104340040
Communication Type		VOQ Component Description	Code
Maintenance Date	06 -Feb-2011	VOQ Component Description	Code
Wantenance Date	00 -1 00-2011		
Customer			
Comment			
Technician BS 01/24/11 REA	R CALIPERS LEAK CUST STATES THE ABS	TCS & BRAKE LIGHTS ARE O	COMING ON. TECH STATES HE FOUND BOTH
			REPLACED CALIPER,AT THE 2ND VISIT THE
KETIK CHEH EK			·
			AND THE BRAKE LIGHTS ARE COMING ON.
	D MASTER CYLINDERBOOSTER AND REA	R CALIPERS. P	
CQIS Recom			
mendations			
Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series	CHKHOWII	Wheel	CHKHOWH
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right From	
DOT Left Inner			
DOT Left filler DOT Spare		DOT Right Inner	
•			
Vehicle Information			
VIN	JM3TB38A290	Engine Serial Number	CA 10257284
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	25-Jul-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	27-Apr-2009
Build Country Code		Transmission Serial Number	
Mileage	22324	Vehicle Axle Ratio	
Vehicle Restraint Code			
	<u> </u>		

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**Report Detail** 

ECI Record	6204804	57	Source Code MAZDA Hotline		DA Hotline
<b>Commodity Assignm</b>	ant				
		. 1 1 1 4 4 4	10		in diagram light/sugaring a binar an
		rvice brakes-abs/traction control—	Symptom		-indicator light/warning chime on
· ·	nassis-se	•	ter/Symptom	Tunci	tion-malfunction/inoperative
	ydroboos				8
· ·	nassis-se	•	ter/Symptom	leak-	fluid
	ydroboos	t—			
Significant Event			Verified	N	
Tread Information					
	ln2	,	F1 C Diti		la mala a
Reported in Tread Quarter	03 Q1 2011		Fread Category Description	service	e brakes
1	Q1 2011				
Report Details					
Source Claim Key		000706959	Warranty Component Class	ification	
			(WCC)		]
Corporate Product Systems Clas	sification		Time in Service		27
(CPSC)	Jineanoi	1	Time in Service		Γ΄
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date		24-Jan-2011
Version Series Code			Load Date		30 -Jan-2011
Causal Part Prefix- Base - Suffix			Dealer Code		51563
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name		WAYNE MAZDA
Non Causal Part Prefix-Base-Suff	fiv	NOT TROVIDED BY SOURCE	Dealer City		WAYNE
Non Causal Part Numbers	IIA .		Dealer State/Province		NJ
Fault Code			Dealer Country		USA
Diagonstic Trouble Code			Dealer Phone Number		9736947700
Labor Operation Code			Attachment		7730747700
Communication Type			VOQ Component Description	Code	
Maintenance Date		30 -Jan-2011			
Customer Comment					
TY 1/24/1	1 BRAK	E TCS/ABS LIGHT ON TECH STS BR	AKE TCS/ABS LIGHT ON T	ECH ST	TS BRAKE TCS/ABS LIGHT ON Master
cylinder lea	aking flui	id into booster. Replacing both.			
C Q I S					
Recommendations					
Tire Information					
Tire Manufacturer	Unknow		Tire Size	Unkno	own
Tire Brand Series			Wheel		
DOT Left Front			DOT Right Front		
DOT Left Rear			DOT Right Rear		
DOT Left Inner			DOT Right Inner		
DOT Spare					
<b>Vehicle Information</b>					
	III (OTDO	001/00/	C ' C ' 1 N 1	C 4 10	242020
	JM3TB3		Engine Serial Number		242028
	2008		Engine Description		V-DAMB PFI V6 NA GAS
Transmission	Unknow		Vehicle Description Drive Line	CX-9	WHEEL LEFT HAND DRIVE
Body Cab Style				ALL 4	WHEEL LEFT HAND DRIVE
Production Date	08-Apr-2		Retail Sale Indicator Code		
Plant Description	TIKOSE		Reaquired Vehicle Warranty Start Date	12 No	v-2008
Build Region Build Country Code			Fransmission Serial Number	12-110	V-2000
Mileage	30900		Vehicle Axle Ratio		
Vehicle Restraint Code	50900		Vehicle Axie Ratio		
venicie Restraint Code					

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**Report Detail** 

ECI Record	620482452 Source Code MAZDA Hotline				DA Hotline		
Commodity Assignm	ent						
Commodity	assis-ser	vice brakes—	Symptom	fluid	level-insufficient fluid		
	nassis-se			fluid	level-insufficient fluid		
· ·	ydroboos	•	- J F				
	nassis-se		tor Cymptom	funo	tion-malfunction/inoperative		
		•	Stel/Symptom	Tunc	non-manuficuon/moperative		
	ydroboos						
Commodity	nassis-se	ervice brakes-master cylinder/boos	ster/Symptom	leak-	fluid		
hy	ydroboos	t—					
Significant Event			Verified	N			
Tread Information							
	03		Two d Cotocomy Description	la a em vi a e	e brakes		
	Q1 2011		Tread Category Description	service	Drakes		
Reported in Tread Quarter	Q1 2011						
Report Details							
Source Claim Key		000709161	Warranty Component Class	fication	1		
			(WCC)				
Corporate Product Systems Clas	sification		Time in Service		21		
1	Sincanoi	1	Time in Service		<u> </u>		
(CPSC)			WE C OFF				
Customer Condition Code			V Function Group (VFG)		00 E 1 2011		
Source System Program Type			Repair/Report/Paid Date		09-Feb-2011		
Version Series Code			Load Date		13 -Feb-2011		
Causal Part Prefix- Base - Suffix			Dealer Code		10131		
Causal Part Name		unknown	Dealer Name		DOUG'S LYNNWOOD MAZDA		
Non Causal Part Prefix-Base-Suff	fix		Dealer City		EDMONDS		
Non Causal Part Numbers			Dealer State/Province		WA		
Fault Code			Dealer Country		USA		
Diagonstic Trouble Code			Dealer Phone Number				
Labor Operation Code			Attachment				
Communication Type			VOQ Component Description	Code			
Maintenance Date		06 -Mar-2011					
		100					
Customer							
Comment							
Technician TY 2/9/11 LO	OW BRA	KE FLUID TECH STS LOW BRAKE F	LUID TECH STS LOW BRAKE	E FLUII	D, THE FLUID HAS LEAKED INTO THE		
		ED SWITCH REPLACED THE MASTE			<i>'</i>		
	CLI LI IC.	ED 5 WITCH REI ERREED THE MINSTER	K & BOOSTER				
C Q I S							
Recommendations							
Tire Information							
Tire Manufacturer	Unknow	n	Tire Size	Unkno	NW/D		
Tire Brand Series	CHKHOW		Wheel	Oliklic	/ YY 11		
DOT Left Front			DOT Right Front				
DOT Left Front							
DOT Left Rear DOT Left Inner			DOT Right Rear DOT Right Inner				
			DOT KIGHT HIHEF				
DOT Spare							
Vehicle Information	Vehicle Information						
VIN	ЈМ3ТВ3	88A190	Engine Serial Number	CA 10	285965		
Model Year	2009		Engine Description		V-DAMB PFI V6 NA GAS		
		UTO TRANS AISIN F21	Vehicle Description	CX-9			
Body Cab Style	Unknow		Drive Line		WHEEL LEFT HAND DRIVE		
Production Date	02-Feb-2		Retail Sale Indicator Code	1.22	DDITIERD DIGITE		
Plant Description		HIMA ASSEMBLY PLANT-JAPAN	Reaguired Vehicle				
Build Region	IIICOSI		Warranty Start Date	15- Inc	a-2009		
Build Country Code			Transmission Serial Number	15-Jul	1 2007		
Mileage	5959		Vehicle Axle Ratio				
Vehicle Restraint Code	UJJJ		venicie Axie Kauo				
venicle Restraint Code							

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**Report Detail** 

ECI Record	d 620482787 Source Code MAZDA Hotline			OA Hotline		
<b>Commodity Assignm</b>	ent					
Commodity	hassis-serv	vice brakes—		Symptom	mod-	location-interior
Commodity	nassis-serv	ice brakes—		Symptom	no ke	yword found
3	hassis-ser ydroboost-		cylinder/booster	Symptom	funct	ion-malfunction/inoperative
Commodity	hassis-ser ydroboost-	vice brakes-master	cylinder/booster	Symptom	no ke	yword found
Significant Event	yarooost			Verified	N	
Tread Information						
Tread Category Code	03		Tre	ead Category Description	service	brakes
Reported in Tread Quarter	Q1 2011					
Report Details						
Source Claim Key	,	000709533	,	Warranty Component Clas	sification	
		000707000		WCC)	<b>.</b>	
Corporate Product Systems Class	sification			Time in Service		31
(CPSC)	,51110411011					
Customer Condition Code				V Function Group (VFG)		
Source System Program Type				Repair/Report/Paid Date		11-Feb-2011
Version Series Code				Load Date		13 -Feb-2011
Causal Part Prefix- Base - Suffix				Dealer Code		61432
Causal Part Name	l	unknown		Dealer Name		PUGI MAZDA
Non Causal Part Prefix-Base-Suff	fix			Dealer City		DOWNERS GROVE
Non Causal Part Numbers						IL
Fault Code						USA
Diagonstic Trouble Code				Dealer Phone Number		6309649500
Labor Operation Code				Attachment		
Communication Type		VOQ Component Description Code				
Maintenance Date		20 -Feb-2011				
Customer						
Comment						
Technician GF 2/11/11 F	BRAKE I	JGHT ON DASH-MAS	TER CYLINDER	& C/STATES THAT BR	AKE LIC	GHT IS ON IN THE DASH TECH HAS
				laced master cylinder & boo		mir is on in the brish then mis
Cribbed 111	TEK INSI	OF VEH WITH NO LEF	KS POUND Kep	laced master cymider & boo	Sici	
C Q I S						
Recommendations						
Tire Information						
Tire Manufacturer	Unknown		Tir	e Size	Unkno	wn
Tire Brand Series				neel		
DOT Left Front				OT Right Front		
DOT Left Rear				OT Right Rear		
DOT Left Inner			DC	OT Right Inner		
DOT Spare						
Vehicle Information						
VIN	<b>ЈМ3ТВ38</b>	RAX80	En	gine Serial Number	CA 10	255018
Model Year	2008			gine Description		V-DAMB PFI V6 NA GAS
Transmission		JTO TRANS AISIN F21		hicle Description	CX-9	
Body Cab Style	Unknown			ive Line		WHEEL LEFT HAND DRIVE
Production Date	23-Jun-20			tail Sale Indicator Code		
Plant Description		IMA ASSEMBLY PLAN		aquired Vehicle		
Build Region				arranty Start Date	09-Au	g-2008
Build Country Code				ansmission Serial Number		
Mileage	26417			hicle Axle Ratio		
Vehicle Restraint Code						

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**Report Detail** 

ECI Record	6204828	397	Source Code	MAZI	MAZDA Hotline		
Commodity Assignn	nent						
		rvice brakes—	Symptom	no k	eyword found		
	chassis-se				tion-malfunction/inoperative		
*		·	ster/bymptom	runc	tion manufaction/moperative		
	hydroboos				0.11		
_	chassis-se	•	ster/Symptom	leak-	-fluid		
	hydroboos	· <del>-</del>					
Commodity	chassis-se	ervice brakes-master cylinder/boo	ster/Symptom	no k	eyword found		
l l	hvdroboos	.t—					
Commodity	chassis-sei	rvice brakes-pads/shoes/linings—	Symptom	no k	eyword found		
Significant Event			Verified	N			
Tugad Information							
Tread Information	10.0						
Tread Category Code	03		Tread Category Description	servic	e brakes		
Reported in Tread Quarter	Q1 2011						
Report Details							
Source Claim Key		000709648	Warranty Component Class	rification			
Source Claim Key		000707040	1	sincation			
Company to David & C. A. C.	:C		(WCC)		20		
Corporate Product Systems Cla	issincation	4	Time in Service		20		
(CPSC)							
Customer Condition Code			V Function Group (VFG)				
Source System Program Type		<u> </u>	Repair/Report/Paid Date		14-Feb-2011		
Version Series Code			Load Date		20 -Feb-2011		
Causal Part Prefix- Base - Suffix	ζ		Dealer Code		10276		
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name		HERZOG/MEIER MAZDA		
Non Causal Part Prefix-Base-Su	ffix		Dealer City		BEAVERTON		
Non Causal Part Numbers			Dealer State/Province		OR		
Fault Code			Dealer Country		USA		
Diagonstic Trouble Code			Dealer Phone Number				
Labor Operation Code			Attachment				
Communication Type		VOQ Component Descrip		1 Code			
Maintenance Date		27 -Feb-2011					
Customer							
Comment							
JC 2/14/11 BI	RAKE AN	ID TCS LIGHT ON*MASTER/BOOSTF	ER THE BRAKE LIGHT IS ON	I. THE F	LUID LEVEL IN THE MASTER IS LOW.		
Comment NO EXTERN	IIAL LEA	KS FOUND. THE BRAKE PADS ARE O	GOOD, replaced leaking master	cylinder	and booster		
COIS Recommen							
dations							
Tire Information							
Tire Manufacturer	Unknow	n	Tire Size	Unkno	own		
Tire Brand Series			Wheel				
DOT Left Front			DOT Right Front				
DOT Left Rear			DOT Right Rear				
DOT Left Inner			DOT Right Inner				
DOT Spare							
Vehicle Information							
VIN VIN	ЈМ3ТВ3	201/700	Engine Serial Number	CA 10	0256584		
Model Year	2009	00 ¥ 130	Engine Serial Number Engine Description		IV-DAMB PFI V6 NA GAS		
Transmission			Vehicle Description	CX-9	FA-DVIMP LLI ANIVA CV2		
1141151111551011	III OF LA				WHEEL LEFT HAND DRIVE		
Rody Cab Style		n		- VALL 4	+ WILLEL LEFT HAND DRIVE		
Body Cab Style	Unknow		Drive Line  Petail Sale Indicator Code				
Production Date	Unknow 24-Jul-2	008	Retail Sale Indicator Code				
Production Date Plant Description	Unknow 24-Jul-2		Retail Sale Indicator Code Reaquired Vehicle		22000		
Production Date Plant Description Build Region	Unknow 24-Jul-2	008	Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date		1-2009		
Production Date Plant Description Build Region Build Country Code	Unknow 24-Jul-2 HIROSI	008	Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number		1-2009		
Production Date Plant Description Build Region Build Country Code Mileage	Unknow 24-Jul-2	008	Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date		1-2009		
Production Date Plant Description Build Region Build Country Code	Unknow 24-Jul-2 HIROSI	008	Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number		1-2009		

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**Report Detail** 

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	6204835	94	Source Code	MAZI	DA Hotline			
Commodity Assignm	Commodity Assignment							
·	level-insufficient fluid							
		vice brakes— vice brakes—	Symptom Symptom		-fluid			
1 2 2 2			ooster/Symptom		tion-malfunction/inoperative			
•	hvdroboos	<u> </u>	soster/symptom	rane	tion manufaction moperative			
Significant Event	ny ur oo oos		Verified	N				
Tread Information								
Tread Category Code	03		Tread Category Description	service	e brakes			
Reported in Tread Quarter	Q1 2011							
Report Details								
Source Claim Key		000710422	Warranty Component Class	ification	n			
		000710.22	(WCC)					
Corporate Product Systems Cla	assification		Time in Service		21			
(CPSC)								
Customer Condition Code			V Function Group (VFG)					
Source System Program Type			Repair/Report/Paid Date		18-Feb-2011			
Version Series Code			Load Date		20 -Feb-2011			
Causal Part Prefix- Base - Suffix	ζ		Dealer Code		42085			
Causal Part Name		unknown	Dealer Name		ANTIOCH MAZDA			
Non Causal Part Prefix-Base-Su	ffix		Dealer City		ANTIOCH			
Non Causal Part Numbers			Dealer State/Province		CA			
Fault Code			Dealer Country		USA			
Diagonstic Trouble Code			Dealer Phone Number		9257787200			
Labor Operation Code			Attachment					
Communication Type			VOQ Component Description	Code				
Maintenance Date		20 -Mar-2011						
Customer Comment								
Technician DR 02/18	/11 BRAK	E FLUID LOW NO LEAK LOOSING	G BRAKE FLUID NO LEAKS FO	I DNII	OOSES BRAKE FLUID Replaced booster			
		d booster fulled with brake fluid.	S BIUME I LOID, I TO BEI MIS I O		COULD FIGURE 1 ZOID Replaced Country			
C O I S	r cyr. r our	d booster runed with brake haid.						
Recommendations								
Tire Information								
Tire Manufacturer	Unknow	n	Tire Size	Unkno	own			
Tire Brand Series			Wheel					
DOT Left Front			DOT Right Front					
DOT Left Rear			DOT Right Rear					
DOT Left Inner			DOT Right Inner					
DOT Spare								
Vehicle Information								
VIN	JM3TB3	8 V 89U	Engine Serial Number		0271030			
Model Year	2009	UTO TO ANO AIGIN FOI	Engine Description		V-DAMB PFI V6 NA GAS			
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX-9	WHEEL LEETHAND DRIVE			
Body Cab Style	Unknow		Drive Line Retail Sale Indicator Code	ALL 4	WHEEL LEFT HAND DRIVE			
Production Date	28-Aug-	IIMA ASSEMBLY PLANT-JAPAN	Reaguired Vehicle					
Plant Description Build Region	TIKOSE	IIIVIA ASSENIDLI PLANT-JAPAN	Warranty Start Date	21-Jun	2000			
Build Region Build Country Code			Transmission Serial Number	21-Jul	1-2007			
Mileage	26863		Vehicle Axle Ratio					
Vehicle Restraint Code	20003		Temele Axie Ratio					
venicie Restraint Code								

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**Report Detail** 

ECI Record	6204848	58	Sol	urce Code	MAZDA I	Hotline
			50		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
Commodity Assig		• 1 1		10		las Farand
Commodity Commodity		vice brakes—		Symptom	mod-cod	
Commodity	chassis-ser	vice brakes—	cylinder/booster	Symptom		ord found -malfunction/inoperative
Commodity			cyllidel/boostel	Symptom	runction-	-manufiction/moperative
Commodity	hydroboos		avilia dan/haaataa	Crimatom	look fluid	a .
Commodity	chassis-se		cylinder/booster	Symptom	leak-flui	1
	hydroboos		1: 1 0			C
Commodity	chassis-se		cylinder/booster	Symptom	mod-cod	les found
	hydroboos					
Commodity	chassis-se		cylinder/booster	r/Symptom	nvh-nois	y operation
	hydroboos					
Commodity	chassis-se	rvice brakes-master	cylinder/booster	r/Symptom	vibration	/pulsation
	hydroboos	t—				
Significant Event				Verified	N	
Tread Information	n					
Tread Category Code	03		Тт	ead Category Description	service bra	nkac
Reported in Tread Quarter	Q1 2011		116	ad Category Description	beivice bis	IKCS
	Q1 2011					
Report Details						
Source Claim Key		000711813	N	Warranty Component Cla	ssification	
				WCC)		
Corporate Product Systems	Classification			Time in Service	25	
(CPSC)						
Customer Condition Code				V Function Group (VFG)		
Source System Program Typ	ne .			Repair/Report/Paid Date	01-	Mar-2011
Version Series Code				Load Date		-Mar-2011
Causal Part Prefix- Base - St	ıffix					16
Causal Part Name		unknown		Dealer Name		NCOURS MAZDA
Non Causal Part Prefix-Base	-Suffix					LWAUKEE
Non Causal Part Numbers				Dealer State/Province	WI	
Fault Code				Dealer Country	US.	A
Diagonstic Trouble Code				Dealer Phone Number	414	2901400
Labor Operation Code				Attachment		
Communication Type				VOQ Component Description	on Code	
Maintenance Date		13 -Mar-2011				
Customer						
Comment						
	1227 MACTE	D & DOOSTED C/STATE	C TCC DD AVE I	ICHTS ARE ON TECH H	ACCALLED	AFTER REPLACING MASTER CYL
THIE BOOK						orake unit. replaced master cylinder and
			er exhibited a vibr	ration/groaning noise wher	brake pedal	was depressed. replaced brake master
	echnical assis	tance, now o.k.				
CQIS Recom						
mendations						
Tire Information				G.	F. 1	
Tire Manufacturer	Unknow	n		e Size	Unknown	
Tire Brand Series				heel		
DOT Left Front				OT Right Front		
DOT Left Rear				OT Right Rear		
DOT Left Inner			DC	OT Right Inner		
DOT Spare						
Vehicle Informati	on					
VIN	ЈМ3ТВ3	8 4 380	En	gine Serial Number	CA 10245	782
Model Year	2008	UA300		gine Description		AMB PFI V6 NA GAS
Transmission		UTO TRANS AISIN F21		hicle Description	CX-9	AND III TOTAL OAD
Body Cab Style	Unknow			ive Line		HEEL LEFT HAND DRIVE
Production Date	25-Apr-2			tail Sale Indicator Code	1 1 LL - 11 1	ELL DE THE DIGIT
Plant Description		IIMA ASSEMBLY PLAN		aquired Vehicle		
Build Region	1111031			arranty Start Date	02-Mar-20	009
Build Country Code				ansmission Serial Number		
Mileage	24342			hicle Axle Ratio		
Vehicle Restraint Code						

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**Report Detail** 

ECI Record	Source Code MAZDA Hotline						
Commodity Assignm	nent						
	hassis-service brakes—	Symptom	no keyword found				
Commodity		oster/Symptom	fluid level-insufficient fluid				
3	ydroboost—	oster/bymptom	itala level insumerent mara				
		oster/Symptom	function-malfunction/inoperative				
		oster/Symptom	tunction-manufaction/moperative				
	ydroboost— hassis-service brakes-master cylinder/bo	ostan Examptom	look fluid				
		oster/Symptom	leak-fluid				
	ydroboost—						
•	•	oster/Symptom	repair-prior repair mentioned				
	ydroboost—						
Significant Event		Verified	N				
Tread Information							
Tread Category Code	03	Tread Category Description	service brakes				
Reported in Tread Quarter	O1 2011	fread Category Description	scrvice branes				
	Q1 2011						
Report Details							
Source Claim Key	000714035	Warranty Component Classis	fication				
		(WCC)					
Corporate Product Systems Clas	ssification	Time in Service	32				
(CPSC)			_				
Customer Condition Code		V Function Group (VFG)					
Source System Program Type		Repair/Report/Paid Date	18-Mar-2011				
Version Series Code		Load Date	20 -Mar-2011				
Causal Part Prefix- Base - Suffix		Dealer Code	61554				
Causal Part Name	unknown	Dealer Name	GREEN MAZDA				
Non Causal Part Prefix-Base-Suf		Dealer City	SPRINGFIELD				
Non Causal Part Numbers		Dealer State/Province	IL				
Fault Code		Dealer Country	USA				
Diagonstic Trouble Code		Dealer Phone Number	2173912400				
Labor Operation Code		Attachment					
Communication Type		VOQ Component Description (	Code				
Maintenance Date	27 -Mar-2011						
Customer							
Comment							
T 1 1 1							
G1 3/10/11 DC			CS LIGHTS COME ON TECH HAS CALLED				
Comment WITH VEH TH	HAT BEEN IN 1 TIME BEFORE FOR LOW BR	AKE FLUID IN MASTER CYL r	eplaced brake booster with new, fluid leaking into				
booster							
CQIS Recomme							
ndations							
Tire Information							
Tire Manufacturer	Unknown	Tire Size	Unknown				
Tire Brand Series		Wheel					
DOT Left Front		DOT Right Front					
DOT Left Rear		DOT Right Rear					
DOT Left Inner		DOT Right Inner					
DOT Spare							
Vehicle Information							
	IN COTTOO A VOC	E ' C ' INI I	OA 10024265				
VIN	JM3TB28AX80	Engine Serial Number	CA 10234365				
Model Year	2008 6 SPD AUTO TRANS AISIN F21	Engine Description Vehicle Description	3.7L 4V-DAMB PFI V6 NA GAS				
Transmission Body Cab Style			CX-9 2 WHL L/H FRONT DRIVE				
	Unknown	Drive Line	Z WILL/II FRONT DRIVE				
Production Date	26-Feb-2008 HIROSHIMA ASSEMBLY PLANT-JAPAN	Retail Sale Indicator Code Reaguired Vehicle					
Plant Description Build Region	HINOSHIWA ASSEMBLI PLANT-JAPAN	Warranty Start Date	04-Aug-2008				
Build Country Code		Transmission Serial Number	07-Aug-2000				
Mileage	33308	Vehicle Axle Ratio					
Vehicle Restraint Code	93300	Venicle Parie Ratio					
venicie Restraint Coue							

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**Report Detail** 

ECI Record	620487290 Source Code MAZDA Hotline						
<b>Commodity Assignr</b>	nent						
Commodity							
, and the second	hydroboos	•	7 1				
Commodity	chassis-se	ervice brakes-master cylinder/bo	oster/Symptom	leal	x-fluid		
	hydroboos	st—					
Significant Event	Ĭ		Verified	N			
Tread Information							
Tread Category Code	03		Tread Category Description	service	e brakes		
Reported in Tread Quarter	Q1 2011						
Report Details							
Source Claim Key		000714064	Warranty Component Class	ification	1		
Bource Claim Rey		000711001	(WCC)	incution	1		
Corporate Product Systems Cl	assification	1	Time in Service		20		
(CPSC)							
Customer Condition Code			V Function Group (VFG)				
Source System Program Type			Repair/Report/Paid Date		18-Mar-2011		
Version Series Code			Load Date		20 -Mar-2011		
Causal Part Prefix- Base - Suffi	X		Dealer Code		34245		
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name		NELSON MAZDA		
Non Causal Part Prefix-Base-Su	ıffix		Dealer City		TULSA		
Non Causal Part Numbers			Dealer State/Province		OK		
Fault Code			Dealer Country		USA		
Diagonstic Trouble Code			Dealer Phone Number		9182967800		
Labor Operation Code			Attachment				
Communication Type			VOQ Component Description	Code			
Maintenance Date		17 -Apr-2011					
Customer Comment							
	2/11 BRAK	E MASTER I FAKING INTO ROOS	TER BRAKE FILID I EVEL I	OW FC	OUND M/C LEAKING INTO BOOSTER		
		CYLINDER LEAKING INTO BOOSTE		2011,1	JOIND MAC ELAKING INTO BOOSTEK		
C O I S							
Recommendations							
Tire Information							
Tire Manufacturer	Unknow	n	Tire Size	Unkno	own		
Tire Brand Series	CHKIIOW		Wheel	CHKIIC	, min		
DOT Left Front			DOT Right Front				
DOT Left Rear			DOT Right Front DOT Right Rear				
DOT Left Inner			DOT Right Inner				
DOT Spare							
Vehicle Information							
VIN JM3TB28A690 Engine Serial Number CA 10258589							
Model Year	2009	20/10/0	Engine Description		V-DAMB PFI V6 NA GAS		
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX-9			
Body Cab Style	Unknow		Drive Line		L L/H FRONT DRIVE		
Production Date	25-Jul-2		Retail Sale Indicator Code				
Plant Description		IIMA ASSEMBLY PLANT-JAPAN	Reaguired Vehicle				
Build Region			Warranty Start Date	15-Au	g-2009		
Build Country Code			Transmission Serial Number				
Mileage	16741		Vehicle Axle Ratio				
Vehicle Restraint Code							

