# Concern Driven Reporting

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

ommodity Acci	mmont		
Commodity Assi			
Commodity	chassis-service brakes—	Symptom	circuit-poor contact/poor ground
ommodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
ommodity	chassis-service brakes—	Symptom	leak-fluid
ommodity ommodity	chassis-service brakes—	Symptom	no keyword found
ommodity	chassis-service brakes—	Symptom	no problem found repair-prior repair mentioned
commodity	chassis-service brakes— chassis-service brakes-abs/traction control-	Symptom	function-malfunction/inoperative
commodity	chassis-service brakes-abs/traction control-		leak-fluid
ommodity	chassis-service brakes-abs/traction control-		mod-driving condition-while driving
commodity	chassis-service brakes-brake lines/hoses—	- Symptom	function-malfunction/inoperative
ommodity	chassis-service brakes-brake lines/hoses—	- Symptom	leak-fluid
commodity	chassis-service brakes-brake lines/hoses—	- Symptom	mod-driving condition-while driving
ommodity	chassis-service brakes-brake lines/hoses—	- Symptom	mod-vehicle towed in
commodity	chassis-service brakes-caliper/wheel cylind		function-malfunction/inoperative
ommodity	chassis-service brakes-caliper/wheel cylind		leak-fluid
ommodity	chassis-service brakes-caliper/wheel cylind		mod-driving condition-while driving
commodity			appearance-scratches/nicks
•	hydroboost—	nder/booster/Symptom	
ommodity	chassis-service brakes-master cylin hydroboost—	nder/booster/Symptom	fluid level-insufficient fluid
Commodity		nder/booster/Symptom	function-malfunction/inoperative
Commodity		nder/booster/Symptom	function-steering/brake ineffective
Commodity		nder/booster/Symptom	leak-failed gasket/seal/weatherstrip
Commodity		nder/booster/Symptom	leak-fluid
Commodity		nder/booster/Symptom	mod-driving condition-while driving
Commodity		nder/booster/Symptom	mod-vehicle towed in
ignificant Event		Verified	N
read Informatio	n	l.	
		Tree 1 Cotto and December 1	
read Category Code	03	Tread Category Descripti	on service brakes
eported in Tread Quarter	Q4 2008		
Report Details			
ource Claim Key	120648380	Warranty Component	Classification
ouree claim Rey	1200+0500	(WCC)	Clussification
orporate Product System	s Classification	Time in Service	6
CPSC)			
ustomer Condition Code		V Function Group (VF	
ource System Program Ty	pe	Repair/Report/Paid Dat	te 15-Oct-2008
ersion Series Code		Load Date	27 -Oct-2008
ausal Part Prefix- Base - S		Dealer Code	41194
ausal Part Name	unknown	Dealer Name	AUTO WEST MAZDA
on Causal Part Prefix-Bas	e-Suffix	Dealer City	ROSEVILLE
on Causal Part Numbers		Dealer State/Province	CA
ault Code		Dealer Country	USA
iagonstic Trouble Code		Dealer Phone Number	
abor Operation Code		Attachment	
Communication Type	27 0 2000	VOQ Component Desc	ription Code
	27 -Oct-2008		
Iaintenance Date			
	8 CUST STS SINCE PURCH 4/08 @ DIR N	MULTIPLE TIMES FOR BRAKE I	LIGHT. STS EA TIME CHECKED, RESERVOIR

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

TO PUT LINE ON RESERVOIR & SEAL CAP. CUST STS PD \$40K & SHLDN'T HAVE THIS PROB. CUST STS JUST WANTS THE VEH FIXED.

Technician	ATTN DCSM/SVM	PER CONVERSATION, PLEASE REVIEW REQU	IEST PLEASE CLOSE UPON	N RESOLUTION THANKS CUST REQUESTS
Comment		AK RESOLVED.THANK YOUROBIN X1134 INT		
		R ON 10 20 08REPLACEMENT BRAKE MAST		
		BEING INSTALLED NOWOWNER TO PIC		
		NING AFTER 7AM 0012008 10 15CRPP233 AT		
		ON RESOLUTION. THANKS.CUST REQUESTS		
		KE FLUID LEAK ADVD CUST WLD SPEAK WI		-
		CUST STD THAT DSM ALREADY INVOLVED I		
		S REPAIR. STD TECH HOTLINE (#584405) RE		
		RESERVOIR & SEAL THE CAP BUT CUST D		
		RSELF. HE STD SHE MADE COMMENT THAT		
		RDY DRIVING TO DLR. W/O BRAKES. HE STD		
		FAR HAVE GONE EXTRA MILE. EMAILED F		
		CALLED TODAY. VEH @ # 41194. PLEA 00320		
		1 TO BRETT STIERLI & CAS COPIED I INSPE		
		TO ROGER TARVER. WE LOOKED AT EVERY		
		YSTEM, THE MASTER CYLINDER AND BRAK		
		OIR IS BONE DRY BUT HAS ALWAYS BEEN FU		
		LE WITH THE SYSTEM SEALED AND THE RES		
		233 SES. I KNOW BRETT WILL BE AT AUTO W		
		IER VEHICLE AND WOULD LIKE HIM TO LOOI		
		POSSIBLE. EMAIL FROM TECH REGION BRET		
	CANCEL MY FLIG	HT TO SACRAMENTO ASAP. THE IVAN MELEZ	A APPOINTMENT AT AUTO	WEST HAS BEEN CANCELED.BRETT CUST
	LEFT V/M MESSAG	E STATING DRIVING TO DLR TO MEET WITH	MA 0062008 10 20CRPP233	ZDA TECH. STS SHE FEELS SHE'S AT RISK
	DRIVING VEHICL	E AS UNCERTAIN WHEN BRAKES MAY FAIL.	STS THEY DID SEAL THE	RESERVOIR THURSDAY & ALREADY THE
	TANK IS LOW. CUS	T INQ IF CAN'T BE FIXED WHAT IS THE NEXT	STEP. TT DSM JIM HANCO	CK WHO STD HE & BRETT STIERLI FOUND
	THE MASTER CYI	INDER WAS LEAKING INTO THE BRAKE BOO	STER. STD BEFORE THEY	COULDN'T SEE IT BUT IT'S VISIBLE NOW.
	STS THEY ORDER	ED MASTER CYLINDER & BRAKE BOOSTEI	R & SHLD BE READY WEI	DNESDAY. LEFT V/M MESSAGE FOR CUST
	ADVISING THE M.	ASTER CYLINDER LEAKI 0072008 10 20CRPP2	33 NG INTO BRAKE BOOS	TER & BOTH PARTS HAD BEEN ORDERED.
	TOLD CUST VEH S	HLD BE READY BY WEDNESDAY & THAT SV	C DIRECTOR CHRIS ESCO	E WLD KEEP IN TOUCH WITH HER. EMAIL
		ERLI TO ALL, I INSPECTED THIS VEHICLE TO		
		IT INSPECTED THE VEHICLE TODAY AT THE	•	
		N TAMPERED WITH SINCE THE DEALER TAPE		
		82008 10 20CRPP233 VISUALLY INSPECTED AL		· · · · · · · · · · · · · · · · · · ·
		SIGNS OF EXTERNAL LEAKS FOUND, CUSTO		
		ICE THE ISSUE BEGAN. I REMOVED THE MA		
		FLUID INSIDE AND THE BACK OF THE MAS		
		INTO THE BOOSTER.10/20/08 PACP267 REQ		
		8 10 21CRPP233 INTERNAL BRAKE MASTER C		
		NT BRAKE MASTER CYLINDER AND BRAK OWNER TO PICK UP VEHICLE BETWEEN 4		
	7AM	OWNER TO FICK OF VEHICLE BETWEEN 4	SOFM AND OF M TODAT (IN	0 21 08) OK TOMOKKOW MOKNING AFTER
COIS Reco				
mmendatio				
ns				
Tire Inf	formation			
Tire Manufa		Unknown [Tin	e Size	Unknown
Tire Brand S	Series	W	heel	
DOT Left F			OT Right Front	
DOT Left R DOT Left Ir			OT Right Rear OT Right Inner	
DOT Left II DOT Spare			or Right liller	

Vahiela Informati
DOT Spare
DOT Left Inner
DOT Left Rear
DOT Left Front
Tire Brand Series

Vehicle Information			
VIN	JM3TB38VX80	Engine Serial Number	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	
Plant Description	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 Copyright 2001 Ford Motor Co. All Rights Reserved. S1016M1 OPEN CUSTOMER CONTACT INQUIRY 10/16/11 16:48:45 P447 MCJP089 Rgst No.: 1206483 - 80 Source: 1 VIN....: JM3TB38VX80 Goodwill.: N Mdl/Yr..: CX9 / 08 Dlvry Dt: 04/25/08 Trnsm: A Srv Agrmt: Mileage: Last Nm. : First Nm: R/T0....: Midl Nm.: Address1: City....: ACAMPO Adr2: State...: CA Day Ph. : Ext.: Zip: \_ \_ Brand.: N DSA...: Y Assigned Rgn: PA R/A: Eve Ph. : \_ Resp Dlr: Rslv Dlr: 41194 AUTO WEST MAZDA E-mail: 1) Typ: 1 Rea: 1B Cat: P20 CC: 97 CC: 2) Typ: Rea: Cat: 3) Typ: CC: : **CC** Cat: 4) Typ: Rea∶ Cat: Rea∶ 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

S1017M1	CUSTOMER FOLLOW-U	JP 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			

TOP

10/15/08 CRPP233 AT-ATTN: DCSM/SVM: PER CONVERSATION, PLEASE REVIEW REQUEST, PLEASE CLOSE UPON RESOLUTION. THANKS.CUST REQUESTS BRAKE FLU 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

S1017M1 P447	CUSTOMER FOLLOW	V-UP INQUIRY	10/16/11	16:49:00 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-	JP 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	N INVOLVED
	IN THIS REPAIR BU	T CUST CALLED TO	DAY. VEH @ # 41	194. PLEA
	SE READ FILE NOTES	BELOW.		
10/20/08 CRPP233	EMAIL FROM DSM TO	BRETT STIERLI &	CAS COPIED: I I	NSPECTED T
	HIS VEHICLE AT DEA	LERSHIP WITH THE	TECHNICIAN AND	WHILE TALK
	ING TO ROGER TARVE	R. WE LOOKED AT	EVERY BRAKE LINE	AND FITTI
	NG, THE CALIPERS,	THE PROPORTION	ING VALVE THE ABS	SYSTEM, T
	HE MASTER CYLINDER	AND BRAKE BOOST	ER AND FOUND NO	SIGNS OF A
				MORE

S1017M1	CUSTOMER	FOLLOW-U	JP 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...

S1017M1	CUSTOMER FOLLOW-	JP 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	

Corp F-up Dt.:

Rgn 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...

S1017M1	CUSTOMER FOLLOW-U	JP INQUIRY	10/16/11	16:49:10
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 XED WHAT IS THE NEXT STEP.

S1017M1

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 LEAKI NG INTO BRAKE BOOSTER & BOTH PARTS HAD BEEN ORDERED. TOLD CU ST VEH SHLD BE READY BY WEDNESDAY & THAT SVC DIRECTOR CHRIS MORE...

S1017M1	CUSTOMER	FOLLOW-U	JP INQUIRY	10	/16/11	16:49:13
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 ESCOE WLD KEEP IN TOUCH WITH HER. EMAIL FROM BRETT STIERLI: TO ALL, I INSPECTED THIS VEHICLE T ODAY AND ADDED THE FOLLOWING TO THE H/L FILE TEXT:10/20/08 P ACP267 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...

S1017M1	CUSTOMER	FOLLOW-U	JP INQUIRY	1	0/16/11	16:49:15
P447						MCJP089
Rqst No:	1206483 -	80	Name:			
VIN:	JM3TB38VX80		Closed date:	10/23/08	3	
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 FL UID 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 W ITH 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

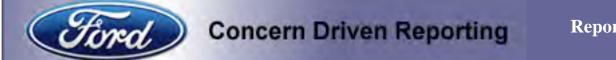
MORE...

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 INQUIR	Y 10/16/11 16:49:25
P447		MCJP089
Rqst No: 1206483 - 8	80 Name	:
VIN: JM3TB38VX80	Rslv Dlr	
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	R CYLINDER FLUID LEAK DIS	COVERED BY MAZDA ENGINEER ON
L: 10-20-08 REPLACE	IENT BRAKE MASTER CYLINDE	R AND BRAKE BOOSTER ORDERED
R: . PARTS HERE AS OF 11AM	1 10-21-08BEING INST	ALLED NOWOWNER TO PICK
: UP VEHICLE BETWEEN 4 3	BOPM AND 6PM TODAY(10-21-	08) OR TOMORROW MORNING AFTER
: 7AM		
M:		
M :		
A:		
:		
:		
:		
Ref Nbr: Lgl: A	Arb: R/TO Log Nbr	: Lock Contact: N
Micro-Film Cassette Numb	per: Frame Nbr	:
SVCD0001I Function Comple	eted	