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**Report Detail** 

ECI Record	620489770 So		Source Code	rce Code MAZDA Hotline		
Commodity Assignm	ent					
		vice brakes—	Symptom	fluid leve	el-insufficient fluid	
	assis-se			function-	-malfunction/inoperative	
hy	hydroboost—					
Commodity	iassis-se	ervice brakes-master cylinder/boos	ster/Symptom	leak-fluid	d	
	droboos	t—				
Significant Event			Verified	N		
Tread Information						
Tread Category Code	03		Tread Category Description	service bra	nkes	
Reported in Tread Quarter	Q2 2011		<u> </u>			
Report Details						
Source Claim Key		1000717402	Wannanta Cananana Class	:C 4:		
Source Claim Key		000716492	Warranty Component Class (WCC)	incation		
Corporate Product Systems Clas	sification	1	Time in Service	28		
(CPSC)						
Customer Condition Code			V Function Group (VFG)			
Source System Program Type			Repair/Report/Paid Date		Apr-2011	
Version Series Code			Load Date		-Apr-2011	
Causal Part Prefix- Base - Suffix			Dealer Code	516		
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name		OMPSON MAZDA	
Non Causal Part Prefix-Base-Suff	ìx		Dealer City		LTIMORE	
Non Causal Part Numbers			Dealer State/Province	MD		
Fault Code			Dealer Country	USA		
Diagonstic Trouble Code			Dealer Phone Number	410	2826300	
Labor Operation Code			Attachment			
Communication Type			VOQ Component Description	Code		
Maintenance Date		7 -Apr-2011				
Customer						
Comment						
T 1 ' '	OW RD	AKE FLUID(B/MASTER) TECH STATE	S I OW BDAKE ELLID NO E	VTEDNAI	LEVECEUMD HVC TODDED UEE	
101/ 04/ 00/ 11 L		,				
THE LEGID 22	Y FOR I	HE SAME CONCERN. Master cylinder le	eaking brake muid into vac. brake	e booster. rej	practing both parts.	
CQIS Recomme						
ndations						
Tire Information						
Tire Manufacturer	Unknow	n	Tire Size	Unknown		
Tire Brand Series	Cindiow		Wheel	CIRCIOWII		
DOT Left Front			DOT Right Front			
DOT Left Rear			DOT Right Rear			
DOT Left Inner			DOT Right Inner			
DOT Spare						
Vehicle Information				_		
VIN	ТМЗТВЗ	977690	Engine Cariel Number	CA 10254	762	
Model Year	JM3TB3 2008	00 ¥ 000	Engine Serial Number Engine Description		OAMB PFI V6 NA GAS	
		UTO TRANS AISIN F21	Vehicle Description	5.7L 4V-D CX-9	MIND FIT VUINA UAS	
Body Cab Style	Unknow		Drive Line		HEEL LEFT HAND DRIVE	
Production Date	19-Jun-2		Retail Sale Indicator Code	ALL 4 WI	TEEL LETT HAND DRIVE	
Plant Description		HMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle			
Build Region	шкозг		Warranty Start Date	27-Dec-20	ing.	
Build Country Code			Transmission Serial Number	27-100-20	700	
Mileage	43505		Vehicle Axle Ratio			
Vehicle Restraint Code	+3303		venicie Axie Kano			
remote Restraint Code						

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**Report Detail** 

ECI Record	620490503	Source Code	MAZDA Hotline			
Commodity Assignment						
Commodity	chassis-service brakes—	Cymptom	fluid level-insufficient fluid			
Commodity	chassis-service brakes— chassis-service brakes-abs/traction control—	Symptom	fluid level-insufficient fluid			
Commodity		Symptom				
	chassis-service brakes-abs/traction control—	Symptom	misaligned/out of position/adjustment/poor fit			
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on			
Commodity	•	ooster/Symptom	fluid level-insufficient fluid			
	hydroboost—					
Commodity	chassis-service brakes-master cylinder/bo	ooster/Symptom	function-malfunction/inoperative			
,	hydroboost—	• •	·			
Commodity		ooster/Symptom	leak-fluid			
Commounty	The state of the s	soster, symptom	Total Tale			
C I'	hydroboost—					
Commodity		ooster/Symptom	misaligned/out of position/adjustment/poor fit			
	hydroboost—					
Commodity	chassis-service brakes-master cylinder/bo	ooster/Symptom	mod-indicator light/warning chime on			
	hydroboost—					
Commodity	chassis-service brakes-rotor/drum—	Symptom	fluid level-insufficient fluid			
Commodity	chassis-service brakes-rotor/drum—	Symptom	misaligned/out of position/adjustment/poor fit			
Commodity	chassis-service brakes-rotor/drum—	Symptom	mod-indicator light/warning chime on			
Significant Event	CHASSIS-SCI VICE DIARCS-IOIOI/UIUIII—	Verified	N			
organicant Event		vermed	μN			
Tread Information	n					
		T 10				
Tread Category Code	03	Tread Category Description	service brakes			
Reported in Tread Quarter	Q2 2011					
Donart Dataila						
Report Details						
Source Claim Key	000717307	Warranty Component Class	ssification			
		(WCC)				
Corporate Product Systems	Classification	Time in Service	22			
	Classification	Time in Service				
(CPSC)						
Customer Condition Code		V Function Group (VFG)				
Source System Program Typ	e	Repair/Report/Paid Date	12-Apr-2011			
Version Series Code		Load Date	17 -Apr-2011			
Causal Part Prefix- Base - St	ıffix	Dealer Code	23956			
Causal Part Name	unknown	Dealer Name	GAINESVILLE MAZDA			
Non Causal Part Prefix-Base	-Suffix	Dealer City	GAINESVILLE			
Non Causal Part Numbers		Dealer State/Province	FL			
Fault Code		Dealer Country	USA			
Diagonstic Trouble Code		Dealer Phone Number	3523767581			
Labor Operation Code		Attachment	3323707301			
Communication Type			on Code			
Maintenance Date	25 Apr 2011	VOQ Component Description	on Code			
Maintenance Date	25 -Apr-2011					
Customer						
Comment						
			KE FLUID LOW IN RESERVOIR ADD FLUID TO			
Comment RESERVO	IR, CHECK BRAKES NO EXTERNAL LEAKS, V	VEHICLE RETURNED WITH 1	LOW BRAKE FLUID found brake master cylinder			
	rnally into booster replaced both, ok		•			
	inally into occour replaced both, ok					
CQIS Recomm						
endations						
Time Informaci:						
Tire Information						
Tire Manufacturer	Unknown	Tire Size	Unknown			
Tire Brand Series		Wheel				
DOT Left Front		DOT Right Front				
DOT Left Rear		DOT Right From				
DOT Left Inner		DOT Right Real DOT Right Inner				
		DOI KIGHT HIHEI				
DOT Spare						
Vehicle Information	on					
			O A 10202001			
VIN	JM3TB28A890	Engine Serial Number	CA 10282881			
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS			
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9			
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE			
Production Date	25-Nov-2008	Retail Sale Indicator Code				
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaguired Vehicle				
Build Region	TIMOSIII TASSENIDEI I EANT-JAIAN	Warranty Start Date	11-Jul-2009			
			11-Jul-2007			
Build Country Code	224(0)	Transmission Serial Number				
Mileage	33460	Vehicle Axle Ratio				
Vehicle Restraint Code						
·						

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**Report Detail** 

ECI Record	6204906	55	Source Code	MAZDA Hotline	
Commodity Assignment					
	• 0			fluid	level-insufficient fluid
		vice brakes—	Symptom Symptom		aligned/out of position/adjustment/poor fit
Commodity	assis-ser	vice brakes—	Symptom	no k	eyword found
Commodity	assis-ser	vice brakes—	Symptom	peda	nl concerns-service brake pedal
Commodity	nassis-se				n system
hy	droboost		7 1		,
	assis-se		ster/Symptom	func	tion-malfunction/inoperative
Significant Event hy	droboost	<del></del>	Verified	N	
C			vermed	- 11	
Tread Information	10. <b>5</b>				
	03		Tread Category Description	servic	e brakes
Reported in Tread Quarter	Q2 2011				
Report Details					
Source Claim Key		000717479	Warranty Component Class	ification	1
			(WCC)		
Corporate Product Systems Class	sification		Time in Service		32
(CPSC)					<u> </u>
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date		13-Apr-2011
Version Series Code			Load Date		17 -Apr-2011
Causal Part Prefix- Base - Suffix			Dealer Code		10503
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name		CONTINENTAL MAZDA
Non Causal Part Prefix-Base-Suff	iv	NOT I ROVIDED BT SOURCE	Dealer City		ANCHORAGE
Non Causal Part Numbers	IX				AK
Fault Code					USA
Diagonstic Trouble Code			Dealer Country Dealer Phone Number		USA
Labor Operation Code			Attachment		
Communication Type			VOQ Component Description Co		
Maintenance Date		03 -Jul-2011	VOQ Component Bescription Code		
		03 341 2011			
Customer					
Comment					
Technician RM 04/13/11	BRAKE	LIGHT ON FLUID LOW(B/MASTER)	TECH STATES BRAKE LIGHT	Γ ON FI	LUID IS LOW NO LEAKS FOUND. found
		oster, replaced brake booster and master c			
	orake boo	oster. replaced brake booster and master e	yimder and bled system		
C Q I S					
Recommendations					
Tire Information					
Tire Manufacturer	Unknowr	n	Tire Size	Unkno	own
Tire Brand Series			Wheel		
DOT Left Front			DOT Right Front		
DOT Left Rear			DOT Right Rear		
DOT Left Inner			DOT Right Inner		
DOT Spare					
Vehicle Information					
	ЈМ3ТВ3	8AX80	Engine Serial Number	CA 10	)248763
	2008	O. 11.100	Engine Description		IV-DAMB PFI V6 NA GAS
		UTO TRANS AISIN F21	Vehicle Description	CX-9	Elmbili (oldi Olb
	Unknown		Drive Line	1	4 WHEEL LEFT HAND DRIVE
	30-May-2		Retail Sale Indicator Code	, ill	THE DESCRIPTION OF THE PROPERTY OF THE PROPERT
		IIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle		
Build Region	1110011	IIII I I I I I I I I I I I I I I I I I	Warranty Start Date	05-Set	p-2008
Build Country Code			Transmission Serial Number	05 50	P 2000
	6657		Vehicle Axle Ratio		
Vehicle Restraint Code	0057		Tomele Tiale Ratio		
			1		

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**Report Detail** 

ECI Record	6204906	559	Source Code	MAZD	OA Hotline	
			pource code	IVII IEE	71110time	
Commodity Assigni		' 1 1	IG .	W1	11	
Commodity		vice brakes—	Symptom		level-insufficient fluid	
Commodity			oster/Symptom	runct	ion-malfunction/inoperative	
	hydroboost—					
Commodity	chassis-ser	vice brakes-pads/shoes/linings—	Symptom	no ke	yword found	
Significant Event			Verified	N		
Tread Information						
Tread Category Code	03		Tread Category Description	service	brakes	
Reported in Tread Quarter	Q2 2011		rieda category Beseription	pervice	- Oranies	
	( · · · ·					
Report Details						
Source Claim Key		000717483	Warranty Component Class	sification		
			(WCC)			
Corporate Product Systems Cl	assification	1	Time in Service		27	
(CPSC)						
Customer Condition Code			V Function Group (VFG)			
Source System Program Type			Repair/Report/Paid Date		13-Apr-2011	
Version Series Code			Load Date		17 -Apr-2011	
Causal Part Prefix- Base - Suffi	v		Dealer Code		10275	
Causal Part Name		unknown	Dealer Name		RON TONKIN MAZDA	
Non Causal Part Prefix-Base-Si	offix	ulikilowii	Dealer City		PORTLAND	
Non Causal Part Numbers	uiiix		Dealer State/Province		OR ORTEAND	
Fault Code			Dealer Country		USA	
Diagonstic Trouble Code			Dealer Phone Number		USA	
Labor Operation Code			Attachment			
Communication Type			VOQ Component Description	Code		
Maintenance Date		08 -May-2011	VOQ Component Description	Coue		
		00 -Way-2011				
Customer						
Comment						
Technician RM 04/13/	11 BRAKE	FLUID LOW(B/MASTER) TECH STA	ATES BRAKE FLUID IS LOW P.	ADS AR	E THICK AND NO EXTERNAL LEAKS.	
		ST VISIT. REPALCED BRAKE MASTI				
	LUID LAG	71 VISIT: REFALCED BRAKE MASTI	ERCTEINDER			
C Q I S						
Recommendations						
Tire Information						
Tire Manufacturer	Unknow	n	Tire Size	Unkno	wn	
Tire Brand Series	Clikilow		Wheel	CHKIIO	****	
DOT Left Front			DOT Right Front			
DOT Left Profit			DOT Right Profit			
DOT Left Real DOT Left Inner			DOT Right Inner			
DOT Left filler DOT Spare			DOT RIGHT HINCI			
Vehicle Information						
VIN	JM3TB3	88A380	Engine Serial Number		256360	
Model Year	2008		Engine Description		V-DAMB PFI V6 NA GAS	
Transmission	6 SPD A	UTO TRANS AISIN F21	Vehicle Description	CX-9		
Body Cab Style	Unknow		Drive Line	ALL 4	WHEEL LEFT HAND DRIVE	
Production Date	27-Jun-2	2008	Retail Sale Indicator Code			
Plant Description	HIROSE	IIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle			
Build Region			Warranty Start Date	30-Jan-	-2009	
Build Country Code			Transmission Serial Number			
Mileage	19770		Vehicle Axle Ratio			
Vehicle Restraint Code						
			_			

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**Report Detail** 

ECI Record	6204908	85 <b>S</b> G	ource Code N	MAZDA Hotline		
Commodity Assignment						
Commodity		vice brakes—	Symptom	function-malfunction/inoperative		
Commodity		vice brakes—	Symptom	mod-codes found		
Commodity		vice brakes—	Symptom	nvh-noisy operation		
Commodity	chassis-ser	vice brakes—	Symptom	vibration/pulsation		
Commodity	chassis-se	rvice brakes-master cylinder/booste	r/Symptom	function-malfunction/inoperative		
	hydroboos	<u>:</u>				
Commodity	chassis-se	rvice brakes-master cylinder/booste	r/Symptom	leak-fluid		
,	hydroboos	•	J 1			
Significant Event	nyuroboos		Verified	N		
			vermed	<u> </u>		
Tread Information	102					
Tread Category Code	03	Ir	ead Category Description se	ervice brakes		
Reported in Tread Quarter	Q2 2011					
Report Details						
Report Details		1000010000				
Source Claim Key			Warranty Component Classific	cation		
			(WCC)			
Corporate Product Systems Cl	assification		Time in Service	7		
(CPSC)						
Customer Condition Code			V Function Group (VFG)			
			Repair/Report/Paid Date	15 Apr 2011		
Source System Program Type				15-Apr-2011		
Version Series Code			Load Date	17 -Apr-2011		
Causal Part Prefix- Base - Suffi	X		Dealer Code	34417		
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name	DENNIS EAKIN MAZDA		
Non Causal Part Prefix-Base-Su	ıffix		Dealer City	KILLEEN		
Non Causal Part Numbers			Dealer State/Province	TX		
Fault Code			Dealer Country	USA		
Diagonstic Trouble Code		Dealer Phone Number				
Labor Operation Code			Attachment			
Communication Type			VOQ Component Description Co	ode		
Maintenance Date		03 -Jul-2011				
		1.5				
Customer						
Comment						
Technician RM 04/15/11 C	1963 REP	AIR AIR IN BRAKE SYSTEM TECH ST	ATES AIR IN BRAKE SYSTEM	M AFTER C1963 REPAIR. HAS BLEED THE		
				THEY USE IDS TO BLEED THE SYSTEM.		
DIGITAL DIGITAL				I		
				A GROAN NOISE. replaced booster and master		
cylinder. Found	slight leaka	ge from rear of master cylinder into booster.				
CQIS Recom						
mendations						
Tire Information						
Tire Manufacturer	Unknow		- 15	Jnknown		
Tire Brand Series			heel			
DOT Left Front			OT Right Front			
DOT Left Rear			OT Right Rear			
DOT Left Inner		Do	OT Right Inner			
DOT Spare						
Vehicle Information						
VIN		-		CA 10339271		
Model Year	2010			.7L 4V-DAMB PFI V6 NA GAS		
Transmission				X-9		
Body Cab Style	Unknow			WHL L/H FRONT DRIVE		
Production Date	28-May-	2010 Re	etail Sale Indicator Code			
Plant Description			eaguired Vehicle			
Build Region	THE SOL			8-Sep-2010		
Build Country Code			ansmission Serial Number	0 Sep 2010		
Mileage 11441			chicle Axle Ratio			
		IVE	AILCIO FARIO INCIDIO			
Vehicle Restraint Code						

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**Report Detail** 

ECI Record	6204909	926	Source Code	MAZDA Hotline			
Commodity Assignment							
Commodity		rvice brakes—	Symptom	mod	-indicator light/warning chime on		
Commodity		rvice brakes-abs/traction control—	Symptom	func	tion-malfunction/inoperative		
Commodity		rvice brakes-abs/traction control—	Symptom		-indicator light/warning chime on		
Commodity	chassis-sc						
Commodity chassis-service brakes-master cylinder/booster/Symptom function-malfunction/inoperative hydroboost—							
Commodity	chassis-se		oster/Symptom	mod-	-indicator light/warning chime on		
Commounty	hydroboos	,	July mptom	, indu	moreuror rights warming crimine on		
Significant Event	ny drococ.		Verified	N			
Tread Information	•			•			
Tread Category Code	03		Tread Category Description	service	e brakes		
Reported in Tread Quarter	Q2 2011		rieda ediegori zeseripiion	perview	o cruitos		
Report Details							
		W0021277	NV C				
Source Claim Key		000717775		Warranty Component Classification			
			(WCC)		20		
Corporate Product Systems C	lassification	n	Time in Service		28		
(CPSC)							
Customer Condition Code			V Function Group (VFG)				
Source System Program Type			Repair/Report/Paid Date		15-Apr-2011		
Version Series Code			Load Date		17 - Ápr-2011		
Causal Part Prefix- Base - Suff	ix		Dealer Code		61534		
Causal Part Name		unknown	Dealer Name		LUTHER MAZDA		
Non Causal Part Prefix-Base-S	uffix		Dealer City		BROOKLYN CENTER		
Non Causal Part Numbers			Dealer State/Province		MN		
Fault Code			Dealer Country		USA		
Diagonstic Trouble Code			Dealer Phone Number		7635665600		
Labor Operation Code			Attachment		7033003000		
Communication Type			VOO Component Description	n Code			
Maintenance Date		08 -May-2011	VOQ Component Description	ii Code			
iviannenance Date		08 -Way-2011					
Customer							
Comment							
Technician IC 4/15/11 AB	S TCS BR	AKE LIGHT ON*MASTER/ROOSTER	THE LIGHTS WERE ON CL	EARED	THE CODE. NO CODES RESET AFTER		
G 1/15/1111E							
CLEAKING I				S EPS RO	CM ASSM AND TPM ALL FAILED. NO		
CODES IN TH	IE SYSTEI	M NOW. REPLACED BRAKE BOOSTE	ER AND MASTER CYLINDER				
COIS Recomm							
endations							
Tire Information							
	TT 1		TE' G'	TT 1			
Tire Manufacturer	Unknow	/II	Tire Size	Unkno	OWII		
Tire Brand Series			Wheel				
DOT Left Front			DOT Right Front				
DOT Left Rear			DOT Right Rear				
DOT Left Inner			DOT Right Inner				
DOT Spare							
Vehicle Information	1						
VIN	JM3TB3	38AX80	Engine Serial Number	CA 10	236360		
Model Year	2008		Engine Description		V-DAMB PFI V6 NA GAS		
Transmission	6 SPD A	UTO TRANS AISIN F21	Vehicle Description	CX-9			
Body Cab Style	Unknow		Drive Line		WHEEL LEFT HAND DRIVE		
Production Date	06-Mar-		Retail Sale Indicator Code	1.00	The Diagram		
Plant Description		HIMA ASSEMBLY PLANT-JAPAN	Reaguired Vehicle				
Build Region	imtobi	III. III. III. III III III III III III	Warranty Start Date	02-Jan	-2009		
Build Country Code			Transmission Serial Number	02-3an	1 2007		
Mileage	12179		Vehicle Axle Ratio				
Vehicle Restraint Code	121/7		venicie Axie Ratio				
venicle Restraint Code							

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**Report Detail** 

ECI Record	6204923	83	Source Code	MAZDA Hotline	
Commodity Assignment					
Commodity	modity chassis-service brakes—			leak-fluid	
Commodity	nassis-ser	vice brakes—	no keyword found		
3	hassis-service brakes-master cylinder/booster/Symptom function-malfunction/inoperative				
Commodity					
Significant Event	ydroboos	<u> </u>	Verified	N	
Tread Information					
Tread Category Code	03		Tread Category Description	service brakes	
Reported in Tread Quarter	Q2 2011				
Report Details	(C				
Source Claim Key		000719382	Warranty Component Class	rification	
Source Claim Key		000/19382	(WCC)	SSILICATION	
Corporate Product Systems Clas (CPSC)	sification		Time in Service	27	
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date	28-Apr-2011	
Version Series Code			Load Date	02 -May-2011	
Causal Part Prefix- Base - Suffix		<u></u>	Dealer Code	10177	
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name	LEE JOHNSON MAZDA	
Non Causal Part Prefix-Base-Suff	fix	TOT TROVIDED BY SOCKEE	Dealer City	KIRKLAND	
Non Causal Part Numbers	IIA.		Dealer State/Province	WA	
Fault Code			Dealer Country	USA	
Diagonstic Trouble Code			Dealer Phone Number	CS/1	
Labor Operation Code			Attachment		
Communication Type			VOQ Component Description	Code	
Maintenance Date		08 -May-2011			
Customer		-			
Comment					
	DD 4 777	ALL GEED LEAVING ELLIP (DV DD L		A CEEED DA DE HALLY TO TAKE YOURS D. T.	
C LD 04/20/11		` '		ASTER PART # M U 48 AND JO292 Brake master	
Comment cyl. leaking i	nto pwr l	ork booster. Replaced both master cyl an	d booster.		
C Q I S					
Recommendations					
Tire Information					
Tire Manufacturer	Unknow	n	Tire Size	Unknown	
Tire Brand Series	Clikilow	11	Wheel	CHKHOWH	
DOT Left Front			DOT Right Front		
DOT Left Rear			DOT Right Rear		
DOT Left Real DOT Left Inner			DOT Right Inner		
DOT Spare			BOT Right Hines		
Vehicle Information					
VIN JM3TB38A080 Engine Serial Number CA 10246040					
Model Year	2008	.011000	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS	
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX-9	
Body Cab Style	Unknow		Drive Line	ALL 4 WHEEL LEFT HAND DRIVE	
Production Date	06-May-		Retail Sale Indicator Code	ALL THILLE LEI I HAND DRIVE	
Plant Description		IIMA ASSEMBLY PLANT-JAPAN	Reaguired Vehicle		
Build Region			Warranty Start Date	08-Feb-2009	
Build Country Code			Transmission Serial Number	00 2 00 2007	
Mileage 15464			Vehicle Axle Ratio		
Vehicle Restraint Code	2.5.				