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



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

amodity Assignment         odity       chassis-service brakes—         cant Event	Symptom Symptom Symptom Symptom Symptom Symptom Symptom Verified	administrative cost damage-cracked/fractured/split function-malfunction/inoperative leak-failed gasket/seal/weatherstrip leak-fluid mod-intermittent/random no keyword found N
odity chassis-service brakes— odity chassis-service brakes— cant Event <b>d Information</b> Category Code 03 ed in Tread Quarter Q3 2010 <b>ort Details</b> Claim Key 131696640 ate Product Systems Classification ) ner Condition Code	Symptom Symptom Symptom Symptom Symptom Symptom	damage-cracked/fractured/split function-malfunction/inoperative leak-failed gasket/seal/weatherstrip leak-fluid mod-intermittent/random
odity chassis-service brakes— odity chassis-service brakes— odity chassis-service brakes— odity chassis-service brakes— odity chassis-service brakes— cant Event <b>Id Information</b> Category Code 03 ed in Tread Quarter Q3 2010 <b>ort Details</b> Claim Key 131696640 rate Product Systems Classification ) ner Condition Code	Symptom Symptom Symptom Symptom Symptom	function-malfunction/inoperative leak-failed gasket/seal/weatherstrip leak-fluid mod-intermittent/random
odity chassis-service brakes— odity chassis-service brakes— odity chassis-service brakes— odity chassis-service brakes— cant Event d Information Category Code 03 ed in Tread Quarter Q3 2010 ort Details Claim Key 131696640 ate Product Systems Classification ) ner Condition Code	Symptom Symptom Symptom Symptom	leak-failed gasket/seal/weatherstrip leak-fluid mod-intermittent/random
odity chassis-service brakes— odity chassis-service brakes— odity chassis-service brakes— cant Event d Information Category Code 03 ed in Tread Quarter Q3 2010 ort Details Claim Key 131696640 ate Product Systems Classification ) ner Condition Code	Symptom Symptom Symptom	leak-fluid mod-intermittent/random
odify chassis-service brakes— odity chassis-service brakes— cant Event d Information Category Code 03 ed in Tread Quarter Q3 2010 ort Details Claim Key 131696640 ate Product Systems Classification ) ner Condition Code	Symptom Symptom	mod-intermittent/random
odify chassis-service brakes— cant Event  d Information Category Code of in Tread Quarter Q3 2010  ort Details Claim Key I31696640  ate Product Systems Classification ) ner Condition Code	Symptom	
cant Event     03       Category Code     03       ed in Tread Quarter     Q3 2010       ort Details       Claim Key     131696640       ate Product Systems Classification       )		no keyword found N
Information     03       Category Code     03       ed in Tread Quarter     Q3 2010       Ort Details     0       Claim Key     131696640       ate Product Systems Classification     0       her Condition Code     0	Verified	N
Category Code 03 ed in Tread Quarter Q3 2010 Def Details Claim Key 131696640 ate Product Systems Classification ) ner Condition Code		
ed in Tread Quarter Q3 2010 Ort Details Claim Key 131696640 ate Product Systems Classification ) ner Condition Code		
ed in Tread Quarter Q3 2010 Ort Details Claim Key 131696640 ate Product Systems Classification ) ner Condition Code	Tread Category Description	service brakes
Claim Key 131696640 rate Product Systems Classification ) ner Condition Code	~ * *	
Claim Key 131696640 rate Product Systems Classification ) ner Condition Code		
rate Product Systems Classification ) ner Condition Code	Warranty Component Class	ification
) ner Condition Code	(WCC)	
) ner Condition Code	Time in Service	24
	V Function Group (VFG)	
System Program Type	Repair/Report/Paid Date	15-Sep-2010
1 Series Code	Load Date	03 -Oct-2010
Part Prefix- Base - Suffix	Dealer Code	34469
Part Name unknown	Dealer Name	BOMMARITO MAZDA
ausal Part Prefix-Base-Suffix	Dealer City	SAINT PETERS
ausal Part Numbers	Dealer State/Province	МО
Code	Dealer Country	USA
istic Trouble Code	Dealer Phone Number	6369282300
Operation Code	Attachment	
unication Type	VOQ Component Description	Code
nance Date 03 -Oct-2010	· · · · · ·	
mer CUSTOMER, MAR, STATES WAS HAVING A CONCERN WITH	VEHICLE AND TOOK IT IN	TO DEALER AND DETERMINED THAT TH
ent BRAKE SEAL HAD BROKEN CAUSING THE BRAKE FLUID TO		
WONDERING IF MAZDA WOULD BE WILLING TO HELP WITH		

WONDERING IF MAZDA WOULD BE WILLING TO HELP WITH A NOT SO COMMON ISSUE.

Tashnisian				
Technician				DCSM FOR POSSIBLE GOODWILL. PLEASE
Comment	CONTACT TECH S	UPPORT IF NECESSARY. PLEASE CLOSE U	JPON RESOLUTION. THANKS	AL PEREZ 949 727 6512 DSM REQUESTED
	CAC TO SEND CUS	TOMER GIFT CERTIFICATES. SEPTEMBER	30, 2010	, MO
	DEAR	THANK YOU FOR YOUR CALL TO	MAZDA NORTH AMERICAN O	PERATIONS REGARDING THE BRAKE SEAL
				AVE ANYONE LESS THAN COMPLETELY
		*		OGIZE THAT THE BRAKE SEAL NEEDED TO
				BE. AS PROMISE 0012010 09 15CRPP926 REQ
				-
				GOODWILL REPAIRS. ADVISED WE TAKE IT
				ORIZE DEALER TO DO REPAIR. ADVISED
				NG CUSTOMER, CUSTOMER STATES HE IS
				COMER STATES WAS GIVEN OUR NUMBER
				AFTER 0022010 09 15CRPP926 THE REPAIR.
	CUSTOMER NOT P	LEASED THAT DEALER DIDNT LOOK INTO	HELPING HIM MORE BESIDE	S JUST GIVING HIM A NUMBER THAT NOW
	HE FINDS OUT IS	TO LATE BECAUSE HE ALL READY PAIL	D. CALLED DSM BILL, NO AN	SWER LEFT VM AND ADVISED I WOULD
	FOLLOW UP WITH	I EMAIL DETAILS. MORNING BILL, THIS	S THE CASE THAT I LEFT YO	U THE VOICEMAIL ON. I HAD A SIMILAR
	SITUATION LIKE	HIS WITH ANOTHER OUESTION AND WE	(DSM AN I) OFFERED CUSTO	MER SOME GIFT CARDS. I DONT KNOW IF
				DES LOOK LIKE HE WOULD HAVE BEEN A
				AID.CUSTOMER NOTESCUSTOMER STATES
				ED THAT THE BRAKE SEAL HAD BROKEN
				REPAIR AND WAS WONDERING IF MAZDA
				UIRED IF DEALER IN POSITION TO OFFER
				NORMALLY D 0042010 09 15CRPP926 ONT
				ND IF WE FEEL THAT GOODWILL APPLIES
				L MAZDA ABOUT AWA IF CUSTOMER IS A
				THAT HE DOES SERVICE VEHICLE AT THE
				R ABOUT ASSISTANCE BUT HE WAITED TO
	CALL UNTIL AFT	ER THE REPAIR. CUSTOMER NOT PLEASE	D THAT DEALER DIDNT LOO	K INTO HELPING HIM MORE, BESIDES JU
	0052010 09 15CRPF	926 ST GIVING HIM A NUMBER THAT NO	W HE FINDS OUT IS TO LATE	BECAUSE HE ALL READY PAID. 0062010 09
	16CRPP926 AT AT	IN DCSM/SVM PER CONVERSATION. PLE	ASE REVIEW REOUEST. PLE	ASE CONTACT THE DCSM FOR POSSIBLE
				OLUTION. THANKS. AL PEREZ 949 727 6512
				WILL TALK TO THEM ABOUT THE REPAIR
	· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·		AT DSM WILL BE GOING INTO DEALER
				VAN IWAARDEN, WHO STATES AFTER HIS
	· · · · · · · · · · · · · · · · · · ·		· · · · · · · · · · · · · · · · · · ·	S GOODWILL. LEFT VOICE MAIL MESSAGE
				ED REQUESTING TO SPEAK WITH AGENT
				RPP206 DSM REQUESTED CAC TO SEND
	CUSTOMER GIFT	CERTIFICATES. 0102010 09 29CRPP206 RE		
				OUR CALL TO MAZDA NORTH AMERICAN
				SAY IT IS NEVER OUR INTENTION TO HAVE
	ANYONE LESS TH	AN COMPLETELY SATISFIED WITH ANY A	SPECT OF HIS OR HER MAZD	A OWNERSHIP EXPERIENCE. I APOLOGIZE
				D HOW FRUSTRATING REPAIRS CAN BE. AS
	PROMISE 0112010	09 29CRPP206 D IN OUR TELEPHONE CON	VERSATION I HAVE ENCLOS	ED A COUPLE OF \$400 WORTH OF MAZDA
	GIFT CARDS, WHI	CH CAN BE USED AT ANY MAZDA DEALER	SHIP FOR PARTS, SERVICE OR	ACCESSORIES. I HOPE THESE GIFT CARDS
	REINFORCE OUR	COMMITMENT TO YOUR SATISFACTION	N FOR THIS CONCERN.THAN	NK YOU FOR CONTACTING MAZDA AND
	ALLOWING US TH	E OPPORTUNITY TO ASSIST YOU. IF YOU H	AVE ANY QUESTIONS, PLEAS	E CONTACT ME DIRECTLY AT (800) 222 5500
		GLYNN NOLESREPRESENTATIVE, CUSTON	- · ·	
CQIS Reco	D	· · ·		
mmendatio				
ns				
Tire In	formation			
Tire Manufa		Unknown	Tire Size	Unknown
Tire Brand			Wheel	
DOT Left F			DOT Right Front	
DOT Left R			DOT Right Rear	
DOT Left I	nner		DOT Right Inner	