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**Report Detail** 

ECI Record	620492530	Source Code	MAZDA Hotline
Commodity Assignm	nent		
		IC.	And I am I in an FC it and And I
	chassis-service brakes—	Symptom	fluid level-insufficient fluid
,	chassis-service brakes—	Symptom	leak-fluid
	chassis-service brakes—	Symptom	mod-indicator light/warning chime on mod-location-interior
	chassis-service brakes— chassis-service brakes-master cylinder/bo	Symptom ooster/Symptom	fluid level-insufficient fluid
,		ooster/Symptom	ituid ievei-insufficient fluid
	hydroboost—	o o o to a Cymatom	function malfunction/incorporative
,	1	ooster/Symptom	function-malfunction/inoperative
	hydroboost—		
Commodity	I	ooster/Symptom	leak-fluid
- II	hydroboost—		
Commodity		ooster/Symptom	mod-indicator light/warning chime on
	hydroboost—		
Significant Event		Verified	N
Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2011	8 , 1	
-			
Report Details	000510510		
Source Claim Key	000719540	Warranty Component Class	sification
		(WCC)	
Corporate Product Systems Cla	assification	Time in Service	31
(CPSC)			
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	29-Apr-2011
Version Series Code		Load Date	02 -May-2011
Causal Part Prefix- Base - Suffix		Dealer Code	42155
Causal Part Name	unknown	Dealer Name	MAZDA OF SANTA MONICA
Non Causal Part Prefix-Base-Su	ıffix	Dealer City	SANTA MONICA
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	3104961180
Labor Operation Code		Attachment	Cala
Communication Type Maintenance Date	20. May 2011	VOQ Component Description	1 Code
Maintenance Date	29 -May-2011		
Customer			
Comment			
Technician GF 4/29/11 BR	RAKE FLUID LOW LITE ON-BOOSTER M/CY	L C/STATES BRAKE LIGHTS AI	RE ON THE DASH TECH HAS CALLED WITH A
			ER DUE TO LEAKING INTO BRAKE BOOSTER
AND REPLAC	CED BRAKE BOOSTER		
CQIS Recomm			
endations			
Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			
<b>Vehicle Information</b>			
VIN	JM3TB28V980	Engine Serial Number	CA 10251315
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	03-Jun-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	07-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	21931	Vehicle Axle Ratio	
Vehicle Restraint Code			

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**Report Detail** 

ECI Record	62049288	82	Source Code	MAZI	DA Hotline	
Commodity Assignment						
		vice brakes—	Symptom	Huid	level-insufficient fluid	
		vice brakes—	Symptom		-codes found	
,	hassis-sei		ster/Symptom		tion-malfunction/inoperative	
•	vdroboost		ster/by inptoin	runce	non manuficuou moperative	
	hassis-sei		ster/Symptom	mod	-codes found	
3			Ster/Symptom	IIIOu-	-codes found	
	ydroboost		stan Crimatam	mo Ir	averaged formed	
3	hassis-sei		ster/Symptom	no ke	eyword found	
	ydroboost	=	Varified	- NT		
Significant Event Verified N						
Tread Information						
Tread Category Code	03		Tread Category Description	service	e brakes	
Reported in Tread Quarter	Q2 2011					
Report Details						
Source Claim Key		000719924	Warranty Component Classic	fication		
Source Claim Key		UUU / 1 /77.24	Warranty Component Classif	псаноп		
Cornerate Product Systems Class	ocification		(WCC)		26	
Corporate Product Systems Clas	ssincation		Time in Service		26	
(CPSC)			V. Experien Corres (VEC)			
Customer Condition Code Source System Program Type			V Function Group (VFG)		02 May 2011	
Version Series Code			Repair/Report/Paid Date Load Date		03-May-2011 08 -May-2011	
Causal Part Prefix- Base - Suffix			Dealer Code		23960	
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name		COUNTRYSIDE MAZDA	
Non Causal Part Prefix-Base-Suf		NOT FROVIDED BT SOURCE	Dealer City		CLEARWATER	
Non Causal Part Numbers	IIIA		Dealer State/Province		FL	
Fault Code			Dealer State/110vince  Dealer Country		USA	
Diagonstic Trouble Code			Dealer Phone Number		7277972277	
Labor Operation Code			Attachment		1211712211	
Communication Type			VOQ Component Description (	Code		
Maintenance Date		12 -Jun-2011	T T			
Customer						
Comment						
	ICUT C1	227*DOOSTED/MASTED THE TOS I	ICUT IS ON THE DDAVE ELLI	ID IC I	OW IN THE MASTER. INSPECTED THE	
Comment SYSTEM AND	LIUITI CI	.52/"DOOSTEK/MASTER THE TOS L	AT THE MARGED IS A FAMILIO	ים פו עו	OW IN THE MASTER, INSPECTED THE	
SISILMAND			AT THE MASTER IS LEAKING	IN THE	E BOOSTER. replaced master cylinder and	
brake booster bo	ooster full	of brake fluid				
CQIS Recomm						
endations						
Tire Information						
Tire Manufacturer	Unknowr	1	Tire Size	Unkno	own	
Tire Brand Series	Clikilowi	1	Wheel	Clikilo	W11	
DOT Left Front			DOT Right Front			
DOT Left Rear			DOT Right Rear			
DOT Left Inner			DOT Right Inner			
DOT Spare						
Vehicle Information						
VIN VIN	ЈМ3ТВ2	0 A 1 0 M	Engine Serial Number	CA 10	2251951	
Model Year	2000	oAlou	Engine Description		V-DAMB PFI V6 NA GAS	
Transmission	6 SPD AI	UTO TRANS AISIN F21	Vehicle Description	CX-9	V-DAMID I IT VU IVA UAS	
Body Cab Style	Unknowr		Drive Line		L L/H FRONT DRIVE	
Production Date	06-Jun-20		Retail Sale Indicator Code	<del>- '''111</del>	- DITTION DICE	
Plant Description		IMA ASSEMBLY PLANT-JAPAN	Reaguired Vehicle			
Build Region	111.0011		Warranty Start Date	29-Ma	ar-2009	
Build Country Code			Transmission Serial Number			
Mileage	35875		Vehicle Axle Ratio			
Vehicle Restraint Code						
venicie Restraint Code						
venicie Restraint Code						

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**Report Detail** 

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620494289	Source Code	MAZDA Hotline			
Commodity Assignment						
Commodity	chassis-service brakes—	Symptom	fluid level-insufficient fluid			
Commodity	chassis-service brakes—	Symptom	no keyword found			
Significant Event		Verified	N			
<u> </u>						
Tread Information	100					
Tread Category Code	03	Tread Category Description	service brakes			
Reported in Tread Quarter	Q2 2011					
Report Details						
Source Claim Key	000668081	Warranty Component Class	sification			
		(WCC)				
Corporate Product Systems Class	sification	Time in Service				
(CPSC)						
Customer Condition Code		V Function Group (VFG)				
Source System Program Type		Repair/Report/Paid Date	23-Apr-2010			
Version Series Code		Load Date	21 -May-2011			
Causal Part Prefix- Base - Suffix		Dealer Code	51627			
Causal Part Name	unknown	Dealer Name	SMITH HAVEN MAZDA			
Non Causal Part Prefix-Base-Suf	fix	Dealer City	SAINT JAMES			
Non Causal Part Numbers		Dealer State/Province	NY			
Fault Code		Dealer Country	USA			
Diagonstic Trouble Code		Dealer Phone Number	6312651285			
Labor Operation Code		Attachment				
Communication Type		VOQ Component Description	Code			
Maintenance Date	21 -May-2011					
	LOW BRAKE FLUID TECH STATES THE E ERE ARE NO LEAKS SEEN IN THE SYSTEM		LOW DOWN TO THE MINIMUM LINE TECH			
Tire Information						
Tire Manufacturer	Unknown	Tire Size	Unknown			
Tire Brand Series		Wheel				
DOT Left Front		DOT Right Front				
DOT Left Rear		DOT Right Rear				
DOT Left Inner		DOT Right Inner				
DOT Spare						
Vehicle Information						
VIN	JM3TB38V890	Engine Serial Number	CA 10294983			
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS			
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9			
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE			
Production Date	26-Jun-2009	Retail Sale Indicator Code				
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaguired Vehicle				
Build Region		Warranty Start Date				
Build Country Code		Transmission Serial Number				
Mileage	10467	Vehicle Axle Ratio				
Vehicle Restraint Code		. Shiele I Me Rutio				

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**Report Detail** 

ECI Record	6204957	794	Source Code	MAZDA Hotline		
Commodity Assignm	Commodity Assignment					
		rvice brakes—	Symptom	mod-driving condition-on deceleration/braking		
		rvice brakes—	Symptom	nvh-noisy operation		
		rvice brakes-brake pedal—	Symptom	no keyword found		
Commodity	chassis-se hydroboos	ervice brakes-master cylinder/boo	ster/Symptom	air in system		
Commodity	chassis-se hydroboos	ervice brakes-master cylinder/boo	ster/Symptom	function-malfunction/inoperative		
Commodity	chassis-se hvdroboos	ervice brakes-master cylinder/boo	ster/Symptom	leak-fluid		
Commodity	chassis-se hydroboos	ervice brakes-master cylinder/boo	ster/Symptom	no keyword found		
Commodity	chassis-se hydroboos	ervice brakes-master cylinder/boo	ster/Symptom	nvh-noisy operation		
Commodity	chassis-sei	rvice brakes-pads/shoes/linings—	Symptom	air in system		
		rvice brakes-pads/shoes/linings—	Symptom	function-malfunction/inoperative		
		rvice brakes-pads/shoes/linings—	Symptom	leak-fluid		
	chassis-sei	rvice brakes-pads/shoes/linings—	Symptom	nvh-noisy operation		
Significant Event			Verified	N		
Tread Information						
Tread Category Code	03		Tread Category Description	service brakes		
Reported in Tread Quarter	Q2 2011					
Report Details						
Source Claim Key		000722572	Warranty Component Class	sification		
Corporate Product Systems Cla	accification		(WCC) Time in Service	36		
(CPSC)	assilicatioi		Time in Service	50		
Customer Condition Code			V Function Group (VFG)			
Source System Program Type			Repair/Report/Paid Date	24-May-2011		
Version Series Code			Load Date	29 -May-2011		
Causal Part Prefix- Base - Suffix	X		Dealer Code	23885		
Causal Part Name	CC	NOT PROVIDED BY SOURCE	Dealer Name	LOU BACHRODT MAZDA		
Non Causal Part Prefix-Base-Su Non Causal Part Numbers	ıffix		Dealer City	COCONUT CREEK FL		
Fault Code			Dealer State/Province Dealer Country	USA		
Diagonstic Trouble Code			Dealer Phone Number	9542475000		
Labor Operation Code			Attachment			
Communication Type			VOQ Component Description	Code		
Maintenance Date		26 -Jun-2011				
Customer						
Comment Technician DM 05/24/11 AH	D MOICE I	EDOM DDAKE DEDAL (DOOGTED) TE	CH CTATES AID NOISE EDOM	B/BOOSTER WHEN APPLIED ASKING IF ANY		
Comment KNOW ISSUES WITH MAZDA	. SOUNDS OEM PAD THE BO	S LIKE A SPRING NOISE AND FUEL OS AS REQUESTED AND TRACED NO OSTER CAUSING BOSTER FAILURE	TRIMST GO +25 WHEN BRA DISE TO THE BOOSTER REM	IKES ARE APPLIED. REPLACED VALUE PADS OVED MASTER AND DETERMINED MASTER BOOSTER AS NEEDED AND BLEAD SYSTEM		
CQIS Recommendations	DDKOVE	ALL OK				
Tire Information						
Tire Manufacturer	Unknow	'n	Tire Size	Unknown		
Tire Brand Series			Wheel			
DOT Left Front			DOT Right Front			
DOT Left Rear			DOT Right Rear			
DOT Left Inner DOT Spare			DOT Right Inner			
<b>Vehicle Information</b>						
VIN	ЈМ3ТВ3	88A480	Engine Serial Number	CA 10241394		
Model Year	2008	- ** Y	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS		
Transmission	6 SPD A	UTO TRANS AISIN F21	Vehicle Description	CX-9		
Body Cab Style	Unknow		Drive Line	ALL 4 WHEEL LEFT HAND DRIVE		
Production Date	03-Apr-2		Retail Sale Indicator Code			
Plant Description	HIROSF	HIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	14 Inn 2009		
Build Region Build Country Code			Warranty Start Date Transmission Serial Number	14-Jun-2008		
Mileage	65626		Vehicle Axle Ratio			
Vehicle Restraint Code	03020		- Carole Fixe Ratio			
			1			

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**Report Detail** 

ECI Record	620496872	Source Code	MAZDA Hotline
Commodity Assignm			
		IG .	
	hassis-service brakes—	Symptom	fluid level-insufficient fluid
	hassis-service brakes—	Symptom	mod-codes found
,	hassis-service brakes—	Symptom	mod-driving condition-while driving
	hassis-service brakes—	Symptom	mod-indicator light/warning chime on
	hassis-service brakes—	Symptom	repair-prior repair mentioned function-malfunction/inoperative
•	•	oster/Symptom	runction-manunction/moperative
	ydroboost—		1.0.1
•	•	oster/Symptom	leak-fluid
	ydroboost—		
- · · · · · · · · · · · · · · · · · · ·	•	oster/Symptom	mod-codes found
	ydroboost—		
Significant Event		Verified	N
Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2011	, I	
-			
Report Details			
Source Claim Key	000723719	Warranty Component Class	ification
		(WCC)	
Corporate Product Systems Class	ssification	Time in Service	27
(CPSC)			
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	02-Jun-2011
Version Series Code		Load Date	05 -Jun-2011
Causal Part Prefix- Base - Suffix		Dealer Code	23913
Causal Part Name	unknown	Dealer Name	DAYTONA MAZDA
Non Causal Part Prefix-Base-Suf	fix	Dealer City	DAYTONA BEACH
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	3862740900
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description	Code
Maintenance Date	19 -Jun-2011		
Customer			
Comment			
	AVE LIGHT ON C1227(MSTD & ROOSTED) C	TICT CTATES THE BDAKE ELL	UID LEVEL LIGHT IS ON. TECH STATES THE
I LUID LL VLL			K MILES AGO AND THE FLUID LEVEL WAS
	THAT TIME REPLACED BRAKE MASTER	CYL AND BRAKE BOOSTER	R.MASTER CYL WAS LEAKING FLUID INTO
BOOSTER			
CQIS Recom			
mendations			
Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series	UIKIIOWII	Wheel	UIKIIOWII
DOT Left Front		DOT Right Front	
DOT Left Profit		DOT Right Plont DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare		DOT RIGHT HINCI	
Vehicle Information			
VIN	JM3TB28A180	Engine Serial Number	CA 10233769
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	19-Feb-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	28-Mar-2009
Build Country Code		Transmission Serial Number	
Mileage	23119	Vehicle Axle Ratio	
Vehicle Restraint Code			
<del></del>			

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**Report Detail** 

ECI Record	6204995	56 S	ource Code	MAZDA Hotline	
Commodity Assignment					
		vice brakes—	Symptom	lleak-fluid	
		vice brakes—	Symptom	mod-codes found	
	nassis-se			function-malfunction/inoperative	
•	vdroboos	•	r ·	· · · · · · · · · · · · · · · · · · ·	
	nassis-se		er/Symptom	leak-fluid	
	vdroboos	•	C1/Bymptom	icak itala	
Significant Event	yuroboos	l—	Verified	N	
Significant Event			vermed	11	
Tread Information					
Tread Category Code 03 [Fread Category Description service brakes					
Reported in Tread Quarter	Q2 2011				
Report Details					
Source Claim Key		000726580	Warranty Component Classic	fication	
Source Claim Rey		000720360	(WCC)	incation	
Corporate Product Systems Class	sification		Time in Service	37	
(CPSC)	isiiicutioi		Time in Service		
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date	22-Jun-2011	
Version Series Code			Load Date	26 -Jun-2011	
Causal Part Prefix- Base - Suffix			Dealer Code	42004	
Causal Part Name		unknown	Dealer Name	OAK TREE MAZDA	
Non Causal Part Prefix-Base-Suff	fiv	ulikilowii	Dealer City	SAN JOSE	
Non Causal Part Numbers	IIA.		Dealer State/Province	CA	
Fault Code			Dealer Country	USA	
Diagonstic Trouble Code			Dealer Phone Number	4085536300	
Labor Operation Code			Attachment	+003330300	
Communication Type			VOQ Component Description (	Code	
Maintenance Date		10 -Jul-2011	VOQ Component Bescription	eode	
		10 001 2011			
Customer					
Comment					
Technician LD 06/22/11 BR	AKE MA	ASTER LEAK C1327 (RI) CLAIMS THA	AT THE BRAKE MASTER LE	EAKS AND THE CODE HAS REMOVED THE	
				AND BRAKE BOOSTER PUT EVERY THING	
				R PENDING AND NO MORE LEAKS INSIDE	
BRAKE BOOSTI		RE-CHECK COMI IMRED REALIK IV	O MORE CODES STORE OF	CIENDING AND NO MORE ELAKS INSIDE	
	ZK.				
CQIS Recom					
mendations					
Tire Information					
Tire Manufacturer	Unknow		ire Size	Unknown	
Tire Brand Series			Vheel		
DOT Left Front			OOT Right Front		
DOT Left Rear			OOT Right Rear		
DOT Left Inner			OOT Right Inner		
DOT Spare					
Vehicle Information					
VIN	ЈМ3ТВ2	28V38(	Engine Serial Number	CA 10243385	
Model Year	2008		Engine Description	3.7L 4V-DAMB PFI V6 NA GAS	
Transmission			Vehicle Description	CX-9	
Body Cab Style	Unknow		Drive Line	2 WHL L/H FRONT DRIVE	
Production Date	15-Apr-2		Retail Sale Indicator Code	Z WILL BUILDING DINA	
Plant Description		IIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle		
Build Region	1111001	IIII I IOODAADDI I DANI-JAIAN	Varranty Start Date	22-Jun-2008	
Build Country Code			ransmission Serial Number	22 3411 2000	
Mileage	30612		Vehicle Axle Ratio		
Vehicle Restraint Code	50012		emele / Ixie Ratio		
remain restraint code					

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**Report Detail** 

ECI Record 62	20502206	Source Code	MAZDA Hotline			
Commodity Assignment						
Commodity chas	ssis-service brakes—	Symptom	function-malfunction/inoperative			
Commodity chas	ssis-service brakes—	Symptom	mod-codes found			
Commodity chas	ssis-service brakes—	Symptom	no keyword found			
Commodity	ssis-service brakes-master cylinder/bo	ooster/Symptom	no keyword found			
,	roboost—	S S S S S S S S S S S S S S S S S S S	no noj word round			
Significant Event		Verified	N			
Tread Information						
Tread Category Code 03	3	Tread Category Description	service brakes			
Reported in Tread Quarter Q3 2011						
	5 2011					
Report Details Source Claim Key	1000720272	My				
Source Claim Key	000729372	Warranty Component Classi (WCC)	incation			
Corporate Product Systems Classif	fication	Time in Service	33			
(CPSC)						
Customer Condition Code		V Function Group (VFG)				
Source System Program Type			14-Jul-2011			
		Repair/Report/Paid Date				
Version Series Code		Load Date	17 -Jul-2011			
Causal Part Prefix- Base - Suffix	NOT DROVIDED DV 4011D0E	Dealer Code	61594			
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	CONTINENTAL MAZDA OF NAPERVIL			
Non Causal Part Prefix-Base-Suffix		Dealer City	NAPERVILLE			
Non Causal Part Numbers		Dealer State/Province	IL			
Fault Code		Dealer Country	USA			
Diagonstic Trouble Code		Dealer Phone Number	6303525900			
Labor Operation Code		Attachment				
Communication Type		VOQ Component Description	Code			
Maintenance Date	25 -Jul-2011		·			
Customer						
Comment						
	C DD AVE LITE ON C1227 DL CTC ELLI	D I DELOW MIN DI CTC NO I	EVTERNAL LEAVE ACKING IE MACTER IC			
RC //14/11 DC			EXTERNAL LEAKS , ASKING IF MASTER IS			
Comment LEAKING INTO	O THE BOOSTER Explained to customer repa	air procedure and parts needed to co	omplete repairs			
CQIS Recommen						
dations						
dations						
Tire Information						
Tire Manufacturer U	nknown	Tire Size	Unknown			
Tire Manufacturer U Tire Brand Series	nknown	Wheel	Unknown			
Tire Manufacturer U Tire Brand Series DOT Left Front	nknown	Wheel DOT Right Front	Unknown			
Tire Manufacturer U Tire Brand Series DOT Left Front DOT Left Rear	nknown	Wheel DOT Right Front DOT Right Rear	Unknown			
Tire Manufacturer U Tire Brand Series DOT Left Front	nknown	Wheel DOT Right Front	Unknown			
Tire Manufacturer U Tire Brand Series DOT Left Front DOT Left Rear	nknown	Wheel DOT Right Front DOT Right Rear	Unknown			
Tire Manufacturer UTire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare	'nknown	Wheel DOT Right Front DOT Right Rear	Unknown			
Tire Manufacturer UTire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information		Wheel DOT Right Front DOT Right Rear DOT Right Inner				
Tire Manufacturer UTire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN UTIVE BRAND STREET	M3TB38A080	Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number	CA 10244870			
Tire Manufacturer U Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year 20	M3TB38A080	Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description	CA 10244870 Unknown			
Tire Manufacturer	M3TB38A080 008 SPD AUTO TRANS AISIN F21	Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description	CA 10244870 Unknown CX-9			
Tire Manufacturer UTire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style  UTIPE Brand Series UTIPE Bra	M3TB38A080 008 SPD AUTO TRANS AISIN F21 (nknown	Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line	CA 10244870 Unknown			
Tire Manufacturer UTire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Production Date	M3TB38A080 008 SPD AUTO TRANS AISIN F21 Inknown 5-Apr-2008	Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code	CA 10244870 Unknown CX-9			
Tire Manufacturer  Tire Brand Series  DOT Left Front  DOT Left Rear  DOT Spare  Vehicle Information  VIN  Model Year  Transmission  Body Cab Style  Production Date  Plant Description  University of the production of the producti	M3TB38A080 008 SPD AUTO TRANS AISIN F21 (nknown	Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	CA 10244870 Unknown CX-9 ALL 4 WHEEL LEFT HAND DRIVE			
Tire Manufacturer  Tire Brand Series  DOT Left Front  DOT Left Rear  DOT Spare  Vehicle Information  VIN  Model Year  Transmission  Body Cab Style  Production Date  Plant Description  Build Region	M3TB38A080 008 SPD AUTO TRANS AISIN F21 Inknown 5-Apr-2008	Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	CA 10244870 Unknown CX-9			
Tire Manufacturer  UTire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code	M3TB38A080 008 SPD AUTO TRANS AISIN F21 Inknown 5-Apr-2008 IIROSHIMA ASSEMBLY PLANT-JAPAN	Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	CA 10244870 Unknown CX-9 ALL 4 WHEEL LEFT HAND DRIVE			
Tire Manufacturer  UTire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code	M3TB38A080 008 SPD AUTO TRANS AISIN F21 Inknown 5-Apr-2008	Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	CA 10244870 Unknown CX-9 ALL 4 WHEEL LEFT HAND DRIVE			

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**Report Detail** 

ECI Record	620504125	Source Code	MAZDA Hotline			
Commodity Assignment						
	hassis-service brakes—	Symptom	fluid level-insufficient fluid			
	hassis-service brakes—	Symptom	pedal concerns-service brake pedal			
		ooster/Symptom	leak-fluid			
· ·	vdroboost—	J F				
Significant Event	ydioboost—	Verified	N			
Tread Information						
	103	Tread Category Description	service brakes			
Reported in Tread Quarter	Q3 2011	ricad Category Description	scrvice branes			
Report Details						
Source Claim Key	000731428	Warranty Component Class	sification			
Source Claim Rey	000731120	(WCC)	, incution			
Corporate Product Systems Clas	esification	Time in Service	32			
	silication	Time in Service	92			
(CPSC) Customer Condition Code		V Eurotion Crown (VEC)				
Source System Program Type		V Function Group (VFG) Repair/Report/Paid Date	28-Jul-2011			
Version Series Code		Load Date	31 -Jul-2011			
Causal Part Prefix- Base - Suffix		Dealer Code	42004			
Causal Part Name			OAK TREE MAZDA			
Non Causal Part Prefix-Base-Suff	unknown	Dealer Name Dealer City	SAN JOSE			
Non Causal Part Numbers	IIX	Dealer State/Province	CA CA			
Fault Code		Dealer State/Flovince  Dealer Country	USA			
Diagonstic Trouble Code		Dealer Phone Number	4085536300			
Labor Operation Code		Attachment	4083330300			
Communication Type		VOQ Component Description	Code			
Maintenance Date	31 -Jul-2011	voq Component Description	Code			
	51 -Jul-2011					
Customer						
Comment						
Technician JC 7/28/11 I	OW BRAKE FLUID THE BRAKE MASTER	IS LOW ON FLUID, CALLED IF	NEEDS AUTH TO ORDER THE PARTS FOUND			
	MASTER IS LEAKING FLUID INTO THE BO		THE PROPERTY OF THE PROPERTY O			
	MASTER IS LEAKING FLUID INTO THE BC	OSTER				
C Q I S						
Recommendations						
Tire Information						
Tire Manufacturer	Unknown	Tire Size	Unknown			
Tire Brand Series		Wheel				
DOT Left Front		DOT Right Front				
DOT Left Rear		DOT Right Rear				
DOT Left Inner		DOT Right Inner				
DOT Spare						
Vehicle Information						
VIN	JM3TB28V080	Engine Serial Number	CA 10241439			
Model Year	2008	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS			
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9			
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE			
Production Date	04-Apr-2008	Retail Sale Indicator Code	Z Z Z I ROTT BILL . E			
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle				
Build Region	THE STIME TO SELECT THE STIME STIME	Warranty Start Date	27-Dec-2008			
Build Country Code		Transmission Serial Number	F. 200 2000			
Mileage	19729	Vehicle Axle Ratio				
Vehicle Restraint Code						

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**Report Detail** 

ECI Record	6205045	54	Source Code	MAZDA Hotline			
Commodity Assignm	Commodity Assignment						
		rvice brakes—	Symptom	no keyword found			
	hassis-se		ster/Symptom	leak-fluid			
l	vdroboos	•	<b>J</b>				
	hassis-se		oster/Symptom	mod-codes found			
	ydroboos	<u>,                                      </u>	ster/Bymptom	mod codes round			
Significant Event	yuroboos	<u> </u>	Verified	N			
Significant Event			vermeu	μν			
Tread Information							
Tread Category Code	03		Tread Category Description	service brakes			
Reported in Tread Quarter	Q3 2011						
Report Details							
Source Claim Key		1000721074	Wannanta Camarana Classic	C 4:			
Source Claim Key		000731874	Warranty Component Classic	neation			
			(WCC)				
Corporate Product Systems Class	sification		Time in Service	26			
(CPSC)							
Customer Condition Code			V Function Group (VFG)				
Source System Program Type			Repair/Report/Paid Date	02-Aug-2011			
Version Series Code			Load Date	07 -Aug-2011			
Causal Part Prefix- Base - Suffix			Dealer Code	50219			
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name	SCHWARTZ MAZDA			
Non Causal Part Prefix-Base-Suff	fix		Dealer City	SHREWSBURY			
Non Causal Part Numbers			Dealer State/Province	NJ			
Fault Code			Dealer Country	USA			
Diagonstic Trouble Code			Dealer Phone Number				
Labor Operation Code			Attachment				
Communication Type			VOQ Component Description (	Code			
Maintenance Date		07 -Aug-2011					
Customer							
Comment							
		naarram oo aaaaa aa aan a	ala per tre tre maattate	VA OVI VO DEDI ID IVI A DEELI DOVE IE EVVA			
AK 8/2/11 BRAK	E AND T	ICS LIGHT ON C1327(MASTER CYL)	C/S BRAKE AND TCS LIGHT	IS ON NO REPAIR HAS BEEN DONE AT THIS			
Comment TIME. TECH IS O	CALLING	G IN CAUSE HE DOES NOT KNOW W	HAT TO DO AND IS WANTING	G TO SEE IF THE MASTER CYL CAN BE THE			
ISSUE.HE HAS N	NOT SIG	HS OF A VISABLE LEAK BRAKES FE	EL OK, AND THE LEVEL IN T	HE MASTER CYL IS A LITTLE LOWER THEN			
THE MIN MARK	relpace 1	laeking master cylinder					
CQIS Recom	1						
mendations							
Tire Information							
Tire Manufacturer	Unknow	n	Tire Size	Unknown			
Tire Brand Series			Wheel				
DOT Left Front			DOT Right Front				
DOT Left Rear			DOT Right Rear				
DOT Left Inner			DOT Right Inner				
DOT Spare							
Vehicle Information							
VIN	ЈМ3ТВ3	9V100	Engine Serial Number	CA 10286595			
Model Year	2009	0 4 170	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS			
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX-9			
Body Cab Style	Unknow		Drive Line	ALL 4 WHEEL LEFT HAND DRIVE			
Production Date	10-Feb-2		Retail Sale Indicator Code	ALL T WHEEL LEFT HAND DRIVE			
Plant Description		IIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle				
Build Region	IIICOSI	HIVIA ADSENIDET I LAIVI-JAFAIN	Warranty Start Date	25-Jun-2009			
Build Country Code			Transmission Serial Number	23-Juii-2007			
Mileage	31699		Vehicle Axle Ratio				
Vehicle Restraint Code	51099		Venicle Axie Kallo				

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**Report Detail** 

ECI Record	6205069	018	Source Code	MAZI	OA Hotline
Commodity Assign	ment				
Commodity		vice brakes—	Symptom	leak-	fluid
Commodity		vice brakes-abs/traction control—	Symptom		indicator light/warning chime on
Commodity	chassis-se		ooster/Symptom		ion-malfunction/inoperative
Collinodity			Jostel/Bylliptolli	runci	ion-manuncuon/moperative
	hydroboos				
Commodity	chassis-se	ervice brakes-master cylinder/bo	ooster/Symptom	no ke	eyword found
	hydroboos	t—			
Commodity		vice brakes-rotor/drum—	Symptom	mod-	indicator light/warning chime on
Significant Event	CHASSIS SCI	Ties states total, aram	Verified	N	mareator ngna warming emme on
ŭ			vermed	- 1	
Tread Information					
Tread Category Code	03		Tread Category Description	service	brakes
Reported in Tread Quarter	O3 2011		<i>U</i> , 1		
1					
Report Details					
Source Claim Key		000734422	Warranty Component Class	sification	
•			(WCC)		
Corporate Product Systems C	laccification		Time in Service		26
	iassineau01	1	Time in Service		
(CPSC)					
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date		19-Aug-2011
Version Series Code			Load Date		21 -Aug-2011
Causal Part Prefix- Base - Suff	ix		Dealer Code		34594
Causal Part Name		unknown	Dealer Name		MUNDAY MAZDA
Non Causal Part Prefix-Base-S	uffix	unknown	Dealer City		HOUSTON
Non Causal Part Numbers	ullix		Dealer State/Province		TX
Fault Code			Dealer State/Trovince  Dealer Country		USA
Diagonstic Trouble Code			Dealer Phone Number		2815833400
Labor Operation Code			Attachment		
Communication Type			VOQ Component Description	n Code	
Maintenance Date		28 -Aug-2011			
Customer					
Customer					
Comment					
Comment	BS BARKE	DSC LIGHTS ON DL STS NO VISIE	BLE SIGNS OF EXTERNAL LEA	AKAGE A	NYWHERE ON THE BRAKE SYSTEM.
Comment Technician RC 8/19/11 Al					
Comment Technician Comment DL DID NOT	CHECK TI	HE DTC.DL LOOSEN THE MASTER	CAN SEE FLUID IN THE BOOK		NYWHERE ON THE BRAKE SYSTEM. IE RES.WAS ALMOST EMPTY ASKING
Comment Technician RC 8/19/11 Al Comment DL DID NOT IF SHOULD F	CHECK TI		CAN SEE FLUID IN THE BOOK		
Comment Technician Comment DL DID NOT	CHECK TI	HE DTC.DL LOOSEN THE MASTER	CAN SEE FLUID IN THE BOOK		
Comment Technician RC 8/19/11 Al Comment DL DID NOT IF SHOULD F	CHECK TI	HE DTC.DL LOOSEN THE MASTER	CAN SEE FLUID IN THE BOOK		
Comment Technician RC 8/19/11 Al Comment DL DID NOT IF SHOULD F CQIS Recommendations	CHECK TI	HE DTC.DL LOOSEN THE MASTER	CAN SEE FLUID IN THE BOOK		
Comment Technician RC 8/19/11 Al Comment DL DID NOT IF SHOULD F CQIS Recommendations  Tire Information	CHECK TI REPLACE I	HE DTC.DL LOOSEN THE MASTER BOTH Replaced master cylinder and bo	CAN SEE FLUID IN THE BOOK	STER TH	IE RES.WAS ALMOST EMPTY ASKING
Comment Technician Comment DL DID NOT IF SHOULD F CQIS Recommendations  Tire Information Tire Manufacturer	CHECK TI	HE DTC.DL LOOSEN THE MASTER BOTH Replaced master cylinder and bo	CAN SEE FLUID IN THE BOOK OSTET.  Tire Size		IE RES.WAS ALMOST EMPTY ASKING
Comment Technician Comment DL DID NOT IF SHOULD F CQIS Recommendations  Tire Information Tire Manufacturer Tire Brand Series	CHECK TI REPLACE I	HE DTC.DL LOOSEN THE MASTER BOTH Replaced master cylinder and bo	CAN SEE FLUID IN THE BOOK oster.  Tire Size Wheel	STER TH	IE RES.WAS ALMOST EMPTY ASKING
Comment Technician Comment DL DID NOT IF SHOULD F CQIS Recommendations  Tire Information Tire Manufacturer	CHECK TI REPLACE I	HE DTC.DL LOOSEN THE MASTER BOTH Replaced master cylinder and bo	CAN SEE FLUID IN THE BOOK oster.  Tire Size Wheel DOT Right Front	STER TH	IE RES.WAS ALMOST EMPTY ASKING
Comment Technician Comment DL DID NOT IF SHOULD F CQIS Recommendations  Tire Information Tire Manufacturer Tire Brand Series	CHECK TI REPLACE I	HE DTC.DL LOOSEN THE MASTER BOTH Replaced master cylinder and bo	CAN SEE FLUID IN THE BOOK oster.  Tire Size Wheel	STER TH	IE RES.WAS ALMOST EMPTY ASKING
Comment Technician Comment DL DID NOT IF SHOULD F CQIS Recommendations  Tire Information Tire Brand Series DOT Left Front	CHECK TI REPLACE I	HE DTC.DL LOOSEN THE MASTER BOTH Replaced master cylinder and bo	CAN SEE FLUID IN THE BOOK oster.  Tire Size Wheel DOT Right Front	STER TH	IE RES.WAS ALMOST EMPTY ASKING
Comment Technician Comment DL DID NOT IF SHOULD F CQIS Recomm endations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear	CHECK TI REPLACE I	HE DTC.DL LOOSEN THE MASTER BOTH Replaced master cylinder and bo	CAN SEE FLUID IN THE BOOK oster.  Tire Size Wheel DOT Right Front DOT Right Rear	STER TH	IE RES.WAS ALMOST EMPTY ASKING
Comment Technician Comment DL DID NOT IF SHOULD F CQIS Recomm endations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare	CHECK TI REPLACE I	HE DTC.DL LOOSEN THE MASTER BOTH Replaced master cylinder and bo	CAN SEE FLUID IN THE BOOK oster.  Tire Size Wheel DOT Right Front DOT Right Rear	STER TH	IE RES.WAS ALMOST EMPTY ASKING
Comment Technician Comment DL DID NOT IF SHOULD F CQIS Recommendations  Tire Information Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information	CHECK TI REPLACE I	HE DTC.DL LOOSEN THE MASTER BOTH Replaced master cylinder and bo	CAN SEE FLUID IN THE BOOK oster.  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner	STER TH	WIE RES.WAS ALMOST EMPTY ASKING
Comment Technician Comment DL DID NOT IF SHOULD F CQIS Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information	Unknow  JM3TB2	HE DTC.DL LOOSEN THE MASTER BOTH Replaced master cylinder and bo	CAN SEE FLUID IN THE BOOKOSTER.  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number	Unkno	WITH RES. WAS ALMOST EMPTY ASKING WITH RES. WAS ALMOST EMPTY ASKING WITH RES. WAS ALMOST EMPTY ASKING
Comment Technician Comment DL DID NOT IF SHOULD F CQIS Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year	Unknow  Unknow  Unknow  Unknow  Unknow  Unknow	HE DTC.DL LOOSEN THE MASTER BOTH Replaced master cylinder and bo n	CAN SEE FLUID IN THE BOOKOSTER.  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description	Unknoo	WIE RES.WAS ALMOST EMPTY ASKING
Comment Technician Comment DL DID NOT IF SHOULD F CQIS Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information Model Year Transmission	Unknow  Unknow  Unknow  Unknow  Unknow  Unknow	HE DTC.DL LOOSEN THE MASTER BOTH Replaced master cylinder and bo	CAN SEE FLUID IN THE BOOKOSTER.  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description	Unkno	WIND RES.WAS ALMOST EMPTY ASKING WIND RESEARCH TO THE PROPERTY OF THE PROPERTY
Comment Technician Comment DL DID NOT IF SHOULD F CQIS Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year	Unknow  Unknow  Unknow  Unknow  Unknow  Unknow	HE DTC.DL LOOSEN THE MASTER BOTH Replaced master cylinder and bo  n  188A790  UTO TRANS AISIN F21	CAN SEE FLUID IN THE BOOKOSTER.  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description	Unkno	WITH RES. WAS ALMOST EMPTY ASKING WITH RES. WAS ALMOST EMPTY ASKING WITH RES. WAS ALMOST EMPTY ASKING
Comment Technician Comment DL DID NOT IF SHOULD F CQIS Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information Model Year Transmission	Unknow  Unknow  JM3TB2 2009 6 SPD A	HE DTC.DL LOOSEN THE MASTER BOTH Replaced master cylinder and bo  n  188A790  UTO TRANS AISIN F21	CAN SEE FLUID IN THE BOOKOSTER.  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description	Unkno	WIND RES.WAS ALMOST EMPTY ASKING WIND RESEARCH TO THE PROPERTY OF THE PROPERTY
Comment Technician Comment DL DID NOT IF SHOULD F CQIS Recommendations  Tire Information Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Production Date	Unknow	HE DTC.DL LOOSEN THE MASTER BOTH Replaced master cylinder and bo  n  188A790  UTO TRANS AISIN F21  n 2009	CAN SEE FLUID IN THE BOOKOSTER.  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code	Unkno	WIND RES.WAS ALMOST EMPTY ASKING WIND RESEARCH TO THE PROPERTY OF THE PROPERTY
Comment Technician Comment DL DID NOT IF SHOULD F CQIS Recommendations  Tire Information Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description	Unknow	HE DTC.DL LOOSEN THE MASTER BOTH Replaced master cylinder and bo  n  188A790  UTO TRANS AISIN F21	CAN SEE FLUID IN THE BOOKOSTER.  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	CA 10 3.7L 4 CX-9 2 WHI	WIND STATE OF THE SERVING SERV
Comment Technician Comment  Comment  COMMENT  COMMENT  COLUMN  CQIS Recommendations  Tire Information  Tire Manufacturer Tire Brand Series  DOT Left Front  DOT Left Front  DOT Left Inner  DOT Spare  Vehicle Information  VIN  Model Year  Transmission  Body Cab Style  Production Date  Plant Description  Build Region	Unknow	HE DTC.DL LOOSEN THE MASTER BOTH Replaced master cylinder and bo  n  188A790  UTO TRANS AISIN F21  n 2009	CAN SEE FLUID IN THE BOOKOSTER.  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	Unkno	WIND STATE OF THE SERVING SERV
Comment Technician Comment DL DID NOT IF SHOULD F CQIS Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code	Unknow  Unknow	HE DTC.DL LOOSEN THE MASTER BOTH Replaced master cylinder and bo  n  188A790  UTO TRANS AISIN F21  n 2009	CAN SEE FLUID IN THE BOOKOSTER.  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	CA 10 3.7L 4 CX-9 2 WHI	WIND STATE OF THE SERVING SERV
Comment Technician Comment DL DID NOT IF SHOULD F CQIS Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code Mileage	Unknow	HE DTC.DL LOOSEN THE MASTER BOTH Replaced master cylinder and bo  n  188A790  UTO TRANS AISIN F21  n 2009	CAN SEE FLUID IN THE BOOKOSTER.  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	CA 10 3.7L 4 CX-9 2 WHI	WIND STATE OF THE SERVING SERV
Comment Technician Comment  DL DID NOT IF SHOULD F CQIS Recommendations  Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information Win Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Region Build Country Code	Unknow  Unknow	HE DTC.DL LOOSEN THE MASTER BOTH Replaced master cylinder and bo  n  188A790  UTO TRANS AISIN F21  n 2009	CAN SEE FLUID IN THE BOOKOSTER.  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	CA 10 3.7L 4 CX-9 2 WHI	WIND STATE OF THE SERVING SERV

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**Report Detail** 

presently being popul	iaiea.		
ECI Record	620508385	Source Code	MAZDA Hotline
Commodity Assignm	nent.		
•	chassis-service brakes—	Symptom	fluid level-insufficient fluid
	chassis-service brakes—	Symptom	mod-indicator light/warning chime on
		cylinder/booster/Symptom	fluid level-insufficient fluid
•		cymider/booster/Bymptom	ifuld level-mournelent fluid
	nydroboost— chassis-service brakes-master	ovlinden/heesten/Cymptom	function malfunction/inconstitus
- · · · · · · · · · · · · · · · · · · ·		cylinder/booster/Symptom	function-malfunction/inoperative
	nydroboost—	11 1 0	
,		cylinder/booster/Symptom	leak-fluid
	nydroboost—		
Commodity	chassis-service brakes-master	cylinder/booster/Symptom	mod-codes found
ļ.	nydroboost—		
Significant Event		Verified	N
Tread Information			
Tread Category Code	02	Trans d Catagory Description	Sauri as busines
	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2011		
Report Details			
Source Claim Key	000735980	Warranty Component (	Classification
1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	33.22.30	(WCC)	
Corporate Product Systems Cla	esification	Time in Service	25
	Sincation	Time in service	
(CPSC) Customer Condition Code		V Evention Crown (VEC)	
		V Function Group (VFG)	
Source System Program Type Version Series Code		Repair/Report/Paid Date Load Date	31-Aug-2011 04 -Sep-2011
Causal Part Prefix- Base - Suffix		Dealer Code	42062
Causal Part Name	unknown	Dealer Name	BIDDULPH MAZDA
Non Causal Part Prefix-Base-Sut		Dealer City	PEORIA
Non Causal Part Numbers	IIIX	Dealer State/Province	AZ
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	6239333900
Labor Operation Code		Attachment	0237333700
Communication Type		VOQ Component Descrip	otion Code
Maintenance Date	02 -Oct-2011	i o Companio a samp	
Customer			
Comment			
			LOW BRAKE FLUID. THE FLUID LEAKING INTO
Comment THE BOOSTER	. VERIFIED CONCERN, PERFOR	MED EGI DIAGNOSIS AND PULLED	CODE C1327 FROM SYSTEM. INSPECTED AND
FOUND FLUID	LOW AND LEAKING INTO B	OOSTER. REMOVED WINDSHIELD	COWLING AND REPLACED BRAKE MASTER
CYLINDER ANI	D BOOSTER. BLED BRAKE FLUID	SYSTEM OF AIR AND VERIFIED REF	PAIR.
COIS Recom			
mendations			
Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			
<b>Vehicle Information</b>			
VIN	JM3TB28A590	Engine Carial Number	CA 10265466
Model Year	2009	Engine Serial Number Engine Description	CA 10265466 3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Body Cab Style Production Date	01-Aug-2008	Retail Sale Indicator Code	Z WIIL L/II PROWI DRIVE
Plant Description	HIROSHIMA ASSEMBLY PLANT		
Build Region	THROSTINIA ASSEMBLI PLANI	Warranty Start Date	13-Aug-2009
Build Country Code		Transmission Serial Number	15-Aug-2007
Mileage	11458	Vehicle Axle Ratio	
Vehicle Restraint Code	11750	venicie Axie ixauo	
venicie Restraint Code			

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**Report Detail** 

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

ECI Record	620508509	Source Code	MAZDA Hotline			
Commodity Assign	nment					
Commodity	chassis-service brakes—	Symptom	parking brake-does not engage/hold			
Commodity	chassis-service brakes-abs/traction control—	Symptom	burned out			
Commodity	chassis-service brakes-abs/traction control—	Symptom	circuit-shorted			
Commodity	chassis-service brakes-abs/traction control—	Symptom	function-false activation/cycle/deploy			
Commodity	chassis-service brakes-abs/traction control—	Symptom	function-malfunction/inoperative			
Commodity	chassis-service brakes-abs/traction control—	Symptom	leak-fluid			
Commodity	chassis-service brakes-abs/traction control—	Symptom	leak-water leak/entry			
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-codes found			
Commodity	chassis-service brakes-master cylinder/boos	ter/Symptom	burned out			
	hydroboost—					
Commodity	chassis-service brakes-master cylinder/boos	ter/Symptom	function-malfunction/inoperative			
	hydroboost—		-			
Commodity	chassis-service brakes-master cylinder/boos	ter/Symptom	leak-fluid			
	hydroboost—	• •				
Significant Event		Verified	N			
<b>Tread Information</b>	Tread Information					
Tread Category Code	03	Tread Category Description	service brakes			
Reported in Tread Quarter	Q3 2011	2 ,				

Report Details			
Source Claim Key	000736109	Warranty Component Classification	
		(WCC)	
Corporate Product Systems Classification		Time in Service	54
(CPSC)			
Customer Condition Code		V Function Group (VFG)	
Source System Program Type			01-Sep-2011
Version Series Code	AAAMR		04 -Sep-2011
Causal Part Prefix- Base - Suffix			51600
	NOT PROVIDED BY SOURCE		WESTCHESTER MAZDA
Non Causal Part Prefix-Base-Suffix			ELMSFORD
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	9143473377
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	18 -Sep-2011		

#### Customer Comment Technician Comment

Technician
Comment

OC 09/01/11 PARK BRAKE, & TCS LIGHT ON U2064 ALSO. TECH STATES C CODES WERE FOR INCORRECT ABS INPUT AND LOW FLUID
LEVEL C1327. B1322 FOR THE DOOR LOCK CIRCUIT SHORT TO GROUND, THOUGHT THE 2 ISSUES WERE RELATED AND DECIDED TO
REPLACE THE BCMNO MOISTURE OR ANY ISSUES AT THE BCM AND IDS CONFIRMS OPEN/CLOSE OF DOORS. SYMPTOMS/
CONDITIONS U2064 ALSO. TECH STATES C CODES WERE FOR INCORRECT ABS INPUT AND LOW FLUID LEVEL C1327. B1322 FOR THE
DOOR LOCK CIRCUIT SHORT TO GROUND, THOUGHT THE 2 ISSUES WERE RELATED & DECIDED TO REPLACE THE BCM...NO
MOISTURE OR ANY ISSUES AT THE BCM AND IDS CONFIRMS OPEN/CLOSE OF DOORS. STATES NO CHANGE AFTER REPLACING THE
BCM.....CODES STILL PRESENT. FOUND MASTER CYC FLDS LEAKING INTO VACUUM BOOSTER CAUSING TRACTION CONTROL,TCS
OFF& PARKING LIGHT. REPL PARTS DROVE VEH WORKING.... NO CODES OR LIGHTS—

CQIS Reco mmendation

Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

Vehicle Information			
VIN			CY 212139
Model Year			3.5L 4V DOHC VCT SMPI V6 GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK		ALL 4 WHEEL LEFT HAND DRIVE
Production Date	16-Feb-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region			19-Apr-2007
Build Country Code		Transmission Serial Number	
Mileage	70125	Vehicle Axle Ratio	
Vehicle Restraint Code			

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**Report Detail** 

ECI Record	620508849	Source Code	MAZDA Hotline
Commodity Assignment			
	hassis-service brakes—	Symptom	fluid level-insufficient fluid
Commodity	hassis-service brakes—	Symptom	mod-codes found
Commodity	hassis-service brakes—	Symptom	pedal concerns-service brake pedal
Commodity	hassis-service brakes-master cylinder/bo	ooster/Symptom	leak-fluid
lh:	ydroboost—		
Significant Event	•	Verified	N
Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2011	ricad Category Description	service oraxes
	[C		
Report Details	100000000000000000000000000000000000000		
Source Claim Key	000736482	Warranty Component Class	sification
		(WCC)	
Corporate Product Systems Class	ssification	Time in Service	30
(CPSC)			
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	06-Sep-2011
Version Series Code		Load Date	11 -Sep-2011
Causal Part Prefix- Base - Suffix		Dealer Code	23901
Causal Part Name	unknown	Dealer Name	SOUTHERN STATES MAZDA
Non Causal Part Prefix-Base-Suff	fix	Dealer City	RALEIGH
Non Causal Part Numbers		Dealer State/Province	NC
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	9198397481
Labor Operation Code		Attachment	6.1
Maintenance Date	ommunication Type VOQ Component Description Code		
1			
Customer			
Comment			
Technician HAL 09/06/11 BRK & TCS LTS,C1327 C/S THE BRAKE & TCS LTS CAME ONTECH STS THE LIGHTS ARE NOT ON AT THIS TIME BUT			
Comment THE CODE C13	27 IS STORED AND HE FOUND THE RRAKE	EM/C WAS LOW ON FLUID *	** CHANDRA, VIKAS **** TECH COULD NOT
	RNAL LEAKREMOVED THE BRAKE M/C A		-
	NIAL LEAKKEMOVED THE BRAKE M/C F	AND FOUND IT LEAKING INTO	TEH BOOSTEK
CQIS Recom			
mendations			
Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	C IIIII O W II
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			
Vehicle Information			
VIN JM3TB28A680 Engine Serial Number CA 10237911			
Model Year	2008		3.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Engine Description Vehicle Description	CX-9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	Unknown 17-Mar-2008	Retail Sale Indicator Code	Z WILL LITTRONI DRIVE
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region	THROUGHNA AUGENIDET TEAMT-JAFAN	Warranty Start Date	21-Mar-2009
Build Country Code		Transmission Serial Number	21 Wat-2007
Mileage	27740	Vehicle Axle Ratio	
Vehicle Restraint Code	27710	Tomere Traie Ratio	
The state of the s			

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Open Date	09/24/2008
Sequence Number	00467
ECI Record Id 623014050	
Source Code MAZDA PQI	Source Claim #000091553

Symptom Information			
Symptom Code 1		Symptom Code 2	
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom	
		2	
Causal Component	E94Y 5421596 B RUN-FRONT DOOF		
Base	GLASS		

Report Details			
Customer/Contact First	t	Dealer Name	FAULKNER MAZDA
Name			
Customer/Contact Last	t	Dealer Code	50351
Name			
Customer/Contact City		Dealer City	PHILADELPHIA
Customer/Contact State		Dealer State	PA
Comment Type	04	Attachements	Υ
Customer			
Comments			
Technician BRAKE	MASTER CYLINDER CUST STATES	THAT THE BRAK	E LIGHT, THE ABS LIGHT AND THE
Comments TCS LIC	GHT IS STAYING ON TECH FOUND	BRAKE FLUID I	N MASTER CYLINDER VERY LOW.
UPON I	NSPECTION THE TECH FOUND TH	E FLUID FROM N	MASTER CYLINDER LEAKING INTO
THE BR	RAKE BOOSTER. WE REPLACED MA	ASTER CYLINDE	ER AND BRAKE BOOSTER. MAZDA
FIELD <sup>-</sup>	TECH FROM N.E. REGION HAPPE	NED TO BE HE	ERE AND INSPECTED CAR ALSO
0022008	3-09-26CRPP253 THANK YOU FOR F	EEDBACK	
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38V480	Engine 3.7L DOHC V6 GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 1996
Production Date 20-Mar-2008	Warranty Start Date 30-Jun-2008

Open Date	10/20/2008
Sequence Number	00471
ECI Record Id 623015719	
Source Code MAZDA PQI	Source Claim #000092313

Symptom Information				
Symptom Code 1	leak-fluid	Symptom Code 2	mod-indicator	light/warning
			chime on	
Symptom Code 3	mod-location-interior	Symptom Code 4	no keyword found	
Original Symptom 1		Original Symptom 2		
Causal Component	E94Y 5421596 B RUN-FRONT DOOR			
Base	GLASS			

Report Details	
Customer/Contact First	Dealer Name RAZZARI MAZDA
Name	
Customer/Contact Last	Dealer Code 41185
Name	
Customer/Contact City	Dealer City MERCED
Customer/Contact State	Dealer State CA
Comment Type 03	Attachements N
Customer	
Comments	
Technician BRAKE FLUID LOSS CUSTOMER STAT	
Comments MASTERCYLINDER LEAKING REMOVE	AND REPLACE MASTERCYLINDER AND RETEST
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB28V980	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 3219
Production Date 09-Jul-2007	Warranty Start Date 25-May-2008

Open Date	02/23/2006
Sequence Number	00476
ECI Record Id 623017837	
Source Code MAZDA PQI	Source Claim #000095126

Symptom Information			
	fluid level-insufficient fluid		function-malfunction/inoperative
Symptom Code 3	leak-failed gasket/seal/weatherstrip	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom	
		2	
Causal Component	E94Y 5421596 B RUN-FRONT DOOR		
Base	GLASS		

Report Details			
Customer/Contact First		Dealer Name	TASCA MAZDA
Name			
Customer/Contact Last		Dealer Code	51599
Name			
Customer/Contact City		Dealer City	SEEKONK
Customer/Contact State		Dealer State	MA
Comment Type	03	Attachements	N
Customer Comments			
Technician Comments LOV	V BRAKE FLUID BACK OF MASTE	R LEAKS INTO	BOOSTER BAD SEAL REPLACE
CYL	OINDER AND BOOSTER		
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28V480	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage <mark>7635</mark>
Production Date 13-May-2008	Warranty Start Date 25-Sep-2008

Open Date	04/07/2009
Sequence Number	00478
ECI Record Id 623019396	
Source Code MAZDA PQI	Source Claim #000096094