#### DOT Spare Vehicle Information

venicie intormation			
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			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 Copyright 2001 Ford Motor Co. All Rights Reserved. S1016M1 OPEN CUSTOMER CONTACT INQUIRY 10/16/11 16:55:26 P447 MCJP089 Rgst No.: 1316966 - 40 Source: 1 VIN....: JM3TB28A280 Goodwill.: N Mdl/Yr..: CX9 / 08 Mileage: 46000 Dlvry Dt: 10/22/08 Trnsm: A Srv Agrmt: Last Nm. : First Nm: R/T0....: Midl Nm.: Address1: City....: WENTZVILLE Adr2: Day Ph. : State...: MO Ext.: Zip: \_ \_ Eve Ph. : Brand.: N DSA...: Y Assigned Rgn: MW R/A: Resp Dlr: Rslv Dlr: 34469 BOMMARITO MAZDA E-mail: 1) Typ: 1 Rea: 1B Cat: P20 CC: 97 2) Typ: 3 Rea: 5K Cat: CC: CC: CC: 3) Typ: Rea∶ Cat: 4) Typ: Rea: Cat: 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

S1017M1	CUSTOMER	FOLLOW-U	P INQUIRY	10/16/11	16:55:35
P447					MCJP089
Rqst No:	1316966 -	40 I	Name:		
VIN:	JM3TB28A28		Closed date:	09/29/10	
Handled by:	CRPP206	I	Date Modified:	09/29/10	
Notify QA:		I	District:	08	
Rgn F-up Dt:		(	Corp F-up Dt.∶		
Action Taken:					

Date By Whom Text

TOP

09/15/10 CRPP926 REQ DESC: SEEKING GOODWILL

ADVISED CUSTOMER WE NORMALLY DONT REIMBURSE FOR GOODWILL REP AIRS. ADVISED WE TAKE IT ON CASE BY CASE BASIS AND IF WE FEE L THAT GOODWILL APPLIES WE WILL AUTHORIZE DEALER TO DO REPAI R. ADVISED DEALER WILL SOMETIME CALL MAZDA ABOUT AWA IF CUST OMER IS A GOOD SERVICING CUSTOMER, CUSTOMER STATES HE IS AND WAS ABLE TO CONFIRM THAT HE DOES SERVICE VEHICLE AT THE DEA LER. CUSTOMER STATES WAS GIVEN OUR NUMBER WHEN HE INQUIRED T MORE...

SVCD0001I Function Completed

S1017M1	CUSTOMER FOLLOW-UP INQUIRY			10/16/11	16:55:39	
P447					MCJP089	
Rqst No:	1316966 -	40	Name:			
VIN:	JM3TB28A280	D	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...

S1017M1	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...

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 MORE...

S1017M1	CUSTOMER FOLLOW-UP INQUIRY		10/16/11	16:55:43	
P447					MCJP089
Rqst No:	1316966 -	40 I	Name:		
VIN:	JM3TB28A280		Closed date:	09/29/10	
Handled by:	CRPP206	I	Date Modified:	09/29/10	
Notify QA:		I	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...

S1017M1	CUSTOMER FOLLOW-UP INQUIRY		10/16/11	16:55:45	
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 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...

S1017M1	CUSTOMER FOLLOW-UP INQUIRY		10/16/11	16:55:47
P447				MCJP089
Duck No.	1010000 40	News		_
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. PLEA	SE CLOSE UPON RE	SOLUTION.
	THANKS. AL PEREZ 94	49 727 6512		
	AL, I GOT YOUR MESS	AGE THIS MORNING	i, I AM GOING TO	THIS DEALE
	R ON FRIDAY AND WI	LL TALK TO THEM	ABOUT THE REPAIR	AT THAT T
	IME. BILL VANIWAARD	EN 7 DSM GULF REG	GION 7	
	ADVISED CUSTOMER T	HAT DSM WILL BE	GOING INTO DEALE	R TOMORROW
	, TO DISCUSS WITH	DEALER.		
09/28/10 CRPP206	TALKED TO DSM BILL	VAN IWAARDEN	WHO STATES AFTER	HIS RESEA

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

S1017M1		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 b	ру:	CRPP206	Date Modified: 09	/29/10	
Notify QA	<b>A</b> :		District: 08		
Rgn F-up	Dt:		Corp F-up Dt.:		
Action Ta	aken:				
Date	By Whom	Text			
					MORE
09/28/10	CRPP206	RCH HE IS WILLING	FO SEND CUSTOMER \$	400 WORTH OF M	AZDA GIFT
		CARDS AS GOODWILL.			
		LEFT VOICE MAIL MES	SSAGE FOR CUSTOMER	ASKING FOR A	CALL BACK.
09/28/10	CRPP172	CUSTOMER CALLED REC	QUESTING TO SPEAK	WITH AGENT GLY	NN. AGENT
		TRANSFERRED CALL TO	O GLYNN WITH PERMI	SSION.	
09/28/10	CRPP206	DSM REQUESTED CAC	TO SEND CUSTOMER	GIFT CERTIFICA	TES.
09/29/10	CRPP206	RE-OPEN TO ADD GOOD	DWILL.		
		SEPTEMBER 30, 2010			
					MORE