Symptom Information			
Symptom Code 1		Symptom Code 2	
Symptom Code 3			function-malfunction/inoperative
	leak-failed gasket/seal/weatherstrip	Symptom Code 6	
Original Symptom 1		Original Symptom	
		2	
Causal Component	E94Y 5421596 B RUN-FRONT DOOR		
Base	GLASS		

Report Details			
Customer/Contact	t First	Dealer Name	JOHN HINE MAZDA
Name			
Customer/Contac	t Last	Dealer Code	40202
Name			
Customer/Contact (	City	Dealer City	SAN DIEGO
Customer/Contact S	State	Dealer State	CA
Comment Type	04	<b>Attachements</b>	N
Customer		•	
Comments			
Technician	BRAKE LIGHT TCS AND BR	RAKE LIGHT STAY ON BRAKE M	ASTER CYLINDER LEAKING INTO
Comments	BRAKE BOOSTER CONFIRMED BRAKE LIGHT ON, CHECKED AND FOUND BRAKE FLUID		
LEVEL BELOW MINIMUM LEVEL. RACKED VEHICLE AND CHECKED FOR EXTERNAL LEAKS			
	NONE FOUND, REMOVED	MASTER CYLINDER AND FOL	JND REAR SEAL LEAKING INTO
	BRAKE BOOSTER. ORDEF	RED NEW BRAKE MASTER CY	LINDER AND BRAKE BOOSTER.
	REPLACED BRAKE MASTE	R CYLINDER AND BRAKE BO	OSTER, BLEED BRAKE MASTER
CYLINDER AND THEN ALL FOUR CALIPERS. BRAKE LIGHT IS OFF AT THIS			
	0022009-04-16CRPP253 THA		
CQIS	3522333 3 : 13 <b>3</b> 14 1 <b>233</b> 11 11		
Recommendation			
Comments			
	L		

Vehicle Information	
VINJM3TB28V780	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 5335
Production Date 22-May-2008	Warranty Start Date 19-Sep-2008

Open Date	06/08/2009
Sequence Number	00490
ECI Record Id 623019668	
Source Code MAZDA PQI	Source Claim #000097222

Symptom Information			
	fluid level-insufficient fluid	Symptom Code 2	no keyword found
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component	E94Y 5421596 B RUN-FRONT DOOF	2	
Base	GLASS		

Report Details	
Customer/Contact First	Dealer Name MAZDA OF WESLEY CHAPEL
Name	
Customer/Contact Last	Dealer Code 23932
Name	
Customer/Contact City	Dealer City WESLEY CHAPEL
Customer/Contact State	Dealer State FL
Comment Type 04	Attachements N
Customer	
Comments	
Technician MASTER CYLINE	DER LEAKING BRAKE FLUID LOW WITH NO VISABLE LEAKS MASTER
Comments CYLINDER LEAK	ING FLUID INTO BRAKE BOOSTER REPLACEED MASTER CYLINDER AND
BRAKE BOOSTER	R 0022009-06-12CRPP253 THANK YOU FOR FEEDBACK (S LIMTIACO - CORP)
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB28A880	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 12416
Production Date 23-Apr-2008	Warranty Start Date 07-Jun-2008

Open Date	06/24/2009
Sequence Number	00497
ECI Record Id 623019720	
Source Code MAZDA PQI	Source Claim #000097526

Symptom Information			
Symptom Code 1		Symptom Code 2	, ,
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	leak-fluid
Original Symptom 1		<b>Original Symptom 2</b>	
Causal Component	E9FZ 54218A42A ACTUATOR FRT DR		
Base	LATC		

Report Details		
Customer/Contact Firs	t	Dealer Name FREEMAN MAZDA
Name		
Customer/Contact Las	t	Dealer Code 34302
Name		
Customer/Contact City		Dealer City IRVING
Customer/Contact State		Dealer State TX
Comment Type	03	Attachements N
Customer		
Comments		
Technician <mark>ABS/T</mark>	CS AND BRAKE LIGHT ON. ABS/T	CS AND BRAKE LIGHT ON CODE C1327 STORED
Comments BRAKE	E MASTER CYL. LEAKING BRAKE FL	LUID INTO BRAKE VACCUME BOOSETR. REPLACED
BRAKE	MASTER AND BRAKE BOOSTER.	
CQIS		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB28A380	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 26456
Production Date 24-Apr-2008	Warranty Start Date 03-Jul-2008

Open Date	06/26/2009
Sequence Number	00498
ECI Record Id 623019724	
Source Code MAZDA PQI	Source Claim #000097554

Symptom Information		
Symptom Code 1	function-malfunction/inoperative	Symptom Code 2 mod-codes found
Symptom Code 3	leak-fluid	
Original Symptom 1		Original Symptom 2
Causal Component	E94Y 5421596 B RUN-FRONT DOOR	
Base	GLASS	

Report Details	
Customer/Contact First	Dealer Name THE AUTOBARN MAZDA
Name	
Customer/Contact Last	Dealer Code 61533
Name	
Customer/Contact City	Dealer City COUNTRYSIDE
Customer/Contact State	Dealer State L
Comment Type 03	Attachements N
Customer	
Comments	
Technician BS 06/11/09 TCS & BRAKE LIGHT ON,	C1327 TECH STATES JUST THE LIGHTS ARE ON,NO
Comments DRIVABILITY TECHINCIAN FOUND MA	ASTER CYLINDER LEAKING INTO VACCUM BOOST
CAUSING CONCERN REPLACE MASTE	R CYLINDER AND BOOST
CQIS	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB38A980	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 10266
Production Date 22-Apr-2008	Warranty Start Date 24-Jul-2008

Open Date	06/25/2009
Sequence Number	00501
ECI Record Id 623021056	
Source Code MAZDA PQI	Source Claim #000097731

Symptom Information			
	fluid level-insufficient fluid	Symptom Code 2	
Symptom Code 3	leak-fluid	Symptom Code 4	mod-indicator light/warning chime
			on
Symptom Code 5		Symptom Code 6	function-malfunction/inoperative
Original Symptom 1		Original Symptom	
		2	
Causal Component	E94Y 5421596 B RUN-FRONT DOOR		
Base	GLASS		

Report Details			
Customer/Contact Fi	rst	Dealer Name	MORRIES MAZDA
Name			
Customer/Contact La	ast	Dealer Code	10809
Name			
Customer/Contact City		Dealer City	MINNETONKA
Customer/Contact State		Dealer State	F * * * * * * * * * * * * * * * * * * *
Comment Type	03	Attachements	N
Customer			
Comments			
	KE LIGHT ALUMINATED CUSTOMER		
	JLD COME ON AND STAY ON FOR A		
INSF	PECTION THERE WERE NO SIGNS C	OF BRAKE FLUID	LEAKING CALLED MAZDA REF#
6203	61 REPLACED BRAKE MASTER CYLIN	IDER ASSY	
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38A680	Engine Unknown
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 16527
Production Date 21-Apr-2008	Warranty Start Date 15-Sep-2008

Open Date	07/21/2009
Sequence Number	00518
ECI Record Id 623021201	
Source Code MAZDA PQI	Source Claim #000098315

Symptom Information			
Symptom Code 1		Symptom Code 2 fund	ction-malfunction/inoperative
Symptom Code 3	leak-fluid	•	
Original Symptom 1		Original Symptom	
		2	
Causal Component	E94Y 5421596 B RUN-FRONT DOOR	•	
Base	GLASS		

Report Details		
Customer/Contact First	Dealer Name MORRIES MAZDA	
Name		
Customer/Contact Last	Dealer Code 10809	
Name		
Customer/Contact City	Dealer City MINNETONKA	
Customer/Contact State	Dealer State MN	
Comment Type 03	Attachements N	
Customer		
Comments		
Technician BRAKE LIGHT ON CUSTOMER STATES	BRAKE LIGHT IS ON. FOUND BRAKE FLUID LEAKING	
Comments AT REAR OF MASTER CYL INTO BRAK	AT REAR OF MASTER CYL INTO BRAKE BOOSTER. REPLACE BRAKE BOOSTER, MASTER	
CYLYNDER AND BLEED BRAKES.		
CQIS		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB28A480	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 12511
Production Date 20-Jun-2008	Warranty Start Date 18-Aug-2008

Open Date	08/12/2009
Sequence Number	00522
ECI Record Id 623021230	
Source Code MAZDA PQI	Source Claim #000098565

Symptom Information			
	mod-indicator light/warning chime on		battery-dead/weak
	fluid level-insufficient fluid		function-malfunction/inoperative
Symptom Code 5		Symptom Code 6	mod-codes found
Original Symptom 1		Original Symptom	
		2	
Causal Component	E94Y 5421596 B RUN-FRONT DOOR		
Base	GLASS		

Report Details			
Customer/Contact Firs Name	t	Dealer Name OPEN MORRI	ROAD MAZDA OF STOWN
Customer/Contact Las Name	t	Dealer Code 51614	
Customer/Contact City		Dealer City MORRI	STOWN
Customer/Contact State		Dealer State NJ	
Comment Type	04	Attachements	
Customer			
Comments			
Technician CUST	STATES THE TRACTION CONTRO	OL LIGHT CAME ON	CUST STATES TRACTION
Comments CONTR	CONTROL LIGHT CAME ON AND ABS LIGHT IS ON VERIFIED CUST CONCERN. RAN IDS		
FOUND	FOUND CODE FOR LOW BRAKE FLUID. CHECK MASTER LOW. REMOVED BATTERY. FOUND		
LEAK F	ROM MASTER TO BOOSTER. R&R	MASTER CYLINDER AN	D AIR BLEED LINES. ROAD
TESTE	D OK. 0022009-09-16MANP375 Thai	nk you for your PQI on T	CS light on due to leakfrom
	cylinder. Yasu Yata@NE region	,	
C Q I S	,		
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38V680	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 15149
Production Date 07-Apr-2008	Warranty Start Date 25-Jul-2008

Open Date	09/05/2009
Sequence Number	00523
ECI Record Id 623021249	
Source Code MAZDA PQI	Source Claim #000098682

Symptom Information			
	mod-indicator light/warning chime on		function-malfunction/inoperative
	leak-failed gasket/seal/weatherstrip	Symptom Code 4	leak-fluid
Symptom Code 5	mod-codes found		
Original Symptom 1		Original Symptom	
		2	
Causal Component	E94Y 5421596 B RUN-FRONT DOOR		
Base	GLASS		

Report Details	
Customer/Contact First	Dealer Name CORY FAIRBANKS MAZDA
Name	
Customer/Contact Last	Dealer Code 23794
Name	
Customer/Contact City	Dealer CityLONGWOOD
Customer/Contact State	Dealer State FL
Comment Type 03	Attachements N
Customer	
Comments	
	RACTION CONTROL LIGHT IS ON C1327 LEAK AT REAR SEAL
	NTO BRAKE BOOSTER REPL MASTER CYL AND BRAKE
BOOSTER	
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB28A080	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 18275
Production Date 09-Jun-2008	Warranty Start Date 28-Jul-2008

Open Date	09/25/2009
Sequence Number	00524
ECI Record Id 623022225	
Source Code MAZDA PQI	Source Claim #000098851

Symptom Information			
Symptom Code 1		Symptom Code 2	
Symptom Code 3	fluid level-insufficient fluid	Symptom Code 4	function-malfunction/inoperative
	leak-failed gasket/seal/weatherstrip	Symptom Code 6	leak-fluid
Original Symptom 1		Original Symptom	
		2	
Causal Component	E94Y 5421596 B RUN-FRONT DOOR		
Base	GLASS		

Report Details	
Customer/Contact First	Dealer Name DON MILLER MAZDA
Name	
Customer/Contact Last	Dealer Code 61528
Name	
Customer/Contact City	Dealer City MADISON
Customer/Contact State	Dealer State WI
Comment Type 03	Attachements N
Customer	
Comments	
Technician T.C.S. LIGHT ON BRAKE LIGHT ON BRAK	
·	UINING IT. THE LEAKING REAR MASTER CYL SEAL
CAUSED THE LEAK THAT RUINED THE	E VAC BOOSTER. REMOVED AND REPLACED THE
LEAKING BRAKE MASTER CYL, AND THE	RUINED VAC BOOSTER ASSY.
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB38A580	Engine Unknown
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 10141
Production Date 09-Apr-2008	Warranty Start Date 28-Oct-2008

Open Date	09/16/2009
Sequence Number	00527
ECI Record Id 623022312	
Source Code MAZDA PQI	Source Claim #000098940

Symptom Information		
Symptom Code 1		Symptom Code 2 function-malfunction/inoperative
	function-steering/brake ineffective	Symptom Code 4 no keyword found
Symptom Code 5	fluid level-insufficient fluid	Symptom Code 6 mod-codes found
Symptom Code 7		
Original Symptom 1		Original Symptom
		2
Causal Component	E94Y 5421596 B RUN-FRONT DOOR	₹ <u> </u>
Base	GLASS	

Report Details								
Customer/Contact	First			Dealer Name	OPEN	ROAD	MAZDA	OF
Name					MORRIS	ΓOWN		
Customer/Contact	Last			Dealer Code	51614			
Name								
Customer/Contact C				Dealer City	MORRIS	ΓOWN		
Customer/Contact St	tate			Dealer State				
Comment Type	04			Attachements	N			
Customer								
Comments				NIT 0 1 1 1 0 1 1 1 1		<u> </u>		
TechnicianB	_							-
		R LOW BRAKE FLU			,			
		BOOSTER, REM						
		ASTER DUE TO W						
		0-09MANP375 Than	k you for your F	'QI on brake light	on due to	o leakage	into booster.	. Yasu
Y	ata@NE re	egion						
CQIS								
Recommendation								
Comments								

Vehicle Information	
VINJM3TB38V580	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 16507
Production Date 16-Apr-2008	Warranty Start Date 27-Aug-2008

Open Date	09/03/2009
Sequence Number	00528
ECI Record Id 623022348	
Source Code MAZDA PQI	Source Claim #000098629

Symptom Information				
	fluid level-insufficient fluid	Symptom Code 2		
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	leak-failed gasket/se	al/
			weatherstrip	
Symptom Code 5	leak-fluid			
Original Symptom 1		Original Symptom 2		
Causal Component	E94Y 5421596 B RUN-FRONT DOOR			
Base	GLASS			

Report Details					
Customer/Contact First		Dealer Name	CONTINENTAL	MAZDA	OF
Name			NAPERVIL		
Customer/Contact Last		Dealer Code	61594		
Name					
Customer/Contact City		Dealer City	NAPERVILLE		
Customer/Contact State		Dealer State	IL .		
71	03	Attachements	N		
Customer					
Comments					
Technician <mark>C1327 (</mark>	C1327 - LOW BRAKE FLUID - NO E	XTERNAL LEAKS	S VISIBLE. BRKAE	FLUID LEAKI	NG
Comments FROM N	MASTER CYLINDER SEAL INTO BR	AKE BOOSTER. I	INSTRUCTED TO R	EPLACE BRA	١KΕ
BOOST	ER & MASTER CYLINDER.				
C Q I S					
Recommendation					
Comments					

Vehicle Information	
VINJM3TB28A680	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 13490
Production Date 22-Apr-2008	Warranty Start Date 13-Nov-2008

Open Date	10/26/2009
Sequence Number	00530
ECI Record Id 623022422	
Source Code MAZDA PQI	Source Claim #000099248

Symptom Information			
Symptom Code 1	mod-driving condition-while turning		pedal concerns-service brake
			pedal
Symptom Code 3			fluid level-insufficient fluid
Symptom Code 5	function-malfunction/inoperative	Symptom Code 6	leak-failed gasket/seal/
			weatherstrip
Symptom Code 7			
Original Symptom 1		Original Symptom	
		2	
Causal Component	E94Y 5421596 B RUN-FRONT DOOR		
Base	GLASS		

Report Details	
Customer/Contact First	Dealer Name DON MILLER MAZDA
Name	
Customer/Contact Last	Dealer Code 61528
Name	
Customer/Contact City	Dealer City MADISON
Customer/Contact State	Dealer State WI
Comment Type 03	Attachements N
Customer	
Comments	
	/ ABS LITE C1327 RES.LOW,TURNED BRAKE LITE ON LEAKING SEALS IN
Comments MASTER CYL C.	AUSED LOW FLUID LEVEL TO SET LIGHT. MASTER CYL LEAKING INTO VAC
BOOSTER. REPI	LACED BOTH. PROB SOLVED.
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB38A580	Engine Unknown
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 10137
Production Date 09-Apr-2008	Warranty Start Date 28-Oct-2008

Open Date	10/27/2009	
Sequence Number	00533	
ECI Record Id 623022431		
Source Code MAZDA PQI	Source Claim #000099301	

Symptom Information		
Symptom Code 1		Symptom Code 2 no keyword found
Symptom Code 3	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component	E94Y 5421596 B RUN-FRONT DOOR	
Base	GLASS	

Report Details			
Customer/Contact First		Dealer Name	IRWIN MAZDA
Name			
Customer/Contact Last		Dealer Code	51574
Name			
Customer/Contact City		Dealer City	FREEHOLD
Customer/Contact State		Dealer State	NJ
Comment Type	04	Attachements	N
Customer	-		
Comments			
Technician BRAK	E LIGHT ON BRAKE LIGHT OF	N MASTER CY	LINDER DEFECTIVE REPLACE
Comments 00220	09-11-02MANP375 Thank you for your	r PQI on brake flui	id leak. Yasu Yata@NER
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38V780	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 14823
Production Date 02-Apr-2008	Warranty Start Date 13-Dec-2008

Open Date	09/04/2009
Sequence Number	00534
ECI Record Id 623022471	
Source Code MAZDA PQI	Source Claim #000099313

Symptom Information				
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2	mod-indicator	light/warning
			chime on	
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4	leak-fluid	
Original Symptom 1		Original Symptom		
		2		
Causal Component	E94Y 5421596 B RUN-FRONT DOOR		•	
Base	GLASS			

Report Details			
Customer/Contact First	t	Dealer Name	ROGER BEASLEY MAZDA, INC.
Name			
Customer/Contact Las	t	Dealer Code	34318
Name			
Customer/Contact City		Dealer City	AUSTIN
Customer/Contact State		Dealer State	
Comment Type	03	Attachements	N
Customer			
Comments			
Technician BRAKE	MIL ON BRAKE MIL & TCS MIL ON	DUE TO LOW BF	RAKE FLIUD LEVEL REAR SEAL OF
Comments BRAKE	MASTER CYLINDER WAS LEAK	ING FLUID IN V	ACCUUM BOOSTER. REPLACED
BRAKE	MASTER CYLINDER & AIR BLEED	HYDRULIC SYST	EM.
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28V280	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 17878
Production Date 22-Feb-2008	Warranty Start Date 28-Mar-2008

Open Date	11/02/2009	
Sequence Number	00535	
ECI Record Id 623022481		
Source Code MAZDA PQI	Source Claim #000099402	

Symptom Information			
	no keyword found	Symptom Code 2 function-malfunction/inoperation	ative
Symptom Code 3	leak-fluid		
Original Symptom 1		Original Symptom	
		2	
Causal Component	E94Y 5421596 B RUN-FRONT DOOR	7	
Base	GLASS		

Report Details			
Customer/Contact First		Dealer Name	OPEN ROAD MAZDA
Name			
Customer/Contact Last		Dealer Code	51484
Name			
Customer/Contact City		_	EAST BRUNSWICK
Customer/Contact State		Dealer State	
Comment Type	04	Attachements	N
Customer			
Comments			
	R CYLINDER AND BOOSTER VCS,	·	
	FLUID LEAKING FROM BRAKE MA	-	
MASTE	R CYLINDER AND BOOSTER AND I	NOW AS DESIGN	NED 0022009-11-10MANP375 Thank
you for y	our PQI on Master cylinder leakage.Y	′asu	
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28V780	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 14100
Production Date 08-Apr-2008	Warranty Start Date 20-Jan-2009

Open Date	11/12/2009	
Sequence Number	00536	
ECI Record Id623022516		
Source Code MAZDA PQI	Source Claim #000099536	

Symptom Information			
Symptom Code 1		Symptom Code 2	function-malfunction/inoperative
Symptom Code 3	leak-fluid	Symptom Code 4	mod-codes found
Original Symptom 1		Original Symptom	
		2	
Causal Component	E94Y 5421596 B RUN-FRONT DOOR		
Base	GLASS		

Report Details			
Customer/Contact First		Dealer Name	OPEN ROAD MAZDA
Name			
Customer/Contact Last		Dealer Code	51484
Name			
Customer/Contact City			EAST BRUNSWICK
Customer/Contact State		Dealer State	
Comment Type	04	Attachements	N
Customer			
Comments	DOODED AND MACTED OVER	00 V00 LIQU <del>T</del>	01 00050 04005 010
	BOOSTER AND MASTER CYL TO		
	R CYLINDER LEAKING INTO BRAK		
	BOOSTER 0022009-11-23MANP37	'5 Thank you for	your PQI on brake master cylinder
leakage	. Yasu Yata@NER		
CQIS		_	_
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38V180	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 19054
Production Date 20-May-2008	Warranty Start Date 31-Jul-2008

Open Date	11/11/2009
Sequence Number	00537
ECI Record Id 623022985	
Source Code MAZDA PQI	Source Claim #000099558

<b>Symptom Information</b>		
Symptom Code 1	mod-driving condition-on deceleration/	Symptom Code 2 nvh-noisy operation
	braking	
	mod-location-interior	Symptom Code 4 function-malfunction/inoperative
Symptom Code 5	leak-fluid	
Original Symptom 1		Original Symptom
		2
Causal Component	E9FZ 54218A42A ACTUATOR FRT DR	
Base	LATC	

Report Details		
Customer/Contact	First	Dealer Name BOUNTIFUL MAZDA
Name		
Customer/Contact	Last	Dealer Code 42046
Name		
Customer/Contact C	ity	Dealer City BOUNTIFUL
Customer/Contact St	tate	Dealer State UT
Comment Type	03	Attachements N
Customer		•
Comments		
Technician	LOUD HISSING SOUND WHEN APPLY	'ING BRAKES WHEN PRESSING ON BRAKE PEDA
Comments	THERE IS A LOUD HISSING SOUND	) UNDER THE DASH BRAKE BOOSTER LEAKING
	REPLACE BRAKE BOOSTER	
C Q I S		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB38A080	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 18365
Production Date 29-Aug-2007	Warranty Start Date 22-Oct-2007

Open Date	11/18/2009
Sequence Number	00538
ECI Record Id 623023015	
Source Code MAZDA PQI	Source Claim #000099595

Symptom Information			
Symptom Code 1		Symptom Code 2 mod-codes found	
Symptom Code 3	mod-indicator light/warning chime on	Symptom Code 4 fluid level-insufficient fluid	
Symptom Code 5			
Original Symptom 1		Original Symptom 2	
Causal Component	E94Y 5421596 B RUN-FRONT DOOR		
Base	GLASS		

D				
Report Details				
Customer/Contact	First		Dealer Name	JOHN HINE MAZDA
Name				
Customer/Contact	Last		Dealer Code	40202
Name				
Customer/Contact Cit	ty		Dealer City	SAN DIEGO
Customer/Contact Sta	ate		Dealer State	CA
Comment Type		03	Attachements	N
Customer				
Comments				
Technician <mark>H</mark> /	AL 10/1	6/09 DSC,TCS,BRK LTS ON TECH	STS THE ABS,D	SC AND BRAKE WARNING LIGHTS
Comments AF	RE ON.	THE CODE C1327 LEAKING BRA	KE MASTER CY	LINDER LEAK FLUID INTO BRAKE
BOOSTER REF#641-048 (HENRY)CHECKED TCS & ABS BRAKE CONTROL SYSTEM AI				
	· · ·			
	OBTAINED DTC C1327.INSPECTED BRAKE FLUID LEVEL AS PER DTC C1327 MAZDA SERVIC MANUAL FLOW CHART AND FOUND BRAKE FLUID WAS LOW BY 1 CAN.ADDED BRAKE FLUI			
	AND CHECKED BRAKE HYDRAULIC SYSTEM FOR LEAK.FOUND BRAKE MASTER CYLINDER			
LEAK FLUID INTO BRAKE BOOSTER.CONTACTED MAZDA TECH HOT LINE AND SPOKE TO				
H	ENRY V	VITH REF#641-048 ABOUT THE SYI	М	
C Q I S				
Recommendation				
Comments				

Vehicle Information	
VINJM3TB28V380	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 24942
Production Date 07-Apr-2008	Warranty Start Date 16-May-2008

Open Date	11/23/2009
Sequence Number	00540
ECI Record Id 623023117	
Source Code MAZDA PQI	Source Claim #000099714

Symptom Information			
	mod-indicator light/warning chime on	Symptom Code 2	
	function-malfunction/inoperative	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component	E94Y 5421596 B RUN-FRONT DOOR		
Base	GLASS		

Report Details	
Customer/Contact First	Dealer Name ROYAL PALM MAZDA
Name	
Customer/Contact Last	Dealer Code 23944
Name	
Customer/Contact City	Dealer City ROYAL PALM BEACH
Customer/Contact State	Dealer State FL
Comment Type 03	Attachements N
Customer	
Comments	
Technician BRAKE, TCS AND ABS LIGHT ON CU	JST STATES BRAKE LIGHT, ABS AND TRACTION
Comments CONTROL LIGHT IS ON FOUND MASTE	R CYL LEAKING AND DAMAGE BOOSTER TECH LINE
REF 645245, REPL MASTER CYL AND B	OOSTER
CQIS	
Recommendation	
Comments	

venicle information	
VINJM3TB28A280	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 18990
Production Date 09-Apr-2008	Warranty Start Date 26-Dec-2008

Open Date	11/17/2009
Sequence Number	00542
ECI Record Id623023415	
Source Code MAZDA PQI	Source Claim #000100054

Symptom Information		
	mod-indicator light/warning chime on	Symptom Code 2air in system
Symptom Code 3	fluid level-insufficient fluid	Symptom Code 4 function-malfunction/inoperative
Symptom Code 5	leak-fluid	
Original Symptom 1		Original Symptom
		2
Causal Component	E94Y 5421596 B RUN-FRONT DOOR	
Base	GLASS	