S1017M1		CUSTOMER FOLL	OW-UP INQUIRY	10/16/1	11 16:55:52
P447					MCJP089
Rqst No	:	1316966 - 40	Name:		
VIN	:	JM3TB28A280	Closed date:	09/29/10	
Handled b	у:	CRPP206	Date Modified:	09/29/10	
Notify QA	۱ :		District:	08	
Rgn F-up	Dt:		Corp F-up Dt.:		
Action Ta	aken:				
Date	By Whom	Text			
					MORE
09/29/10	CRPP206	TZVILLE, MO	DEAR	: Thank you for	R YOUR CALL T
		O MAZDA NORTH A	MERICAN OPERATIONS	REGARDING THE	BRAKE SEAL 0

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

S1017M1	CUSTOMER	FOLLOW-I	JP INQUIRY	1	0/16/11	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

S1018M1 CUSTOMER CLOSING INQUIRY 10/16/11 16:55:58 P447 MCJP089 Rqst No....: 1316966 - 40 Name....: VIN.....: JM3TB28A280 Rslv Dir.....: 34469 BOMMARITO MAZDA Closed By..: DEALER Closed Date....: 9/29/10 Satis Code.: Y Re-open Date...: 9/29/10 Re-open...: Y Dlr Contact: SCOTT COWAN Cust Contact Dt: 09/28/10 D: DSM REQUESTED CAC TO SEND CUSTOMER GIFT CERTIFICATES. L: R: : : M: SEPTEMBER 30, 2010 . MO M: DEAR DEAR : 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

Open Date	06/05/2009
Sequence Number	00159
ECI Record Id 620400613	
Source Code MAZDA Hotline	Source Claim #000620150

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 2
Causal ComponentNOT PROVIDED BY SOURCE	
Base	

Report Details		
Customer/Contact Firs	it	Dealer NameBROWNING MAZDA
Name		
Customer/Contact Las	it	Dealer Code 41959
Name		
Customer/Contact City		Dealer City CERRITOS
Customer/Contact State		Dealer State CA
Comment Type	05	Attachements
Customer		
Comments		
Technician <mark>BS 06</mark> /	05/09 BRAKE PEDAL TO FLOOR(	MASTER&BOOSTER) CUST STATES THE BRAKE
Comments PEDAL	. TRAVELS TO THE FLOOR WHEN	I STOPPING AND AT A STOP TECH STATES THE
BRAKE	EFLUID RESERVOIR IS EMPTY BU	T THERE ARE NO TRACES OF WHERE THE FLUID
WENT	PER TECHLINE REPLACE LEAKING	MASTER CYLINDER & BRAKE BOOSTER
CQIS		
Recommendation		
Comments		

Vehicle Information	
VINJM3TB28V880	Engine <mark>3.7L 4V-DAMB PFI V6 NA GAS</mark>
Model CX-9	Transmission 6 SPD AUTO TRANS AISIN F21
Model Year 2008	Mileage7316
Production Date08-Apr-2008	Warranty Start Date 06-Jun-2008

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

Open Date Sequence Number	02/03/2010 00337
ECI Record Id620433762	
Source Code MAZDA Hotline	Source Claim #000656072

Symptom Information	
Symptom Code 1 no keyword found	Symptom Code 2 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 ComponentNOT PROVIDED BY SOURCE	
Base	

Report Details		
Customer/Contact	First	Dealer NameMODERN MAZDA
Name		
Customer/Contact	Last	Dealer Code 50704
Name		
Customer/Contact Cit	з <b>у</b>	Dealer City THOMASTON
Customer/Contact Sta	ate	Dealer State CT
Comment Type	05	Attachements
Customer		
Comments		
Technician <mark>G</mark>	F 2/3/10 BRAKE FLUID-BOOSTER M/CYI	L C/STATES BK PEDAL GO'S TO THE FLOOR TECH
Comments H	AS CALLED WITH A CONCERN THAT TH	IE THE BRAKE PEDAL GO'S TO THE FLOOR WHEN
S	TOPPING ALL THE BRAKE FLUID IS LEAP	KED INTO BOOSTER 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	Mileage26210
Production Date 11-Jun-2008	Warranty Start Date 18-Aug-2008



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

Commodity Assignment         Symptom         pokeword found           Commodity         Phassis-service brakes—         Symptom         pedal concerns-service brake pedal           Commodity         Phassis-service brakes-brake pedal—         Symptom         pedal concerns-service brake pedal           Commodity         Phassis-service brakes-brake pedal         Symptom         pedal concerns-service brake pedal           Commodity         Phassis-service brakes-master         cylinder/booster         Symptom         pedal concerns-service brake pedal           Commodity         Phassis-service brakes-master         cylinder/booster         Symptom         pedal concerns-service brake           Significant Event         N         Tread Category Code         13         Tread Category Description         pervice brakes           Source Claim Key         Q12010         Report Details         N         Component Classification           Source System Classification         WCC)         Imm in Service         36         Concernse Service           Customer Condition Code         V Function Group (VFG)         Source System Classification         Source System Classification         Source System Service           Customer Condition Code         AAAMR         Load Date         05 -Apr-2010         Customer Condition Code         Source System Classification         Sou	ECI Record	6204408	14	Sou	rce Code	MAZE	DA Hotline
Commodity chasts-service brakes— Symptom peda concents-service brake pedal Commodity chasts-service brakes-brake pedal— Symptom pedal concents-service brake pedal Commodity chasts-service brakes-brake pedal— Symptom function/inoperative hydroboost— Commodity chasts-service brakes-master cylinder/booster/Symptom function/inoperative hydroboost— Component Classification read Category Code D3 [Tread Category Description pervice brakes Report Details Source Claim Key 000665866 Warranty Component Classification (VCC) Corporate Product Systems Classification [Nucc] 36 Customer Condition Code V Function Group (VFG) Source System Program Type Code AAAMR Coad Date 05 -Apr-2010 Cession Froduct Systems Classification [Nucc] 29-Mar-2010 Causal Part Profix- Base - Suffix - Dealer Code 40206 Causal Part Prefix-Base - Suffix - Code 40206 Comment - Code [19-Apr-2010] Comment - Comment - Code [19-Apr-2010] Cust on et Comment - Code [19-Apr-2010] Cust on et Comment - Comment - Code [10-Apr-2010] Cust on et Comment - Code [10-Apr-2010] Cust on et Comment - Code [10-Apr-2010] Cust for et comment - Custofic Code [10-Apr-2010] Customer Code [10-Apr-2010] Cust for et comment - Custofic Code [10-Apr-2010] Cust for et comment - Custofic Code [10-Apr-2010] Customer Code [10-Apr-2010] Customer Code [10-Apr-2010] Customer Code [10-Apr-2010] Customer Code [10-Apr-2010] Customer Code [10-Apr-2010] Customer [10-Apr-2010] Customer [10-Apr-2010] Customer [10-Apr-2010] Customer [10-Apr-2010] Customer [10-Apr							
Commodify chassis-service brakes-master cylinder/booster/Symptom pedal concerns-service brake pedal Commodity chassis-service brakes-master cylinder/booster/Symptom pedal concerns-service brakes pedal Commodity chassis-service brakes pedal Commodity chassis-service brakes pedal Commodity chassis concerns pedal concerns-service brakes pedal Commodity chassis concerns pedal concerns-service chase pedal Commodity chassis concerns concerns concerns concerns pedal concerns concerns pedal concerns concerns pedal concerns concerns concerns pedal concerns concerns pedal concerns concerns pedal concerns concerns concerns concerns concerns pedal concerns concerns concerns pedal concerns concerns pedal concerns c			vice brokes		Exmantom	no ko	wword found
Commodify chassis-service brakes-make pedal—Symptom pedal concerns-service brake pedal Commodify chassis-service brakes-maker cylinder/boosterSymptom function-mailunction/inoperative hydroboost Commodity chassis-service brakes-master cylinder/boosterSymptom eak-fluid hydroboost Significant Event Verified N <b>Tread Information</b> Fread Category Code 03 Fread Category Description pervice brakes Report Dictails Source Claim Key 00663866 Warranty Component Classification (WCC) Corporate Product Systems Classification (CPSC) Customer Condition Code V Function Group (VFG) Source System Program Type Version Series Code AAAMR Load Date 29-Mar-2010 Causal Part Profix-Base-Suffix I - Dealer Code 40206 Causal Part Profix-Base-Suffix I - Dealer Code 19 Vance West COTT MAZDA Non Causal Part Profix-Base-Suffix I - Dealer Code 19 Vance Code 40206 Causal Part Profix-Base-Suffix I - Dealer Code 40206 Causal Part Profix-Base-Suffix I - Dealer Code 40206 Commond Version Series Date 19 -Apr-2010 Causal Part Profix-Base-Suffix I - Dealer Code 40206 Causal Part Profix-Base-Suffix I - Dealer Code 40206 Commond 10 - Commond 10							
Commodify chassis-service brakes-master cylinder/booster/Simptom function-malfunction/inoperaive hydrobost- Commodity chassis-service brakes-master cylinder/booster/Symptom beak-fluid hydrobost- Significant Event Verified N Tread Category Code D3 Tread Category Description pervice brakes Report Details Ouree Claim Key 000663866 Warranty Component Classification (WCC) Corporate Product Systems Classification Imme in Service 36 CPSC) Condition Code Code AAAMR Load Date Product Product Systems Classification (WCC) Corporate Product Systems Classification Imme in Service Date Product Systems Classification (WCC) Corporate Product Systems Classification Imme in Service 36 CPSC) Condition Code Code AAAMR Load Date Product Product Systems Classification (WCC) Consult Product Systems Classification Imme in Service 73 Consult Product Systems Classification (WCC) Consult Product Systems Classification Imme in Service 74 Causal Part Name WESTCOTT MAZDA Non Causal Part Name WESTCOTT MAZDA Non Causal Part Name WESTCOTT MAZDA Non Causal Part Prefix-Base-Suffix Dealer City NATIONAL CITY Non Causal Part Name WESTCOTT MAZDA Dealer City NATIONAL CITY Non Causal Part Name (Part Part State Province CA Dealer Prion Number Load Optic Code Dealer Prion Number Classific Troble Code Dealer Prion Number Classific Troble Code Dealer Prion Number Classific Troble Code Dealer Contry USA Diagonstic Troble Code Date 19 - Apr-2010 CC us to m er Comment Code Comment C							
Image: Commodity         Image: Commodity         Image: Commodity         Image: Commodity           Commodity         Phassis-service         Drakes-master         cylinder/booster/Symptom         leak-fluid           Tread Information         Image: Commodity         Phassis-service         N           Tread Category Code         03         [Tread Category Description]         Fervice brakes           Reported in Tread Quarter         Q1 2010         Previce brakes         Reported in Tread Quarter         Q1 2010           Report Details         Source Claim Key         D00663866         Warranty Component Classification         Crescone         36           Corporate Product Systems Classification         Imme in Service         36         36         36           Cresconer Condition Code         Vertified         Date         29-Mar-2010         29-Mar-2010           Causal Part Name         Dealer Code         VP Anz2010         20-Mar-2010         20-Mar-2010           Causal Part Name         Dealer Code         Date         Date         20-Mar-2010         20-Mar-2010           Causal Part Name         Dealer Name         WESI (OTT MAZDA         20-Mar-2010         20-Mar-2010         20-Mar-2010         20-Mar-2010         20-Mar-2010         20-Mar-2010         20-Mar-2010         20-Mar-20							
Commodity Ehassis-service brakes-master cylinder/booster/Symptom leak-fluid ydroboost			5	er/booster/	Symptom	funct	ion-mailunction/inoperative
Important System         Verified         N           Tread Category Code         13         Tread Category Description         pervice brakes           Report In Firead Quarter         Q1 2010           Report In Firead Quarter         Q1 2010           Report In Firead Quarter         Q1 2010           Report Details           Source Claim Key         D00663866         Warranty Component Classification           (VPCC)           Corporate Product Systems Classification           Vertice Brank Source System Program Type           AAAMR           Code           VPAn=-2010           Vertice Transmission           Norporatin Key							