Report Details			
Customer/Contact First		Dealer Name	ROGER BEASLEY MAZDA, INC.
Name			
Customer/Contact Last		Dealer Code	34318
Name			
Customer/Contact City		Dealer City	AUSTIN
Customer/Contact State		Dealer State	TX
Comment Type	03	Attachements	N
Customer			
Comments			
			TO LOW FLUID LEVEL IN MASTER
			IG BRAKE FLUID INTO VACCUUM
ASSIST	BOOSTER. REPLACED BRAKE N	MASTER CYLINI	DER & VACCUUM BOOSTER. AIR
BLEED B	BRAKE SYSTEM & TEST DROVE VE	HICLE.	
CQIS			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB28A580	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 9364
Production Date 04-Jun-2008	Warranty Start Date 31-Oct-2008

Open Date	12/31/2009
Sequence Number	00544
ECI Record Id623023485	
Source Code MAZDA PQI	Source Claim #000100125

Symptom Information			
	fluid level-insufficient fluid	Symptom Code 2	
Symptom Code 3	leak-failed gasket/seal/weatherstrip	Symptom Code 4	leak-fluid
Original Symptom 1		Original Symptom 2	
Causal Component	E94Y 5421596 B RUN-FRONT DOOR		
Base	GLASS		

Report Details		
Customer/Contact F	-irst	Dealer Name BIGGERS MAZDA
Name		
Customer/Contact L	Last	Dealer Code 61542
Name		
Customer/Contact City		Dealer City ELGIN
Customer/Contact State	e	Dealer State
Comment Type	03	Attachements N
Customer		
Comments		
Technician TY	12/28/09 BRAKE FLUID LOW C1327 TE	CH STS BRAKE FLUID LOW C1327 FLUID LEAKING
Comments PAS	PAST MASTER CYLINDER SEALS AND INTO BOOSTER. found brake fluid leaking from master	
cyli	inder into booster.	
CQIS		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB38A980	Engine Unknown
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 13479
Production Date 22-Apr-2008	Warranty Start Date 09-Sep-2008



**Report Detail** 

ECI Record	623023618 Sou		Source Code	MAZDA PQI	
Commodity Assignment					
Commodity chassis-service brakes—		Symptom	function-malfunction/inoperative		
	chassis-service brakes—		Symptom	leak-fluid	
	chassis-service brakes—		Symptom	mod-indicator light/warning chime or	1
	chassis-service brakes—		Symptom	no keyword found	-
			Symptom	mod-indicator light/warning chime or	1
		rvice brakes-master cylinder/boos		leak-fluid	-
•		•	ster/5 y inptoin	leak haid	
	ydroboosi	<del></del>	V::C1	N	
Significant Event			Verified	N	
Tread Information	10.0				
	03 Q1 2010		Tread Category Description	service brakes	
	Q1 2010				
Report Details		WAAAAAA			
Source Claim Key		000100253	Warranty Component Class	ification	7
			(WCC)		
Corporate Product Systems Clas	sification		Time in Service	12	
(CPSC)					
Customer Condition Code		P20	V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date	14-Jan-2010	
Version Series Code			Load Date	22 -Feb-2010	
Causal Part Prefix- Base - Suffix		TD11 -43 -40ZA	Dealer Code	51574	
Causal Part Name		MASTER CYLINDER	Dealer Name	IRWIN MAZDA	
Non Causal Part Prefix-Base-Suff	îx		Dealer City	FREEHOLD	
Non Causal Part Numbers			Dealer State/Province	NJ	
Fault Code			Dealer Country	USA	
Diagonstic Trouble Code			Dealer Phone Number	7324621818	
Labor Operation Code			Attachment	N	
Communication Type			VOQ Component Description	Code	
Maintenance Date		22 -Feb-2010	T T		
Customer					
Comment					
	TITE TD	ACTION LICHT ARCLICHT READE	LICHT ON DACH MACTED C	CVI INDED I EAVING INTERNALLY	DEDL ACE
		ACTION LIGHT ABS LIGHT BRAKE			
Comment POWER BRAK	E UNIT	AND VACUUM POWER ASSIST 00220	10-02-02MANP375 Thank you	for your PQI on warning ligth on due to	leak brake
fluid. Yasu Yata@	®NER				
COIS Recomm					
endations					
Tire Information Tire Manufacturer	Unknow		Tire Size	Unknown	
Tire Brand Series	OHAHOW		Wheel	UIKIIUWII	
DOT Left Front			DOT Right Front		
DOT Left Rear			DOT Right Rear		
DOT Left Inner			DOT Right Inner		
DOT Spare					
Vehicle Information					
	ЈМ3ТВ3	8V99U	Engine Serial Number	CA 10256592	
Model Year			Engine Description	3.7L 4V-DAMB PFI V6 NA GAS	
		Vehicle Description	CX-9		
Body Cab Style	Unknow		Drive Line	ALL 4 WHEEL LEFT HAND DRIVE	
Production Date	25-Jul-20		Retail Sale Indicator Code		
Plant Description	HIROSH		Reaquired Vehicle		
Build Region			Warranty Start Date	30-Jan-2009	
Build Country Code			Transmission Serial Number		
Mileage	24352		Vehicle Axle Ratio		
Vehicle Restraint Code					

This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.

Open Date	01/01/2010
Sequence Number	00545
ECI Record Id 623023633	
Source Code MAZDA PQI	Source Claim #000100606

Symptom Information			
Symptom Code 1			mod-weather-cold
Symptom Code 3	fluid level-insufficient fluid	Symptom Code 4	function-malfunction/inoperative
	leak-failed gasket/seal/weatherstrip	Symptom Code 6	leak-fluid
Original Symptom 1		Original Symptom	
		2	
Causal Component	E94Y 5421596 B RUN-FRONT DOOR		
Base	GLASS		

Report Details	
Customer/Contact First	Dealer Name MARK BAILEY - DCSM #02
Name	
Customer/Contact Last	Dealer Code NEP02
Name	
Customer/Contact City	Dealer CityWALLINGFORD
Customer/Contact State	Dealer State CT
Comment Type 03	Attachements N
Customer	
Comments	
	WHEN COLD. CUSTOMER STATES TCS AND BRAKE LIGHT
	OUND BRAKE FLUID LOW. DIAG AND FOUND BRAKE
	PLACED BRAKE MASTER CYLINDER. LEAKING MASTER
BRAKE CYL. REPLACED LEAKING E	BRAKE MASTER CYL.
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB38V980	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 18568
Production Date 26-Jun-2008	Warranty Start Date 05-Jan-2009

Open Date	03/02/2010
Sequence Number	00546
ECI Record Id623024137	
Source Code MAZDA PQI	Source Claim #000100774

Symptom Information			
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2 function-malfunction/inope	erative
Symptom Code 3	leak-fluid		
Original Symptom 1		Original Symptom	
		2	
Causal Component	E94Y 5421596 B RUN-FRONT DOOR		
Base	GLASS		

Report Details				
Customer/Contact	First		Dealer Name	BONIFACE-HIERS MAZDA
Name				
Customer/Contact	Last		Dealer Code	23684
Name				
Customer/Contact C			Dealer City	MELBOURNE
Customer/Contact S	State		Dealer State	FL
Comment Type		04	Attachements	N
Customer	,		•	
Comments				
Technician	TY 3/2/1	0 LOW BRAKE FLUID TECH ST:	S BRAKE FLUID	LOW. SERVICING TECH NOTICED
Comments	BRAKE FLUID WAS VERY LOW. LIGHT WAS NOT ON YET. NO CODES. BRAKE MASTER			
	CYLINDER WAS LEAKING INTO THE BRAKE BOOSTER. NO SIGN OF EXTERNAL LEAKAGE.			
				J14 J0170. 0022010-03-03MANP323
				istory for this issue and found mazda
				starting lot number is U39. However I
			Please keep the r	eplaced parts. We will place warranty
F	parts coll	lection request. Sam		
CQIS			·	
Recommendation				
Comments				

Vehicle Information	
VINJM3TB28A780	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 17944
Production Date 25-Jun-2008	Warranty Start Date 23-Sep-2008



**Report Detail** 

ECI Record	6230242	72 S	Source Code	MAZDA PQI
Commodity Assignment				
Commodity	assis-ser	vice brakes—	Symptom	no keyword found
	nassis-se			function-malfunction/inoperative
-	vdroboosi	•	, , , , , , , , , , , , , , , , , , ,	
			IG.	
,	nassis-se	•	er/Symptom	leak-fluid
lhy in the second secon	ydroboosi	t—		
Significant Event			Verified	N
Tread Information				
Tread Category Code	03	1	Fread Category Description	service brakes
Reported in Tread Quarter	Q1 2010	-	C 7 1	
	( · · ·			
Report Details				
Source Claim Key		000100930	Warranty Component Classis	fication
Bouree Claim Rey		000100750	(WCC)	neution
				10
Corporate Product Systems Clas	sification		Time in Service	12
(CPSC)				
Customer Condition Code		P20	V Function Group (VFG)	
Source System Program Type			Repair/Report/Paid Date	16-Mar-2010
Version Series Code			Load Date	05 -Apr-2010
Causal Part Prefix- Base - Suffix		TD11 -43 -40ZA	Dealer Code	51574
Causal Part Name		MASTER CYLINDER	Dealer Name	IRWIN MAZDA
Non Causal Part Prefix-Base-Suff	2	WASTER CILINDER		
	.IX		Dealer City	FREEHOLD
Non Causal Part Numbers			Dealer State/Province	NJ
Fault Code			Dealer Country	USA
Diagonstic Trouble Code			Dealer Phone Number	7324621818
Labor Operation Code			Attachment	N
Communication Type			VOQ Component Description (	Code
Maintenance Date		05 -Apr-2010		
		1		
Customer				
Comment				
Technician BRAKELIGHT	ΓPARKI	NG LAMP TCS LAMP ON LEAKING M	ASTER CYLINER INTO BRAI	KE BOOSTER REPLACE MASTER CYLINDER
		R 0022010-03-22MANP375 Thank for you		
AND DICARL I	BOOSTE	K 0022010-03-221VIAINF3/3 THAIR 101 you	ui FQI oli brake iliaster navilig li	full leakage to booster. Taus Tata@NEK
CQIS Recomme				
ndations				
Tire Information				
Tire Manufacturer	Unknow	n I	Fire Size	Unknown
Tire Brand Series			Vheel	
DOT Left Front			OOT Right Front	
DOT Left Rear			OOT Right Rear	
DOT Left Inner			OOT Right Inner	
			OOT KIGHT HIHEI	
DOT Spare				
Vehicle Information				
	шиэтрэ	937000		CA 10392723
	JM3TB3		Engine Serial Number	CA 10286762
	2009		Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
			Vehicle Description	CX-9
Body Cab Style	Unknow		Orive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	11-Feb-2		Retail Sale Indicator Code	
Plant Description	HIROSH	IIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region			Varranty Start Date	18-Apr-2009
Build Country Code			Transmission Serial Number	1
Mileage	14618		Vehicle Axle Ratio	
Vehicle Restraint Code	1010		ometer the runo	
· cincio restraint codo				

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Open Date	03/17/2010
Sequence Number	00548
ECI Record Id623024293	
Source Code MAZDA PQI	Source Claim #000100955

Symptom Information		
	leak-loss of vacuum	Symptom Code 2 nvh-noisy operation
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4 no keyword found
Original Symptom 1		Original Symptom 2
Causal Component	E9FZ 54218A42A ACTUATOR FRT DR	
Base	LATC	

Report Details			
Customer/Contact First		Dealer Name JOF	IN HINE MAZDA
Name			
Customer/Contact Last		Dealer Code 402	02
Name			
Customer/Contact City		Dealer City SAN	N DIEGO
Customer/Contact State		Dealer State CA	
Comment Type	03	Attachements N	
Customer Comments		•	
Technician Comments BRA	KE BOOSTER WHISTLE NOISE I	ROM BRAKE PEDA	AL INTERNAL VACUUM LEAK
REP	PLACE BRAKE BOOSTER		
C Q I S			
Recommendation			
Comments			

Vehicle Information	
VINJM3TB38V080	Engine 3.7L DOHC V6 GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 25474
Production Date 24-Apr-2008	Warranty Start Date 25-Jun-2008

Open Date	04/01/2010
Sequence Number	00550
ECI Record Id 623024547	
Source Code MAZDA PQI	Source Claim #000101138

Symptom Information		
Symptom Code 1		Symptom Code 2 leak-fluid
Symptom Code 3	repair-similar failures on other vehicles	
	mentioned	
Original Symptom 1		Original Symptom 2
Causal Component	E94Y 5421596 B RUN-FRONT DOOR	
Base	GLASS	

Report Details						
Customer/Contact	First			Dealer Name	COURTESY MAZD	A LAS VEGAS
Name						
Customer/Contact	Last			Dealer Code	42054	
Name						
Customer/Contact City	7			Dealer City	LAS VEGAS	
Customer/Contact Stat	te			Dealer State	NV	
Comment Type	03			Attachements	N	
Customer						
Comments						
Technician <mark>TC</mark>						
					WE NOW HAVE 4 Y	
WI <sup>-</sup>	TH SAME CONC	CERN. MASTER (	CYLINDER	LEAKING WE	REPLACED THE M.	ASTER AND THE
BR	AKE BOOSTER	/ROADTESTED F	FOR 20MIL	ES AND SYSTE	EM NOW WORKING	AS DESIGNED
CQIS						
Recommendation						
Comments						

Vehicle Information	
VINJM3TB38A280	Engine Unknown
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 13504
Production Date 15-Apr-2008	Warranty Start Date 28-Feb-2009



**Report Detail** 

ECI Record	6230246	512	Source Code N	MAZDA PQI	
Commodity Assignm	ent				
· ·		rvice brakes-abs/traction control—	Symptom	function-stays on	
		rvice brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on	
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	hassis-se			fluid level-insufficient fluid	
•		<u> </u>	ter/Symptom	iluid ievei-ilisufficient fluid	
	hydroboost—				
Commodity	hassis-se	ervice brakes-master cylinder/boos	ter/Symptom	function-malfunction/inoperative	
h	vdroboos	t—			
Commodity	hassis-se	ervice brakes-master cylinder/boos	ter/Symptom	leak-fluid	
•	ydroboos	•	J P		
Significant Event	iyurooos	<u>.                                    </u>	Verified	N	
Significant Event			vermed	μ1	
Tread Information					
Tread Category Code	03		Fread Category Description   8	service brakes	
Reported in Tread Quarter	Q2 2010				
-	Q2 2010				
Report Details					
Source Claim Key		000101216	Warranty Component Classific	cation	
			(WCC)		
Corporate Product Systems Class	ssification	1	Time in Service	13	
(CPSC)					
		D20	V. Franction Crown (VEC)		
Customer Condition Code		P20	V Function Group (VFG)	06 Apr 2010	
Source System Program Type			Repair/Report/Paid Date	06-Apr-2010	
Version Series Code			Load Date	04 -Jul-2010	
Causal Part Prefix- Base - Suffix		TD11 -43 -40ZA	Dealer Code	42046	
Causal Part Name		MASTER CYLINDER	Dealer Name	BOUNTIFUL MAZDA	
Non Causal Part Prefix-Base-Suf	fix		Dealer City	BOUNTIFUL	
Non Causal Part Numbers			Dealer State/Province	UT	
Fault Code			Dealer Country	USA	
Diagonstic Trouble Code			Dealer Phone Number	3853972277	
Labor Operation Code			Attachment	N	
Communication Type			VOQ Component Description Co	ode	
Maintenance Date		04 -Jul-2010	94 -Jul-2010		
		0. 541 2010			
Customer					
Comment					
Technician BRAKE ARS &	F TCS I I	IGHTS ON BRAKE ARS & TCS LIGH	ITS ATWAYS ON FOUND MAS	STER CYLINDER LOW ON BRAKE FLUID.	
				AS RECOMMENDED TO REPLACE BRAKE	
CHECKED 515					
BOOSTER AND	) MASTE	R CYLINDER REPLACE BRAKE BOOS	STER AND MASTER CYLINDEI	R	
CQIS Recomm					
endations					
Tire Information					
Tire Manufacturer	Unknow			Unknown	
Tire Brand Series			Wheel		
DOT Left Front			DOT Right Front		
DOT Left Rear			DOT Right Rear		
DOT Left Inner			DOT Right Inner		
DOT Spare					
<b>Vehicle Information</b>					
	III (OTEDO	20V000		0.4.10005504	
VIN	JM3TB3		- · · · · ·	CA 10285504	
Model Year	2009			3.7L 4V-DAMB PFI V6 NA GAS	
Transmission				CX-9	
Body Cab Style	Unknow			ALL 4 WHEEL LEFT HAND DRIVE	
Production Date	23-Jan-2		Retail Sale Indicator Code		
Plant Description	HIROSE		Reaquired Vehicle		
Build Region			Warranty Start Date 2	23-Mar-2009	
Build Country Code			Transmission Serial Number		
Mileage	18560		Vehicle Axle Ratio		
Vehicle Restraint Code					

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Open Date	04/29/2010
Sequence Number	00552
ECI Record Id623024803	
Source Code MAZDA PQI	Source Claim #000101447

Symptom Information			
Symptom Code 1		Symptom Code 2 contaminated/foreign	
Symptom Code 3	fluid level-insufficient fluid	Symptom Code 4 function-malfunction/inoperative	е
Symptom Code 5	mod-codes found		
Original Symptom 1		Original Symptom	
		2	
Causal Component	E94Y 5421596 B RUN-FRONT DOOR		
Base	GLASS		

Bonort Dotoile							
Report Details Customer/Contact Name	First		Dealer Name	OPEN MORRIS	_	MAZDA	OF
Customer/Contact Name	Last		Dealer Code	51614			
Customer/Contact C	ity		Dealer City	MORRIS	TOWN		
Customer/Contact St	tate		Dealer State	NJ			
Comment Type		04	Attachements	N			
Customer Comments							
Technician	Y 4/26/	10 BRAKE FLUID LEAK TECH ST	S BRAKE FLUID	LEAK I	NTO BOC	STER. MAS	STER
Comments	CYLINDE	ER LEAKING INTO BOOSTER AS P	PER TECH LINE F	REF #668	168 PULL	ED CODE E	31327
L	OW AB	S FLUID IN ABS, MASTER CYLAND	DER WAS EMPTY	CORRE	CTION RE	PLACED BE	RAKE
B	BOOSTE	ER AND MASTER CYLANDER AS	PER TECH LIN	E REPLA	ACED BO	OSTER DU	E TO
	CONTAIN	MINATION, BLEED BRAKE SYSTEM	1 0022010-05-03N	/IANP375	Thank yo	u for your P	QI on
le	eakage f	from master cylinder. Yasu Yata@NEF	₹		•	•	
CQIS		-					
Recommendation							
Comments							

Vehicle Information	
VINJM3TB38V680	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 18772
Production Date 14-Apr-2008	Warranty Start Date 23-Jun-2008

Open Date	05/04/2010
Sequence Number	00554
ECI Record Id 623024897	
Source Code MAZDA PQI	Source Claim #000101550

Symptom Information			
	fluid level-insufficient fluid	Symptom Code 2	
	leak-failed gasket/seal/weatherstrip	Symptom Code 4	
	mod-indicator light/warning chime on		function-malfunction/inoperative
Original Symptom 1		Original Symptom	
		2	
Causal Component	E94Y 5421596 B RUN-FRONT DOOR		
Base	GLASS		

Report Details	
Customer/Contact First	Dealer Name CORY FAIRBANKS MAZDA
Name	
Customer/Contact Last	Dealer Code 23794
Name	
Customer/Contact City	Dealer City LONGWOOD
Customer/Contact State	Dealer State FL
Comment Type 03	Attachements N
Customer Comments	
Technician BRKS-REPL MAS	STER CYL CK TRAC LIGHTS BRK LIGHT STAYING ON LOW BRK FLUID
Comments RESERVOIR LEAF	KING AT GSKT REPL BRK MASTER CYL
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB28A980	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 26864
Production Date 24-Apr-2008	Warranty Start Date 16-Aug-2008



**Report Detail** 

ECI Record	6230252	91	Source Code	MAZE	DA PQI
Commodity Assignm	ent				
Commodity	nassis-ser	vice brakes-abs/traction control—	Symptom	mod-	indicator light/warning chime on
		vice brakes-abs/traction control—	Symptom	no ke	eyword found
	hassis-se ydroboos	3	er/Symptom	funct	ion-malfunction/inoperative
Commodity					fluid
Significant Event	ydroboos	·	Verified	N	
Tread Information					
Tread Category Code	03		Fread Category Description	service	brakes
Reported in Tread Quarter	Q2 2010		ried category Description	pervice	o dances
-	Q2 2010				
Report Details					
Source Claim Key		000102003	Warranty Component Classi	fication	
			(WCC)		
Corporate Product Systems Clas (CPSC)	sification		Time in Service		7
Customer Condition Code		P20	V Function Group (VFG)		
Source System Program Type		-	Repair/Report/Paid Date		05-Jun-2010
Version Series Code			Load Date		04 -Jul-2010
Causal Part Prefix- Base - Suffix		TDY1 -43 -80ZA	Dealer Code		50127
Causal Part Name		VACUUM POWER ASSIST	Dealer Name		ROGER BURDICK MAZDA
Non Causal Part Prefix-Base-Suff	fiv	VACCOM I OWER ABBIBI	Dealer City		CICERO
Non Causal Part Numbers	117		Dealer State/Province		NY NY
Fault Code			Dealer Country		USA
Diagonstic Trouble Code			Dealer Phone Number		USA
Labor Operation Code			Attachment		N
Communication Type			VOQ Component Description		11
Maintenance Date		03 -Oct-2010	VOQ Component Description	Code	
ivialiticilatice Date		03 -001-2010			
Customer					
Comment					
Technician ABS BRAKE II	GHT CU	STOMER STATES THE ARS AND BRA	KE LIGHT II LUMINATE PLE	ASE CI	HECK AND ADVISE DIAGNOSED AND
TOOND THE IV.				KEMC	OVED AND REPLACED THE MASTER
CYLINDER ANI	D BRAK	E BOOSTER AND RETESTED TO VERI	FY REPAIRS		
CQIS Recomm					
endations					
Tire Information					
Tire Manufacturer	Unknow	n	Tire Size	Unkno	wn
Tire Brand Series	Jiiiiow		Wheel	CKIIO	
DOT Left Front			OOT Right Front		
DOT Left Rear			OOT Right Rear		
DOT Left Inner			OOT Right Inner		
DOT Spare		1	901 Right Hinei		
Vehicle Information					
VIN	<b>ЈМ3ТВ3</b>	MVQAC	Engine Serial Number	CA 10	303159
Model Year	2010		Engine Description		V-DAMB PFI V6 NA GAS
Transmission			Vehicle Description	CX-9	V-DUMD LLI AO INV QVO
Body Cab Style	Unknow		Orive Line		WHEEL LEFT HAND DRIVE
Production Date	22-Sep-2		Retail Sale Indicator Code	ALL 4	WHELL LEFT HAND DRIVE
Plant Description Build Region	TIKOSE	IIIVIA ASSENIDLI PLANT-JAPAN	Reaquired Vehicle Warranty Start Date	18 No.	v-2009
				19-140	V-2007
Build Country Code Mileage	7548		Fransmission Serial Number Vehicle Axle Ratio		
Vehicle Restraint Code	1348		Venicie Axie Railo		
venicle Restraint Code					

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**Report Detail** 

ECI Record	623025316 Sour		Source Code	MAZDA PQI	
Commodity Assignment					
Commodity	assis-ser	vice brakes—	Symptom	leak-fluid	
	assis-se			function-malfunction/inoperative	
3	droboos	•	ster/5 y inptoin	runction manufaction/moperative	
,	nassis-se	<u> </u>	ster/Symptom	leak-fluid	
	ydroboos	t—			
Significant Event			Verified	N	
Tread Information					
Tread Category Code	03		Tread Category Description	service brakes	
Reported in Tread Quarter	Q2 2010		freda Category Description	per vice cranes	
1	Q2 2010				
Report Details					
Source Claim Key		000102030	Warranty Component Class:	ification	
•			(WCC)		
Corporate Product Systems Clas	sification		Time in Service	16	
(CPSC)					
Customer Condition Code		P20	V Function Group (VFC)		
		1 20	V Function Group (VFG)	25 Jun 2010	
Source System Program Type			Repair/Report/Paid Date	25-Jun-2010	
Version Series Code		PDV1 42 007A	Load Date	04 -Jul-2010	
Causal Part Prefix- Base - Suffix		TDY1 -43 -80ZA	Dealer Code	23944	
Causal Part Name		VACUUM POWER ASSIST	Dealer Name	ROYAL PALM MAZDA	
Non Causal Part Prefix-Base-Suff	ix		Dealer City	ROYAL PALM BEACH	
Non Causal Part Numbers			Dealer State/Province	FL	
Fault Code			Dealer Country	USA	
Diagonstic Trouble Code			Dealer Phone Number	5613707170	
Labor Operation Code			Attachment	N	
Communication Type			VOQ Component Description	Code	
Maintenance Date		03 -Oct-2010	· · ·		
Customer					
Comment					
Technician Brake Fluid Leak Customer States Fluid Leak from Left Center Found Brake Fluid Leak from Master Into					
DIAKE I LO	IID LEA	K CUSTOMER STATES FLUID LEAK	FROM LEFT CENTER FOUNI	D BRAKE FLUID LEAK FROM MASTER INTO	
Comment BOOSTER A	SSY RE	PLACED BRAKE BOOSTER AND MAS	STER CYLINDER		
COIS					
Recommendations					
Tire Information					
Tire Manufacturer	Unknow	n	Tire Size	Unknown	
Tire Brand Series			Wheel		
DOT Left Front			DOT Right Front		
DOT Left Rear			DOT Right Rear		
DOT Left Inner			DOT Right Inner		
DOT Spare					
Vehicle Information					
	JM3TB2	8A69U	Engine Serial Number	CA 10266655	
Model Year	2009	v.m.a. m v.a v.a. v. == -	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS	
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX-9	
Body Cab Style	Unknow		Drive Line	2 WHL L/H FRONT DRIVE	
Production Date	05-Aug-		Retail Sale Indicator Code		
Plant Description	HIROŠF		Reaquired Vehicle		
Build Region			Warranty Start Date	16-Mar-2009	
Build Country Code			Transmission Serial Number		
Mileage	17528		Vehicle Axle Ratio		
Vehicle Restraint Code					
			l .		