#### **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.

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

ECI Record	6204561	00 Sc	urce Code N	IAZDA Hotline
<b>Commodity Assign</b>	ment	· · · · · · · · · · · · · · · · · · ·	· · ·	
Commodity		vice brakes—	Symptom	function-shuts off
Commodity		vice brakes—	Symptom Symptom	function-stays on
Commodity		vice brakes-brake pedal-	Symptom	damage-cracked/fractured/split
Commodity		vice brakes-brake pedal—	Symptom	function-malfunction/inoperative
Commodity		vice brakes-brake pedal—	Symptom	function-steering/brake ineffective
Commodity		vice brakes-brake pedal—	Symptom	leak-fluid
Commodity		vice brakes-brake pedal—	Symptom	mod-driving condition-on deceleration/braking
Commodity		vice brakes-brake pedal—	Symptom	mod-driving condition-while driving
Commodity		vice brakes-brake pedal—	Symptom	mod-driving condition-while turning
Commodity		vice brakes-brake pedal—	Symptom	no keyword found
Commodity		vice brakes-brake pedal—		pedal concerns-service brake pedal
Commodity		vice brakes-brake pedal—	Symptom Symptom	repair-similar failures on other vehicles
	chassis-sei		~ 1	mentioned
Commodity	chassis-se	rvice brakes-master cylinder/booste	r/Symptom	function-malfunction/inoperative
	hydroboost			
Commodity	chassis-se	rvice brakes-master cylinder/booste	r/Symptom	function-steering/brake ineffective
	hydroboost	!	• •	
Commodity	chassis-se		r/Symptom	leak-fluid
	hydroboost	-	J T T	
Commodity	chassis-se		Symptom	mod-driving condition-while driving
Commonly	hydroboost	-	/bymptom	mod arrying condition-while driving
Commodity	chassis-se		r/Symptom	pedal concerns-service brake pedal
	hydroboost	-	- J I	r service state pour
Commodity		rvice brakes-master cylinder/booste	Symptom	repair-similar failures on other vehicles
commonly		5	Symptom	1
Commodite	hydroboost		Symptom	mentioned
Commodity		vice brakes-rotor/drum—	Symptom	damage-cracked/fractured/split
Commodity		vice brakes-rotor/drum—	Symptom	mod-driving condition-on deceleration/braking
Commodity		vice brakes-rotor/drum—	Symptom	mod-driving condition-while driving
Commodity		vice brakes-rotor/drum—	Symptom	mod-driving condition-while turning
Commodity	chassis-ser	vice brakes-rotor/drum—	Symptom	no keyword found
Significant Event			Verified	N
<b>Tread Information</b>				
Tread Category Code		T		· · · · ·
	03	11	ead Category Description se	ervice brakes
Reported in Tread Quarter	Q3 2010			
	Q3 2010			
<b>Report Details</b>	Q3 2010		Warranty Component Classific	ration
	Q3 2010		Warranty Component Classific	cation
Report Details Source Claim Key		000680624	(WCC)	
Report Details Source Claim Key Corporate Product Systems C		000680624		ration 15
Report Details Source Claim Key Corporate Product Systems C (CPSC)		000680624	(WCC)	
Report Details Source Claim Key Corporate Product Systems C (CPSC) Customer Condition Code	Classification	000680624	WCC) Time in Service V Function Group (VFG)	15
Report Details Source Claim Key Corporate Product Systems C (CPSC) Customer Condition Code Source System Program Type	Classification	000680624	WCC) Time in Service	
Report Details Source Claim Key Corporate Product Systems C (CPSC) Customer Condition Code Source System Program Type Version Series Code		000680624	WCC) Time in Service V Function Group (VFG) Repair/Report/Paid Date Load Date	15 21-Jul-2010 26 -Jul-2010
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Report Details Source Claim Key Corporate Product Systems C (CPSC) Customer Condition Code Source System Program Type Version Series Code Causal Part Prefix- Base - Suf Causal Part Prefix- Base - Suf Causal Part Nume Non Causal Part Prefix-Base-S Non Causal Part Numbers Fault Code Diagonstic Trouble Code Labor Operation Code	Classification	000680624	WCC) Fime in Service V Function Group (VFG) Repair/Report/Paid Date Load Date Dealer Code Dealer Code Dealer Code Dealer City Dealer State/Province Dealer Country Dealer Phone Number Attachment	15 21-Jul-2010 26 -Jul-2010 51598 SCOTT MAZDA ALLENTOWN PA USA 6107911221
Report Details Source Claim Key Corporate Product Systems C (CPSC) Customer Condition Code Source System Program Type Version Series Code Causal Part Prefix- Base - Suf Causal Part Prefix- Base - Suf Causal Part Name Non Causal Part Prefix-Base-S Non Causal Part Numbers Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type	Classification	000680624	WCC) Fime in Service V Function Group (VFG) Repair/Report/Paid Date Load Date Dealer Code Dealer Code Dealer City Dealer City Dealer Country Dealer Phone Number	15 21-Jul-2010 26 -Jul-2010 51598 SCOTT MAZDA ALLENTOWN PA USA 6107911221
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Report Details         Source Claim Key         Corporate Product Systems C         Customer Condition Code         Source System Program Type         Customer Condition Code         Source System Program Type         Version Series Code       Causal Part Prefix- Base - Suf         Causal Part Prefix- Base - Suf         Non Causal Part Prefix-Base-Suf         Non Causal Part Numbers         Fault Code         Diagonstic Trouble Code         Communication Type         Maintenance Date       Customer         Comment       RC 7/21/10 BRA	Classification fix Suffix	000680624 	WCC) Fime in Service V Function Group (VFG) Repair/Report/Paid Date Load Date Dealer Code Dealer Code Dealer Code Dealer City Dealer State/Province Dealer Country Dealer Phone Number Attachment VOQ Component Description Co AT THE DL,CSTM STS CONC	15 21-Jul-2010 26 -Jul-2010 51598 SCOTT MAZDA ALLENTOWN PA USA 6107911221 ode CERN HAS OCCURED ACOUPLE TIME FOR
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Report Details         Source Claim Key         Corporate Product Systems C         (CPSC)         Customer Condition Code         Source System Program Type         Version Series Code         Causal Part Prefix- Base - Suf         Causal Part Prefix- Base - Suf         Causal Part Prefix-Base-Suf         Non Causal Part Prefix-Base-Suf         Non Causal Part Numbers         Fault Code         Diagonstic Trouble Code         Labor Operation Code         Communication Type         Maintenance Date         C u s t o m er         Comment         Technician         RC 7/21/10 BRA         HIS WIFE,HE E         ABOUT 4 INCU         (CAR WITH SQ	Classification fix Suffix AKE PEDAI EXPERIENC HES, VEH.W UIGGLE LI	000680624 	WCC) Fime in Service V Function Group (VFG) Repair/Report/Paid Date Load Date Dealer Code Dealer Code Dealer Code Dealer City Dealer State/Province Dealer Country Dealer Country Dealer Phone Number Attachment VOQ Component Description Co AT THE DL,CSTM STS CONC ILE BRAKING TO MAKE A I HE BRAKE PEDAL,THEN VE CAYED ON UNTIL THE ENG.V	21-Jul-2010 26 -Jul-2010 51598 SCOTT MAZDA ALLENTOWN PA USA 6107911221 ode CERN HAS OCCURED ACOUPLE TIME FOR LEFT TURN,THE BRAKE PEDAL DROPPED EH.BRAKING WAS RESTORED.DSC LIGHT WAS SHUT OFF A SHORT TIME AFTER THE