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**Report Detail** 

ECI Record	623025596 Source Code MAZDA PQI			MAZDA PQI	
Commodity Assignment					
		vice brakes-abs/traction control—	Symptom	damage-cracked/fractured/split	
	nassis-se		ster/Symptom	damage-cracked/fractured/split	
hy	vdroboos	t—		· ·	
	nassis-se		ster/Symptom	function-malfunction/inoperative	
hy	ydroboos	t—		•	
Commodity	assis-ser	vice brakes-rotor/drum—	Symptom	mod-indicator light/warning chime on	
Significant Event			Verified	N	
Tread Information					
	03		Tread Category Description	service brakes	
Reported in Tread Quarter	O3 2010		fread Category Description	SCIVICE DIARCS	
1	QU 2010				
Report Details					
Source Claim Key		000102247	Warranty Component Class	sification	
			(WCC)		
Corporate Product Systems Clas	sification		Time in Service	9	
(CPSC)					
Customer Condition Code		P20	V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date	13-Jul-2010	
Version Series Code			Load Date	03 -Oct-2010	
Causal Part Prefix- Base - Suffix		TD11 -43 -40ZA	Dealer Code	34451	
Causal Part Name	<u> </u>	MASTER CYLINDER	Dealer Name	JEFF HAAS MAZDA	
Non Causal Part Prefix-Base-Suff	hx		Dealer City	HOUSTON	
Non Causal Part Numbers			Dealer State/Province Dealer Country	USA	
Fault Code Diagonstic Trouble Code			Dealer Phone Number	USA	
Labor Operation Code			Attachment	N	
Communication Type			VOO Component Description	Code	
Maintenance Date 03 -Oct-2010			Code		
Customer					
Comment					
	Technician DSC LIGHT ON BRAKE WARNING LIGHT ON DSC,AND TCS LIGHTS ON BRAKE WARNING LIGHT ON CHECKED BRAKING SYSTEM				
Comment FOR VISIBLE F	LUID L	EAKS AT ALL WHEELS AND ABS I	PUMP NO LEAKS FOUND RI	EMOVED BRAKE MASTER CYLINDER AND	
FOUND FLUID	LEAK F	FROM MASTER CYLINDER INTO B	RAKE BOOSTER. REPLACEI	D BRAKE MASTER CYLINDER AND BRAKE	
BOOSTER					
CQIS Recom					
mendations					
Tire Information					
Tire Manufacturer	Unknow	n	Tire Size	Unknown	
Tire Brand Series	CHKIIOW		Wheel	CHKHOWH	
DOT Left Front			DOT Right Front		
DOT Left Rear			DOT Right Rear		
DOT Left Inner			DOT Right Inner		
DOT Spare					
Vehicle Information					
Model Year	2010	INIAOAU	Engine Serial Number Engine Description	CA 10302658 3.7L 4V-DAMB PFI V6 NA GAS	
		UTO TRANS AISIN F21	Vehicle Description	CX-9	
Body Cab Style	Unknow		Drive Line	2 WHL L/H FRONT DRIVE	
Production Date	18-Sep-2		Retail Sale Indicator Code	Ballinoiti Balli	
Plant Description		IIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle		
Build Region			Warranty Start Date	07-Nov-2009	
Build Country Code			Transmission Serial Number	**	
Mileage	14166		Vehicle Axle Ratio		
Vehicle Restraint Code					

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Open Date	07/30/2010
Sequence Number	00556
ECI Record Id623025738	
Source Code MAZDA PQI	Source Claim #000102406

<b>Symptom Information</b>		
Symptom Code 1	fluid level-insufficient fluid	Symptom Code 2 mod-indicator light/warning chime
		on
Symptom Code 3	misaligned/out of position/adjustment/	Symptom Code 4 function-malfunction/inoperative
	poor fit	
Symptom Code 5		Symptom Code 6 oose
Symptom Code 7	mod-codes found	
Original Symptom 1		Original Symptom
		2
Causal Component	E94Y 5421596 B RUN-FRONT DOOR	
Base	GLASS	

Report Details					
Customer/Contact	Customer/Contact First		Dealer Name OP	EN ROAD N	MAZDA OF
Name			MOF	RRISTOWN	
Customer/Contact	t Last		Dealer Code 51614		
Name					
Customer/Contact (	City		Dealer City MOR	RRISTOWN	
Customer/Contact (	State		Dealer State NJ		
Comment Type		03	Attachements N		
Customer			•		
Comments					
Technician	LH 07/28/10 ABS/TCS LIGHT,LOW BRAKE FLUID LOW BRAKE FLUID, ABS AND TCS LIGHT ON			CS LIGHT ON	
Comments	NO BRAKE FLUID IN RESIVOR CONNECT AND DISCONNECT IDS C1327 BRAKE FLUID LEVEL				
	LOW, U2064 WARNING INDICATOR REQUESTED BY ANOTHER CONTROL MODULE /			MODULE AND	
	U0140 LOST COMMUNICATION WITH BCM. TECH FOUND BRAKE FLUID LEVEL LOW				
		VOIR CAUSING LIGHTS TO APPEA			
		BRAKE MASTER CYLINDER INTO			
		CORRECTION REMOVED AND RE	PLACED BRAKE MA	STER CYLINDER	K AND BRAKE
	BOOSTE	ER. RESECURED AND REFILLED F			
C Q I S					
Recommendation					
Comments					

Vehicle Information							
VINJM3TB38V780	Engine 3.7L 4V-DAMB PFI V6 NA GAS						
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21						
Model Year 2008	Mileage 20329						
Production Date 20-May-2008	Warranty Start Date 11-Feb-2009						

Open Date	09/09/2010
Sequence Number	00557
ECI Record Id 623026077	
Source Code MAZDA PQI	Source Claim #000102830

Symptom Information			
Symptom Code 1			unction-malfunction/inoperative
Symptom Code 3		Symptom Code 4 m	nod-codes found
Symptom Code 5	mod-indicator light/warning chime on		
Original Symptom 1		Original Symptom	
		2	
Causal Component	E94Y 5421596 B RUN-FRONT DOOR		
Base	GLASS		

Report Details	
Customer/Contact First	Dealer Name BIGGERS MAZDA
Name	
Customer/Contact Last	Dealer Code 61542
Name	
Customer/Contact City	Dealer City ELGIN
Customer/Contact State	Dealer State L
Comment Type 03	Attachements N
Customer	
Comments	
	) BRAKE LIGHT ON DASH IS ON AND CODE C1327 STORED.FLUID IN
Comments RESEVOIR IS LOW W	VITH N O VISIBLE LEALS AND ALL BRAKE PADS ARE IN GOOD
CONDITION. MASTER	R CYLINDER IS LEAKING INTO BOOSTER REPLACED MASTER
CYLINDER AND BOOST	ΓER.
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB38A080	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 28592
Production Date 23-May-2008	Warranty Start Date 31-Oct-2008

Open Date	09/10/2010
Sequence Number	00558
ECI Record Id623026086	
Source Code MAZDA PQI	Source Claim #000102842

Symptom Information						
	fluid level-insufficient fluid	Symptom Code 2	leak-fluid			
Symptom Code 3	mod-codes found	Symptom Code 4	function-malfunction/inoperative			
Original Symptom 1		Original Symptom				
		2				
Causal Component	E94Y 5421596 B RUN-FRONT DOOR					
Base	GLASS					

Report Details		
Customer/Contact First		Dealer Name BIGGERS MAZDA
Name		
Customer/Contact Last		Dealer Code 61542
Name		
Customer/Contact City		Dealer City ELGIN
Customer/Contact State		Dealer State
Comment Type	03	Attachements N
Customer		
Comments		
Technician LEAK BRAKE FLUID LOW AND CODE C1327 STORED. MASTER CYLINDER LEAKING INTO		
Comments BOOS	BOOSTER. REPLACED MASTER CYLINDER AND BOOSTER BLED BREAKES.	
C Q I S		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB38A580	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 28715
Production Date 02-Jun-2008	Warranty Start Date 23-Aug-2008

Open Date	09/22/2010
Sequence Number	00559
ECI Record Id 623026181	
Source CodeMAZDA PQI	Source Claim #000102940

Symptom Information	
Symptom Code 1 eak-fluid	Symptom Code 2 fluid level-insufficient fluid
Symptom Code 3 mod-codes found	Symptom Code 4 mod-indicator light/warning chime
	on
Symptom Code 5 pedal concerns-service brake pedal	Symptom Code 6 function-malfunction/inoperative
Original Symptom 1	Original Symptom
	2
Causal Component E94Y 5421596 B RUN-FRONT DOOR	
Base GLASS	

Report Details	
Customer/Contact First	Dealer Name BIGGERS MAZDA
Name	
Customer/Contact Last	Dealer Code 61542
Name	
Customer/Contact City	Dealer City ELGIN
Customer/Contact State	Dealer State L
Comment Type 03	Attachements N
Customer	
Comments	
Technician BRAKE FLUID LEAK BRAKE LIGHT	FAND ABS LIGHT ARE ON.CODE C1327 STORED.BRAKE
Comments FLUID LEVEL IS LOW. MASTER CYLINDER LEAKING INTO BOOSTER. REPLACED MASTER	
AND BOOSTER.	
C Q I S	
Recommendation	
Comments	

Vehicle Information	
VINJM3TB38A780	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 27367
Production Date 24-Jun-2008	Warranty Start Date 03-Dec-2008



**Report Detail** 

ECI Record	623026469	Sou	rce Code	MAZDA PQI
Commodity Assignment				
	hassis-service brakes—		Symptom	function-stays on
	hassis-service brakes—		Symptom	mod-driving condition-at start up
3	hassis-service brakes—		Symptom	mod-driving condition-engine-cold
	hassis-service brakes—		Symptom	mod-weather-cold
	hassis-service brakes-massis-service	aster cylinder/booster		fluid level-insufficient fluid
•		aster cyllider/booster	Symptom	nuid ievei-msurneiem nuid
	ydroboost—			
Commodity	hassis-service brakes-ma	aster cylinder/booster.	Symptom	function-malfunction/inoperative
	ydroboost—			
Commodity	hassis-service brakes-ma	aster cylinder/booster.	Symptom	leak-fluid
lh lh	ydroboost—			
Significant Event			Verified	N
Tread Information				
Tread Category Code	103	Tro	ad Catagory Description	arriaa hrakas
	Q4 2010	ITE	ad Category Description s	ervice brakes
Reported in Tread Quarter	Q4 2010			
Report Details				
Source Claim Key	000103217	V	Varranty Component Classific	cation
			WCC)	
Corporate Product Systems Clas	esification		ime in Service	23
	Silication	1	IIIC III SCIVICE	L.J
(CPSC)	D20		TE C (MEC)	
Customer Condition Code	P20	V	Function Group (VFG)	27.0 . 2010
Source System Program Type			Repair/Report/Paid Date	27-Oct-2010
Version Series Code			oad Date	03 -Jan-2011
Causal Part Prefix- Base - Suffix	TD11 -43 -40ZA		Dealer Code	51434
Causal Part Name	MASTER CYLINI		Dealer Name	HERITAGE MAZDA
Non Causal Part Prefix-Base-Suf	fix		Dealer City	OWINGS MILLS
Non Causal Part Numbers		E	Dealer State/Province	MD
Fault Code			Dealer Country	USA
Diagonstic Trouble Code		L	Dealer Phone Number	
Labor Operation Code		A	Attachment	N
Communication Type		V	OQ Component Description Co	ode
Maintenance Date	03 -Jan-2011			
C t				
Customer				
Comment				
Technician TCS/DCS LIC	THE COME WHEN COLD	START TCS LIGHT S	TAYS ON WHEN STARTING	G COLD BRAKE FLUID LOW IN MASTER
Comment CYLINDER D	UE TO LEAKING INTO BI	RAKE BOOSTER PAST I	PLUNGER SEAL REPLACED	MASTER CYLINDER
CQIS Recommen				
dations				
Tire Information				
Tire Manufacturer	Unknown			Jnknown
Tire Brand Series		Wh	eel	
DOT Left Front			T Right Front	
DOT Left Rear		DO	T Right Rear	
DOT Left Inner			T Right Inner	
DOT Spare			The state of the s	
Vehicle Information				
	IIM2TD20V/400	-	sino Coniol Number:	24 10241600
VIN	JM3TB38V480			CA 10241689
Model Year	2008			7.7L 4V-DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISI		nicle Description	CX-9
Body Cab Style	Unknown		ve Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	07-Apr-2008		ail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY		aquired Vehicle	
Build Region		Wa	rranty Start Date 1	2-Dec-2008
Build Country Code			nsmission Serial Number	
Mileage	28283	Veh	nicle Axle Ratio	
Vehicle Restraint Code				

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**Report Detail** 

ECI Record	ecord 623026484 Sour			arce Code	MAZDA PQI
Commodity Assignment					
		vice brakes—		Symptom	mod-indicator light/warning chime on
		vice brakes—		Symptom	no keyword found
3	hassis-se ydroboos		ler/booster	/Symptom	function-malfunction/inoperative
Commodity	hassis-se vdroboos	rvice brakes-master cylind	ler/booster	/Symptom	leak-fluid
Significant Event	ydrocoos			Verified	N
Tread Information					
Tread Category Code	03		Tre	ead Category Description	service brakes
Reported in Tread Quarter	Q4 2010			, , , , , , , , , , , , , , , , , , ,	
Report Details					
Source Claim Key		000103234	N	Varranty Component Class	ification
Source Chaim Rey		000103231		WCC)	And the state of t
Corporate Product Systems Class	sification		Ī	ime in Service	31
(CPSC)		220			
Customer Condition Code		P20		Function Group (VFG)	05.31 2010
Source System Program Type				Repair/Report/Paid Date	05-Nov-2010
Version Series Code		TD11 -43 -40ZA		Load Date	03 -Jan-2011
Causal Part Prefix- Base - Suffix				Dealer Code	51482 EITZGERALD MAZDA
Causal Part Name	C	MASTER CYLINDER		Dealer Name	FITZGERALD MAZDA
Non Causal Part Prefix-Base-Suf Non Causal Part Numbers	пх			Dealer City	FREDERICK MD
Fault Code				Dealer State/Province Dealer Country	USA
Diagonstic Trouble Code				Dealer Phone Number	USA
Labor Operation Code				Attachment	N
Communication Type				OO Component Description	Code
Maintenance Date		03 -Jan-2011		OQ component Description	Code
		1			
Customer					
Comment					
	AKE WA	RNING LIGHT ON, ALSOTCS A	AND TRAC	CTION LIHGTS ON BRAK	E MASTER CYLINDER LEAKING FLUID INTO
Comment BRAKE BOO	STER R	EPLACE BRAKE MASTER CYL	LINDER A	ND BRAKE BOOSTER	
C O I S					
Recommendations					
Tire Information					
Tire Manufacturer	Unknow	n	Tir	e Size	Unknown
Tire Brand Series			Wh	neel	
DOT Left Front				T Right Front	
DOT Left Rear				T Right Rear	
DOT Left Inner			DC	T Right Inner	
DOT Spare					
Vehicle Information					
VIN	<b>Ј</b> М3ТВ3	8A980	Ens	gine Serial Number	CA 10237658
Model Year	2008			gine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission		UTO TRANS AISIN F21		nicle Description	CX-9
Body Cab Style	Unknow			ve Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	12-Mar-			tail Sale Indicator Code	
Plant Description	HIROSE	IIMA ASSEMBLY PLANT-JAPAI	N Rea	aquired Vehicle	
Build Region				rranty Start Date	10-May-2008
Build Country Code				nsmission Serial Number	
Mileage	33903		Vel	nicle Axle Ratio	
Vehicle Restraint Code					

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**Report Detail** 

ECI Record	623026551 Source Code MAZDA PQI				
Commodity Assign	ment				
Commodity	chassis-service brakes—	Symptom	leak-fluid		
Commodity	chassis-service brakes-abs/traction control-abs mo		mod-indicator light/warning chime on		
Commodity		ooster/Symptom	function-malfunction/inoperative		
,	hydroboost—	,	F		
Commodity		ooster/Symptom	leak-fluid		
Commounty	-	Jostel / Symptom	icak-iiuid		
0 1''	hydroboost—	(C)	1:1:4:1:1:4		
Commodity	-	ooster/Symptom	mod-indicator light/warning chime on		
	hydroboost—				
Significant Event		Verified	N		
<b>Fread Information</b>					
Tread Category Code	03	Tread Category Description	service brakes		
Reported in Tread Quarter	Q4 2010	Tread Category Description	service brakes		
reported in Tread Quarter	Q4 2010				
Report Details					
ource Claim Key	000103312	Warranty Component Class	sification		
ource Claim Ixey	000103312		SHICATION		
Damanata Duadant Carri	1:66	(WCC)	20		
Corporate Product Systems C	lassification	Time in Service	20		
CPSC)					
Customer Condition Code	P20	V Function Group (VFG)			
Source System Program Type		Repair/Report/Paid Date	17-Nov-2010		
Version Series Code		Load Date	03 -Jan-2011		
Causal Part Prefix- Base - Suff		Dealer Code	23903		
Causal Part Name	MASTER CYLINDER	Dealer Name	HILTON HEAD MAZDA		
Non Causal Part Prefix-Base-S	uffix	Dealer City	HARDEEVILLE		
ton Causar rait rienz base c					
Non Causal Part Numbers		Dealer State/Province	SC		
Non Causal Part Numbers Fault Code		Dealer Country	USA		
Non Causal Part Numbers Fault Code Diagonstic Trouble Code					
Non Causal Part Numbers Fault Code Diagonstic Trouble Code		Dealer Country Dealer Phone Number Attachment	USA 8432082400 N		
Non Causal Part Numbers Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type		Dealer Country Dealer Phone Number	USA 8432082400 N		
Non Causal Part Numbers Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date	03 -Jan-2011	Dealer Country Dealer Phone Number Attachment	USA 8432082400 N		
Non Causal Part Numbers Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date Customent Cechnician FLUID IN T cylinder for c	OSS OF BRAKE FLUID C/S THAT THE ABS/T HE BRAKE BOOSTER. found brake fluid enterin	Dealer Country Dealer Phone Number Attachment VOQ Component Description  BS LIGHT ON. LOSS OF BRAF	USA 8432082400 N n Code		
Non Causal Part Numbers Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment C e c h n i c i a n Comment COMMEN	OSS OF BRAKE FLUID C/S THAT THE ABS/T HE BRAKE BOOSTER. found brake fluid enterin	Dealer Country Dealer Phone Number Attachment VOQ Component Description  BS LIGHT ON. LOSS OF BRAF	USA 8432082400 N n Code		
Non Causal Part Numbers Pault Code Poliagonstic Trouble Code Poliagons	OSS OF BRAKE FLUID C/S THAT THE ABS/T HE BRAKE BOOSTER. found brake fluid enterin	Dealer Country Dealer Phone Number Attachment VOQ Component Description  BS LIGHT ON. LOSS OF BRAF	USA 8432082400 N n Code		
Non Causal Part Numbers Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Fe c h n i c i a n Comment	OSS OF BRAKE FLUID C/S THAT THE ABS/T HE BRAKE BOOSTER. found brake fluid enterin orrection.	Dealer Country Dealer Phone Number Attachment VOQ Component Description  BS LIGHT ON. LOSS OF BRAF ag the brake booster from the mas	USA 8432082400 N n Code  KE FLUID, BRAKE LIGHT ON. FOUND BRAKE ster cylinder. replaced the brake booster and mas		
Non Causal Part Numbers Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Fe c h n i c i a n Comment COMMENT COMMENT COMMENT COMMENT COLUMN	OSS OF BRAKE FLUID C/S THAT THE ABS/T HE BRAKE BOOSTER. found brake fluid enterin	Dealer Country Dealer Phone Number Attachment VOQ Component Description  BS LIGHT ON. LOSS OF BRAF ag the brake booster from the mass  [Tire Size]	USA 8432082400 N n Code		
Non Causal Part Numbers Fault Code Diagonstic Trouble	OSS OF BRAKE FLUID C/S THAT THE ABS/T HE BRAKE BOOSTER. found brake fluid enterin orrection.	Dealer Country Dealer Phone Number Attachment VOQ Component Description  BS LIGHT ON. LOSS OF BRAF  g the brake booster from the mass  [Fire Size Wheel	USA 8432082400 N n Code  KE FLUID, BRAKE LIGHT ON. FOUND BRAI ster cylinder. replaced the brake booster and mas		
Non Causal Part Numbers Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Fe c h n i c i a n Comment Comment Comment Comment FLUID IN T cylinder for c CQIS Recomme dations  Fire Information Fire Manufacturer Fire Brand Series FOOT Left Front	OSS OF BRAKE FLUID C/S THAT THE ABS/T HE BRAKE BOOSTER. found brake fluid enterin orrection.	Dealer Country Dealer Phone Number Attachment VOQ Component Description  BS LIGHT ON. LOSS OF BRAF ag the brake booster from the mass  Tire Size Wheel DOT Right Front	USA 8432082400 N n Code  KE FLUID, BRAKE LIGHT ON. FOUND BRAKE ster cylinder. replaced the brake booster and mas		
Non Causal Part Numbers Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Fe c h n i c i a n Comment FullD IN T cylinder for c CQIS Recomme In the Manufacturer Fire Manufacturer Fire Manufacturer Fire Brand Series DOT Left Front DOT Left Rear	OSS OF BRAKE FLUID C/S THAT THE ABS/T HE BRAKE BOOSTER. found brake fluid enterin orrection.	Dealer Country Dealer Phone Number Attachment VOQ Component Description  BS LIGHT ON. LOSS OF BRAF  g the brake booster from the mass  Tire Size Wheel DOT Right Front DOT Right Rear	USA 8432082400 N n Code  KE FLUID, BRAKE LIGHT ON. FOUND BRAKE ster cylinder. replaced the brake booster and mas		
Non Causal Part Numbers Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date Customent Fechnician Comment Country Comment FLUID IN Tocylinder for communications Fire Information Fire Manufacturer Fire Brand Series FOOT Left Front FOOT Left Rear Foot Teft Inner	OSS OF BRAKE FLUID C/S THAT THE ABS/T HE BRAKE BOOSTER. found brake fluid enterin orrection.	Dealer Country Dealer Phone Number Attachment VOQ Component Description  BS LIGHT ON. LOSS OF BRAF ag the brake booster from the mass  Tire Size Wheel DOT Right Front	USA 8432082400 N n Code  KE FLUID, BRAKE LIGHT ON. FOUND BRAKE ster cylinder. replaced the brake booster and mas		
Non Causal Part Numbers Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date Customent Fechnician Comment Country Comment FLUID IN Tocylinder for communications Fire Information Fire Manufacturer Fire Brand Series FOOT Left Front FOOT Left Rear Foot Teft Inner	OSS OF BRAKE FLUID C/S THAT THE ABS/T HE BRAKE BOOSTER. found brake fluid enterin orrection.	Dealer Country Dealer Phone Number Attachment VOQ Component Description  BS LIGHT ON. LOSS OF BRAF  g the brake booster from the mass  Tire Size Wheel DOT Right Front DOT Right Rear	USA 8432082400 N n Code  KE FLUID, BRAKE LIGHT ON. FOUND BRAKE ster cylinder. replaced the brake booster and mas		
Non Causal Part Numbers Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date Customent Fechnician Comment Fluid IN T cylinder for c CQIS Recomme In Code Comment Fluid IN T Code Comment Fluid IN T Cylinder for c CQIS Recomme In Code CODE CODE CODE CODE CODE CODE CODE CODE	OSS OF BRAKE FLUID C/S THAT THE ABS/T HE BRAKE BOOSTER. found brake fluid enterin orrection.  Unknown	Dealer Country Dealer Phone Number Attachment VOQ Component Description  BS LIGHT ON. LOSS OF BRAF  g the brake booster from the mass  Tire Size Wheel DOT Right Front DOT Right Rear	USA 8432082400 N n Code  KE FLUID, BRAKE LIGHT ON. FOUND BRAKE ster cylinder. replaced the brake booster and mas		
Non Causal Part Numbers Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment C e c h n i c i a n Comment Commen	OSS OF BRAKE FLUID C/S THAT THE ABS/T HE BRAKE BOOSTER. found brake fluid enterin orrection.  Unknown	Dealer Country Dealer Phone Number Attachment VOQ Component Description  BS LIGHT ON. LOSS OF BRAF  Ig the brake booster from the mass  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner	USA 8432082400 N n Code  KE FLUID, BRAKE LIGHT ON. FOUND BRAI ster cylinder. replaced the brake booster and mas  Unknown		
Non Causal Part Numbers Pault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date Customent Fechnician Comment Comment Fluid In T cylinder for co COIS Recomment dations  Fire Information Fire Brand Series DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information  Time Manufacturer The Top	OSS OF BRAKE FLUID C/S THAT THE ABS/T HE BRAKE BOOSTER. found brake fluid enterin orrection.  Unknown  JM3TB28A380	Dealer Country Dealer Phone Number Attachment VOQ Component Description  BS LIGHT ON. LOSS OF BRAF Ig the brake booster from the mass  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number	USA 8432082400 N n Code  KE FLUID, BRAKE LIGHT ON. FOUND BRAI ster cylinder. replaced the brake booster and mas  Unknown  CA 10234173		
Non Causal Part Numbers Fault Code Diagonstic Trouble Code Labor Operation Code Labor Operation Type Maintenance Date Customent Fechnician Comment Course Recommend Course Information C	OSS OF BRAKE FLUID C/S THAT THE ABS/T HE BRAKE BOOSTER. found brake fluid enterin orrection.  Unknown  Mathematical Physics (1988) 1988 1988 1988 1988 1988 1988 1988	Dealer Country Dealer Phone Number Attachment VOQ Component Description  BS LIGHT ON. LOSS OF BRAF ag the brake booster from the mass  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description	USA 8432082400 N n Code  KE FLUID, BRAKE LIGHT ON. FOUND BRAI ster cylinder. replaced the brake booster and mas  Unknown  CA 10234173 3.7L 4V-DAMB PFI V6 NA GAS		
Non Causal Part Numbers Fault Code Joingonstic Trouble Code Joingonstic	OSS OF BRAKE FLUID C/S THAT THE ABS/T HE BRAKE BOOSTER. found brake fluid enterin orrection.  Unknown  JM3TB28A380 2008 6 SPD AUTO TRANS AISIN F21	Dealer Country Dealer Phone Number Attachment VOQ Component Description  BS LIGHT ON. LOSS OF BRAF  Ig the brake booster from the mass  [Tire Size] Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description	USA 8432082400 N n Code  KE FLUID, BRAKE LIGHT ON. FOUND BRAI ster cylinder. replaced the brake booster and mas  Unknown  CA 10234173 3.7L 4V-DAMB PFI V6 NA GAS CX-9		
Non Causal Part Numbers Fault Code Diagonstic Trouble	OSS OF BRAKE FLUID C/S THAT THE ABS/T HE BRAKE BOOSTER. found brake fluid enterin orrection.  Unknown  JM3TB28A380 2008 6 SPD AUTO TRANS AISIN F21 Unknown	Dealer Country Dealer Phone Number Attachment VOQ Component Description  BS LIGHT ON. LOSS OF BRAF Ig the brake booster from the mass  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line	USA 8432082400 N n Code  KE FLUID, BRAKE LIGHT ON. FOUND BRAST Cylinder. replaced the brake booster and mass Unknown  CA 10234173 3.7L 4V-DAMB PFI V6 NA GAS		
Ion Causal Part Numbers and Code Communication Type Maintenance Date Cu s t o m e r Comment Co	OSS OF BRAKE FLUID C/S THAT THE ABS/T HE BRAKE BOOSTER. found brake fluid enterin orrection.  Unknown  JM3TB28A380 2008 6 SPD AUTO TRANS AISIN F21 Unknown 22-Feb-2008	Dealer Country Dealer Phone Number Attachment VOQ Component Description  BS LIGHT ON. LOSS OF BRAF  Ig the brake booster from the mass  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code	USA 8432082400 N n Code  KE FLUID, BRAKE LIGHT ON. FOUND BRA ster cylinder. replaced the brake booster and mas  Unknown  CA 10234173 3.7L 4V-DAMB PFI V6 NA GAS CX-9		
Ion Causal Part Numbers Pault Code Pault Code Paugonstic Trouble Code Pabor Operation Code Pauntenance Date	OSS OF BRAKE FLUID C/S THAT THE ABS/T HE BRAKE BOOSTER. found brake fluid enterin orrection.  Unknown  JM3TB28A380 2008 6 SPD AUTO TRANS AISIN F21 Unknown	Dealer Country Dealer Phone Number Attachment VOQ Component Description  BS LIGHT ON. LOSS OF BRAF Ig the brake booster from the mass  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	USA 8432082400 N n Code  KE FLUID, BRAKE LIGHT ON. FOUND BRA ster cylinder. replaced the brake booster and mas  Unknown  CA 10234173 3.7L 4V-DAMB PFI V6 NA GAS CX-9 2 WHL L/H FRONT DRIVE		
Non Causal Part Numbers Pault Code Pault Code Paigonstic Trouble Code Pabor Operation Code Paintenance Date  Cu s t o m e r Comment Pechnician Precipinal Fluid In Trouble Fluid In Trouble Paintenance Date  Cu s t o m e r Comment Pechnician Precipinal Fluid In Trouble Paintenance Date  Comment Precipinal Fluid In Trouble Paint Description Precipinal Fluid In Trouble Paint Description	OSS OF BRAKE FLUID C/S THAT THE ABS/T HE BRAKE BOOSTER. found brake fluid enterin orrection.  Unknown  JM3TB28A380 2008 6 SPD AUTO TRANS AISIN F21 Unknown 22-Feb-2008	Dealer Country Dealer Phone Number Attachment VOQ Component Description  BS LIGHT ON. LOSS OF BRAF  g the brake booster from the mass  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	USA 8432082400 N n Code  KE FLUID, BRAKE LIGHT ON. FOUND BRA ster cylinder. replaced the brake booster and mas  Unknown  CA 10234173 3.7L 4V-DAMB PFI V6 NA GAS CX-9		
Non Causal Part Numbers Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date Customent Fechnician Comment Comment Full In T Cylinder for c CQIS Recomme In a Manufacturer Fire Brand Series DOT Left Front DOT Left Inner DOT Left Inner DOT Spare  Vehicle Information Body Cab Style Production Date Plant Description Build Region Build Country Code	OSS OF BRAKE FLUID C/S THAT THE ABS/T HE BRAKE BOOSTER. found brake fluid enterin orrection.  Unknown  JM3TB28A380 2008 6 SPD AUTO TRANS AISIN F21 Unknown 22-Feb-2008 HIROSHIMA ASSEMBLY PLANT-JAPAN	Dealer Country Dealer Phone Number Attachment VOQ Component Description  BS LIGHT ON. LOSS OF BRAF  Ig the brake booster from the mass  [Fire Size] Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Orive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	USA 8432082400 N n Code  KE FLUID, BRAKE LIGHT ON. FOUND BRAISTER cylinder. replaced the brake booster and mass  Unknown  CA 10234173 3.7L 4V-DAMB PFI V6 NA GAS CX-9 2 WHL L/H FRONT DRIVE		
Non Causal Part Numbers Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date Customent Fechnician Comment Comment Full In T cylinder for c CQIS Recomme In Manufacturer Fire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare  Vehicle Information Transmission Body Cab Style Production Date Plant Description Build Region	OSS OF BRAKE FLUID C/S THAT THE ABS/T HE BRAKE BOOSTER. found brake fluid enterin orrection.  Unknown  JM3TB28A380 2008 6 SPD AUTO TRANS AISIN F21 Unknown 22-Feb-2008	Dealer Country Dealer Phone Number Attachment VOQ Component Description  BS LIGHT ON. LOSS OF BRAF  g the brake booster from the mass  Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner  Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	USA 8432082400 N n Code  KE FLUID, BRAKE LIGHT ON. FOUND BRAI ster cylinder. replaced the brake booster and mas  Unknown  CA 10234173 3.7L 4V-DAMB PFI V6 NA GAS CX-9 2 WHL L/H FRONT DRIVE		

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**Report Detail** 

ECI Record	6230266	87 Se	ource Code N	MAZDA PQI
Commodity Assignment				
		vice brakes—	Symptom	no keyword found
	hassis-se			fluid level-insufficient fluid
•		ž.	175 y inprom	india lever insurnerent nara
	ydroboost			f
,	hassis-se	ž.	er/Symptom	function-malfunction/inoperative
	ıydroboost			
Commodity	hassis-se	rvice brakes-master cylinder/booste	r/Symptom	leak-fluid
h	ydroboost	t—		
Commodity	hassis-se	rvice brakes-master cylinder/booste	r/Symptom	mod-codes found
lh lh	vdroboost	<u> </u>		
Significant Event	,		Verified	N
				F
Tread Information	10.0			
Tread Category Code	03		read Category Description s	ervice brakes
Reported in Tread Quarter	Q4 2010			
Report Details				
Report Details		1000102422	W O	
Source Claim Key		000103463	Warranty Component Classific	cation
			(WCC)	
Corporate Product Systems Class	ssification		Time in Service	29
(CPSC)				
Customer Condition Code		P20	V Function Group (VFG)	
Source System Program Type			Repair/Report/Paid Date	14-Dec-2010
Version Series Code			Load Date	03 -Jan-2011
Causal Part Prefix- Base - Suffix		TDY1 -43 -80ZA	Dealer Code	61528
Causal Part Name		VACUUM POWER ASSIST	Dealer Name	DON MILLER MAZDA
Non Causal Part Prefix-Base-Suf	fix		Dealer City	MADISON
Non Causal Part Numbers			Dealer State/Province	WI
Fault Code			Dealer Country	USA
Diagonstic Trouble Code			Dealer Phone Number	6084423100
Labor Operation Code			Attachment	N
Communication Type			VOQ Component Description Co	F'
Maintenance Date		03 -Jan-2011	r o & component Beschiption C	
C t				
Customer				
Comment				
Technician BRAKE ISSUE	THE REI	D BRAKE WARNING LIGHT, THE TCS L	IGHT, AND THE DYNAMIC S	TABILITY CONTROL LIGHTS CAME ON AT
				ASTER CYL INTO THE POWER BOOSTER
		ER CYL AND THE BRAKE BOOSTER		I I I I I I I I I I I I I I I I I I I
	IE MASTI	ER CTE AND THE BRAKE BOOSTER		
CQIS Recomm				
endations				
Tire Information				
Tire Manufacturer	Unling	in the state of th	mo Circo	Inlyn ovym
	Unknow			Jnknown
Tire Brand Series		The state of the s	heel	
DOT Left Front			OT Right Front	
DOT Left Rear			OT Right Rear	
DOT Left Inner		D	OT Right Inner	
DOT Spare				
Vehicle Information				
****	IM2TD2	9 A 190	agina Carial Number	7A 10245060
VIN Model Veer	JM3TB2 2008			CA 10245868 B.7L 4V-DAMB PFI V6 NA GAS
Model Year				
Transmission				CX-9
Body Cab Style	Unknow			WHL L/H FRONT DRIVE
Production Date	24-Apr-2		etail Sale Indicator Code	
Plant Description	HIKOSH		eaquired Vehicle	11 Aug 2009
Build Region				01-Aug-2008
Build Country Code	22645		ansmission Serial Number	
		N <sub>4</sub>	ehicle Axle Ratio	
Mileage	33645	Y	Micie / Ixie Ratio	
Vehicle Restraint Code	33043	V	Sincie Pixie Ratio	

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**Report Detail** 

ECI Record	6230267	43 So	ource Code	MAZDA PQI	
Commodity Assignment					
· ·		vice brakes—	Symptom	mod-codes found	
		vice brakes-abs/traction control—	Symptom	fluid level-insufficient fluid	
		vice brakes-abs/traction control—	Symptom	mod-codes found	
3		vice brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on	
	hassis-se			fluid level-insufficient fluid	
•	aydroboost—				
	hassis-se		r/Symptom	function-malfunction/inoperative	
h	vdroboosi	<u>,</u>		•	
	hassis-se		r/Symptom	leak-fluid	
h	vdroboosi	<u>,</u>			
		vice brakes-pads/shoes/linings—	Symptom	mod-codes found	
		vice brakes-pads/shoes/linings—	Symptom	mod-indicator light/warning chime on	
Significant Event			Verified	N	
Tread Information					
Tread Category Code	03	Πn	ead Category Description	service brakes	
Reported in Tread Quarter	O4 2010		ead Category Description	service brakes	
-	Q 1 2010				
Report Details					
Source Claim Key		000103527	Warranty Component Classifi	cation	
			(WCC)		
Corporate Product Systems Class	sification		Time in Service	24	
(CPSC)					
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date	28-Dec-2010	
Version Series Code			Load Date	03 -Jan-2011	
Causal Part Prefix- Base - Suffix			Dealer Code	61542	
Causal Part Name	<u>C</u>		Dealer Name	BIGGERS MAZDA	
Non Causal Part Prefix-Base-Suf	ПX		Dealer City	ELGIN	
Non Causal Part Numbers Fault Code			Dealer State/Province	IL USA	
Diagonstic Trouble Code			Dealer Country Dealer Phone Number	8476286000	
Labor Operation Code			Attachment	V V	
Communication Type			VOQ Component Description C	ode	
Maintenance Date		03 -Apr-2011	, o Q component 2 escription c		
Customer		r			
Comment					
				ES ON,CODE C1327,NO EXTERNAL LEAKS,	
				EAKED BRAKE FLUID IN TO THE BRAKE	
BOOSTER. THE F	LUID IS	LOW. UPON TEST DRIVE BEFORE THE	E REPAIR THE BRAKES FEEL	NORMAL. THE BRAKE BOOSTER IS STILL	
FUNCTIONAL. T	HE FLU	ID IS VERY LOW. YOU CAN SEE THE	BOOSTER FILLED WITH F	FLUID IN THE ATTACHED PICTURES. THE	
BRAKE FLUID H	AS LEAF	KED IN TO THE BRAKE BOOSTER. REP.	LACED THE BRAKE BOOST	ER AND MASTER CYLINDER. TEST DROVE	
FOUND NORMAI	L OPERA	TION.			
CQIS Recom					
mendations					
Tire Information					
	II ( ) .		O'	Under comm	
Tire Manufacturer	Unknow			Unknown	
Tire Brand Series DOT Left Front			heel OT Right Front		
DOT Left From			OT Right Rear		
DOT Left Real DOT Left Inner			OT Right Inner		
DOT Spare			.8		
Vehicle Information	W 70000 0				
VIN	JM3TB3			CA 10235047	
Model Year	2008			8.7L 4V-DAMB PFI V6 NA GAS	
Transmission Body Cab Style	Unknow			CX-9 ALL 4 WHEEL LEFT HAND DRIVE	
Production Date	28-Feb-2		etail Sale Indicator Code	ALL + WILEL LEFT HAND DRIVE	
Plant Description			eaquired Vehicle		
Build Region	шкозп	The second secon		13-Jan-2009	
Build Country Code			ansmission Serial Number	15 5411 2007	
Mileage	25389		chicle Axle Ratio		
Vehicle Restraint Code		,,,			

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**Report Detail** 

ECI Record	6230268	82	Source Code	MAZDA PQI	
Commodity Assignment					
		vice brakes—	Symptom	no keyword found	
		vice brakes-brake lines/hoses—	Symptom	fluid level-insufficient fluid	
		vice brakes-brake lines/hoses—	Symptom	leak-fluid	
		vice brakes-brake lines/hoses—	Symptom	mod-codes found	
			ster/Symptom	fluid level-insufficient fluid	
ř		·	ster/Bymptom	india iever-insurnerent naia	
	hydroboost— chassis-service brakes-master cylinder/booster/Symptom function-malfunction/inoperative				
•		•	ster/Symptom	function-malfunction/inoperative	
	hydroboosi				
Commodity	chassis-se	rvice brakes-master cylinder/boo	ster/Symptom	leak-failed gasket/seal/weatherstrip	
	hydroboosi	<u> </u>			
	chassis-se		ster/Symptom	leak-fluid	
•			ster/bymptom	icak naid	
	hydroboosi				
•	chassis-se	<u>,</u>	ster/Symptom	mod-codes found	
	hydroboosi	t—			
Significant Event			Verified	N	
Tread Information					
Tread Category Code	03		Tread Category Description	service brakes	
Reported in Tread Quarter	Q1 2011		ricad Category Description	pervice diares	
reported in Tread Quarter	V1 2011				
Report Details					
Source Claim Key		1000102604	Wagnerty Commonant Class	ifaction	
Source Claim Key		000103604	Warranty Component Class	sincation	
			(WCC)		
Corporate Product Systems Cla	assification		Time in Service	26	
(CPSC)					
Customer Condition Code		P20	V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date	11-Jan-2011	
Version Series Code			Load Date	03 -Apr-2011	
Causal Part Prefix- Base - Suffix	,	TD11 -43 -40ZA	Dealer Code	61542	
Causal Part Name	<u> </u>	MASTER CYLINDER	Dealer Name	BIGGERS MAZDA	
Non Causal Part Prefix-Base-Su	ffiv	MASTER CILINDER	Dealer City	ELGIN	
	IIIX				
Non Causal Part Numbers			Dealer State/Province	IL CONTRACTOR OF THE CONTRACTO	
Fault Code			Dealer Country	USA	
Diagonstic Trouble Code			Dealer Phone Number	8476286000	
Labor Operation Code			Attachment	N	
Communication Type			VOQ Component Description	i Code	
Maintenance Date		03 -Apr-2011			
Customer					
Comment					
Technician BRAKE LIGHT	AND TCS	LIGHT ON THE BRAKE LIGHT AND	TCS LIGHT ARE ON. THERE	IS A C1327 CODE STORED FOR BRAKE FLUID	
Comment LEVEL LOW. IN	DEED IT	IS LOW. IT HAS LEAKED IN TO THE	BRAKE MASTER CYLINDE	R. AN EASY WAY TO CHECK IS TO TAKE THE	
				ECHANICS WIRE IN TO THE BOOSTER AND	
				TY REAR SEAL ON THE MASTER CYLINDER	
				IT REAR SEAL ON THE WASTER CILINDER	
	MASTE	R CYLINDER AND THE BRAKE BOOS	SIEK		
CQIS Recom					
mendations					
Tire Information					
Tire Manufacturer	Unknow	n	Tire Size	Unknown	
Tire Brand Series			Wheel		
DOT Left Front			DOT Right Front		
DOT Left Rear			DOT Right Rear		
DOT Left Inner			DOT Right Inner		
DOT Spare			5		
	Vehicle Information				
VIN	JM3TB3	8A380	Engine Serial Number	CA 10245316	
Model Year	2008		Engine Description	3.7L 4V-DAMB PFI V6 NA GAS	
Transmission	6 SPD A	UTO TRANS AISIN F21	Vehicle Description	CX-9	
Body Cab Style	Unknow		Drive Line	ALL 4 WHEEL LEFT HAND DRIVE	
Production Date	22-Apr-2		Retail Sale Indicator Code		
Plant Description	HIROSH	IIMA ASSEMBLY PLANT-JAPAN	Reaguired Vehicle		
Build Region	11110011		Warranty Start Date	28-Nov-2008	
Build Country Code			Transmission Serial Number	20 1107 2000	
	20490				
Mileage	30480		Vehicle Axle Ratio		
Vehicle Restraint Code					

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**Report Detail** 

ECI Record	6230269	82	Source Code	MAZDA PQI		
Commodity Assignment						
Commodity		vice brakes—	Symptom	function-stays on		
Commodity	chassis-ser	vice brakes—	Symptom	no keyword found		
Commodity	chassis-se	rvice brakes-master cylinder/bo	oster/Symptom	function-malfunction/inoperative		
	hydroboosi	t—				
Commodity	chassis-se	sis-service brakes-master cylinder/booster/Symptom leak-fluid				
•	hydroboosi	t—	•			
Significant Event	ily ar occoss	•	Verified	N		
Tread Informa	tion					
Tread Category Code	03		Tread Category Description	service brakes		
Reported in Tread Quar			fread Category Description	service brakes		
1						
Report Details						
Source Claim Key		000103712	Warranty Component Class	ification		
			(WCC)			
Corporate Product Sys	tems Classification		Time in Service	18		
(CPSC)						
Customer Condition Co	ode	P20	V Function Group (VFG)			
Source System Program	n Type		Repair/Report/Paid Date	18-Jan-2011		
Version Series Code			Load Date	03 -Apr-2011		
Causal Part Prefix- Bas	e - Suffix	TDY1 -43 -80ZA	Dealer Code	42046		
Causal Part Name		VACUUM POWER ASSIST	Dealer Name	BOUNTIFUL MAZDA		
Non Causal Part Prefix-	-Base-Suffix		Dealer City	BOUNTIFUL		
Non Causal Part Numb	ers		Dealer State/Province	UT		
Fault Code			Dealer Country	USA		
Diagonstic Trouble Cod	de		Dealer Phone Number	3853972277		
Labor Operation Code			Attachment	N		
Communication Type			VOQ Component Description	Code		
Maintenance Date		03 -Apr-2011				
Customer Comment						
Technician T	CS AND BRAKE	LIGHTS ON TCS AND BRAKE LI	GHTS STAY ON BRAKE MAS	STER CYLINDER LEAKING INTO BOOSTER		
		R CYLINDER AND BRAKE BOOSTE				
	EI EI CE WII ISTEI	K C I EN DEK IND DRINKE BOOSTE	IX.			
Recommendations						
Tire Informati	on					
Tire Manufacturer	Unknow	n	Tire Size	Unknown		
Tire Brand Series			Wheel			
DOT Left Front			DOT Right Front			
DOT Left Rear			DOT Right Rear			
DOT Left Inner			DOT Right Inner			
DOT Spare						
Vehicle Information						
VIN	ЈМ3ТВ3	8A990	Engine Serial Number	CA 10256466		
Model Year	2009	with a company	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS		
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX-9		
Body Cab Style	Unknow		Drive Line	ALL 4 WHEEL LEFT HAND DRIVE		
Production Date	25-Jul-20		Retail Sale Indicator Code			
Plant Description		IIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle			
Build Region			Warranty Start Date	08-Aug-2009		
Build Country Code			Transmission Serial Number	-		
Mileage	23579		Vehicle Axle Ratio			
Vehicle Restraint Code						

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**Report Detail** 

ECI Record	6230273	\$82	ource Code	MAZDA PQI
Commodity Assignment				
•		rvice brakes—	Symptom	fluid level-insufficient fluid
		rvice brakes—	Symptom	leak-fluid
3		rvice brakes—	Symptom	mod-indicator light/warning chime on
		rvice brakes—	Symptom	mod-location-interior
	hassis-sei			function-malfunction/inoperative
		•	er/Symptom	runction-martunetion/moperative
	ydroboos		(C	
•	hassis-se	•	er/Symptom	leak-failed gasket/seal/weatherstrip
	iydroboos		~	
•	hassis-se	, and the second	er/Symptom	leak-fluid
	ıydroboos	t—		
Significant Event			Verified	N
Tread Information				
Tread Category Code	03	1	read Category Description	service brakes
Reported in Tread Quarter	Q2 2011		<u> </u>	
D				
Report Details				
Source Claim Key		000104095	Warranty Component Classic	fication
			(WCC)	
Corporate Product Systems Cla	ssification	1	Time in Service	26
(CPSC)				
Customer Condition Code		P20	V Function Group (VFG)	
Source System Program Type		-	Repair/Report/Paid Date	28-Mar-2011
Version Series Code			Load Date	03 -Jul-2011
Causal Part Prefix- Base - Suffix		TD11 -43 -40ZA	Dealer Code	51434
Causal Part Name		MASTER CYLINDER	Dealer Name	HERITAGE MAZDA
Non Causal Part Prefix-Base-Sut	ffix		Dealer City	OWINGS MILLS
Non Causal Part Numbers			Dealer State/Province	MD
Fault Code			Dealer Country	USA
Diagonstic Trouble Code			Dealer Phone Number	
Labor Operation Code			Attachment	N
Communication Type			VOQ Component Description (	Code
Maintenance Date		03 -Jul-2011	and the same for	
Customer				
Comment				
Technician LOSS OF BR	AKE FLI	UD BRAKE FLUID LOW AND BRAK	E WARNING LIGHT IN DAS	SH IS ON MASTER CYLINDER REAR SEAL
Comment ALLOWING F	BRAKE F	LUID TO LEAK PAST AND INTO BRAK	E BOOSTER REPLACED BRA	AKE MASTER CYLINDER AND BLED BRAKE
SYSTEM				
COIS Recomme				
ndations				
Tire Information				
Tire Manufacturer	Unknow	n I	ire Size	Unknown
Tire Brand Series		No.	Vheel	
DOT Left Front		I	OOT Right Front	
DOT Left Rear			OOT Right Rear	
DOT Left Inner			OOT Right Inner	
DOT Spare				
•				
Vehicle Information				
VIN	JM3TB2		Engine Serial Number	CA 10245012
Model Year	2008		Engine Description	3.7L 4V-DAMB PFI V6 NA GAS
Transmission			ehicle Description	CX-9
Body Cab Style	Unknow			2 WHL L/H FRONT DRIVE
Production Date	06-May-		Retail Sale Indicator Code	
Plant Description	HIROSI		Reaquired Vehicle	
Build Region			Varranty Start Date	28-Feb-2009
Build Country Code			ransmission Serial Number	
Mileage	15812		Pehicle Axle Ratio	
Vehicle Restraint Code				

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Open Date	10/08/2008
Sequence Number	00565
ECI Record Id 625005295	
Source Code MAZDA Veh Inspect	Source Claim #V00005571

Symptom Information		
	fluid level-insufficient fluid	Symptom Code 2 leak-fluid
Symptom Code 3	mod-indicator light/warning chime on	Symptom Code 4 no keyword found
	function-malfunction/inoperative	
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Danant Dataila					
Report Details	. <b></b>		D = -1 = - 1 =	IALITO VALEOT MAA 7DA	
Customer/Contact	t First	ANDREW	Dealer Name	AUTO WEST MAZDA	
Name					
Customer/Contac	t Last	CHEN	Dealer Code	41194	
Name					
Customer/Contact	City		Dealer City	ROSEVILLE	
Customer/Contact :	State		Dealer State	CA	
Comment Type		11	Attachements	Υ	
Customer	Custome	er states the brake fluid was low eno	ugh to cause the	warning light to come on. Customer	
Comments	states the	e brake fluid was low enough to cause	e the warning light	t to come on.	
Technician	Custome	er topped off the fluid but the level lo	wered again and	the dealer cannot find any fluid leak.	
Comments	Custome	er topped off the fluid but the level lov	vered again and t	he dealer cannot find any fluid leak. I	
	inspected the vehicle for a brake fluid leak and visually could not see any external leaks. I removed				
	the brake master cylinder to check for leakage into the booster and found the booster full of fluid. The				
	dealer will replace the master cylinder and booster. I inspected the vehicle for a brake fluid leak and				
	visually could not see any external leaks. I removed the brake master cylinder to check for leakage				
	into the booster and found the booster full of fluid. The dealer will replace the master cylinder and				
	booster.`	Yes Yes		-	
CQIS					
Recommendation					
Comments					
Comments					

Vehicle Information	
VINJM3TB38VX80	Engine 3.7L 4V-DAMB PFI V6 NA GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 9042
Production Date 23-Jan-2008	Warranty Start Date 25-Apr-2008

Open Date	09/24/2009
Sequence Number	00570
ECI Record Id 625006729	
Source Code MAZDA Veh Inspect	Source Claim #V00007021

Symptom Information		
Symptom Code 1		Symptom Code 2 fluid level-insufficient fluid
Symptom Code 3	function-malfunction/inoperative	Symptom Code 4 leak-fluid
Symptom Code 5	misaligned/out of position/adjustment/poor	
	fit	
Original Symptom 1		Original Symptom 2
Causal Component	Unknown Unknown	
Base		

Report Details				
Customer/Contact First		Dealer Name	TUMMINIA MAZDA	
Name				
Customer/Contact Last	THE HERTZ CORPORATIO	Dealer Code	34635	
Name				
Customer/Contact City		Dealer City	OLATHE	
Customer/Contact State		Dealer State	KS	
Comment Type	11	Attachements		
Customer Comments brake light on, master cylinder low on fluid. fluid leak into the brake booster				
Technician none	none Inspect leak, check master cylinder date code, code was prior to part improvment, advised			
Comments tech re	tech replace master and booster, veriy repair. none			
CQIS				
Recommendation				
Comments				

Vehicle Information	
VINJM3TB38A180	Engine 3.7L DOHC V6 GAS
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage 20659
Production Date 08-May-2008	Warranty Start Date 27-Jun-2008