Report Details         Source Claim Key         Corporate Product Systems C         (CPSC)         Customer Condition Code         Source System Program Type         Version Series Code         Causal Part Prefix- Base - Suf         Causal Part Prefix- Base - Suf         Causal Part Prefix-Base-Suf         Non Causal Part Prefix-Base-Suf         Non Causal Part Numbers         Fault Code         Diagonstic Trouble Code         Labor Operation Code         Communication Type         Maintenance Date         C u s t o m er         Comment         Technician         RC 7/21/10 BRA         HIS WIFE,HE E         ABOUT 4 INCU         (CAR WITH SQ	Classification fix Suffix AKE PEDAI EXPERIENC HES, VEH.W UIGGLE LI	000680624 	WCC) Fime in Service V Function Group (VFG) Repair/Report/Paid Date Load Date Dealer Code Dealer Code Dealer Code Dealer City Dealer State/Province Dealer Country Dealer Country Dealer Phone Number Attachment VOQ Component Description Co AT THE DL,CSTM STS CONC ILE BRAKING TO MAKE A I HE BRAKE PEDAL,THEN VE CAYED ON UNTIL THE ENG.V	21-Jul-2010 26 -Jul-2010 51598 SCOTT MAZDA ALLENTOWN PA USA 6107911221 ode CERN HAS OCCURED ACOUPLE TIME FOR LEFT TURN,THE BRAKE PEDAL DROPPED EH.BRAKING WAS RESTORED.DSC LIGHT WAS SHUT OFF A SHORT TIME AFTER THE
Report Details         Source Claim Key         Corporate Product Systems C         Customer Condition Code         Source System Program Type         Customer Condition Code         Cource System Program Type         Version Series Code       Causal Part Prefix- Base - Suf         Causal Part Prefix-Base - Suf         Non Causal Part Prefix-Base-S         Non Causal Part Numbers       Fault Code         Diagonstic Trouble Code       Communication Type         Maintenance Date       C         C u s t o m er       Comment         Technician       RC 7/21/10 BRA         HIS WIFE,HE E       ABOUT 4 INCH         (CAR WITH SQ       CONCERN.WH	Classification fix Suffix AKE PEDAI EXPERIENC HES,VEH.W DUIGGLE LI IEN RESTAI	000680624 	WCC) Fime in Service V Function Group (VFG) Repair/Report/Paid Date Load Date Dealer Code Dealer Code Dealer Code Dealer City Dealer State/Province Dealer Country Dealer Country Dealer Phone Number Attachment VOQ Component Description Co Attachment VOQ Component Description Co Attachment VOQ Component Description Co Attachment VOQ Component Description Co E BRAKING TO MAKE A I HE BRAKE PEDAL,THEN VE CAYED ON UNTIL THE ENG.V OT CHECKED FOR DTC,OR	15         21-Jul-2010         26 -Jul-2010         51598         SCOTT MAZDA         ALLENTOWN         PA         USA         6107911221         ode         EERN HAS OCCURED ACOUPLE TIME FOR         LEFT TURN, THE BRAKE PEDAL DROPPED         EH.BRAKING WAS RESTORED.DSC LIGHT         VAS SHUT OFF A SHORT TIME AFTER THE         RUN A NETWORK TEST CASE #680624 NO
Report Details         Source Claim Key         Corporate Product Systems C         (CPSC)         Customer Condition Code         Source System Program Type         Version Series Code         Causal Part Prefix- Base - Suf         Causal Part Name         Non Causal Part Prefix-Base-S         Non Causal Part Prefix-Base-S         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         Technician         RC 7/21/10 BRA         HIS WIFE, HE E         ABOUT 4 INCI         (CAR WITH SQ         CONCERN.WH         OTHER CARS	Classification fix Suffix AKE PEDAI EXPERIENC HES, VEH. W UIGGLE LI EN RESTAI WITH THIS	000680624 	WCC) Fime in Service V Function Group (VFG) Repair/Report/Paid Date Load Date Dealer Code Dealer Code Dealer City Dealer State/Province Dealer Country Dealer State/Province Dealer Country Dealer	15         21-Jul-2010         26 -Jul-2010         51598         SCOTT MAZDA         ALLENTOWN         PA         USA         6107911221         ode         EERN HAS OCCURED ACOUPLE TIME FOR         LEFT TURN, THE BRAKE PEDAL DROPPED         CH.BRAKING WAS RESTORED.DSC LIGHT         VAS SHUT OFF A SHORT TIME AFTER THE         RUN A NETWORK TEST CASE #680624 NO         OVED MASTER CYL. & FOUND REAR OF
Report Details         Source Claim Key         Corporate Product Systems C         (CPSC)         Customer Condition Code         Source System Program Type         Version Series Code         Causal Part Prefix- Base - Suf         Causal Part Prefix- Base - Suf         Causal Part Prefix-Base-Suf         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         Technician         RC 7/21/10 BRA         CoNCERN.WH         OTHER CARS         CYL. LEAKING	Classification fix Suffix AKE PEDAI EXPERIENC HES, VEH. W UIGGLE LI EN RESTAI WITH THIS G INTO BO	000680624 	WCC) Fime in Service V Function Group (VFG) Repair/Report/Paid Date Load Date Dealer Code Dealer Code Dealer City Dealer State/Province Dealer Country Dealer Phone Number Attachment VOQ Component Description Co AT THE DL,CSTM STS CONC ILE BRAKING TO MAKE A I HE BRAKE PEDAL,THEN VE AYED ON UNTIL THE ENG.N OT CHECKED FOR DTC,OR E MASTER CYL. TECH REM /L. & POWER FLUSHED BR.	21-Jul-2010 26 -Jul-2010 51598 SCOTT MAZDA ALLENTOWN PA USA 6107911221 Dde CERN HAS OCCURED ACOUPLE TIME FOR LEFT TURN, THE BRAKE PEDAL DROPPED H.BRAKING WAS RESTORED.DSC LIGHT WAS SHUT OFF A SHORT TIME AFTER THE RUN A NETWORK TEST CASE #680624 NO OVED MASTER CYL. & FOUND REAR OF AKE SYSTEM. NOW BRAKE PEDAL VERY
Report Details         Source Claim Key         Corporate Product Systems C         (CPSC)         Customer Condition Code         Source System Program Type         Version Series Code         Causal Part Prefix- Base - Suf         Causal Part Prefix- Base - Suf         Causal Part Prefix-Base-Suf         Non Causal Part Numbers         Fault Code         Diagonstic Trouble Code         Labor Operation Code         Communication Type         Maintenance Date         C u s t o m er         Comment         Technician         RC 7/21/10 BRA         CoNCERN.WH         OTHER CARS         CYL. LEAKING         LOW BLED SY	Classification fix Suffix AKE PEDAI EXPERIENC HES, VEH. W UIGGLE LI EN RESTAI WITH THIS G INTO BO 'STEM TWI	000680624 	WCC) Fime in Service V Function Group (VFG) Repair/Report/Paid Date Load Date Dealer Code Dealer Code Dealer City Dealer State/Province Dealer Country Dealer Country Dealer Phone Number Attachment VOQ Component Description Co AT THE DL,CSTM STS CONC ILE BRAKING TO MAKE A I HE BRAKE PEDAL,THEN VE AYED ON UNTIL THE ENG.N OT CHECKED FOR DTC,OR E MASTER CYL. TECH REM (L. & POWER FLUSHED BR. MASTER CYL AGAIN & BEN	21-Jul-2010 26 -Jul-2010 51598 SCOTT MAZDA ALLENTOWN PA USA 6107911221 Dde CERN HAS OCCURED ACOUPLE TIME FOR LEFT TURN, THE BRAKE PEDAL DROPPED H.BRAKING WAS RESTORED.DSC LIGHT WAS SHUT OFF A SHORT TIME AFTER THE RUN A NETWORK TEST CASE #680624 NO OVED MASTER CYL. & FOUND REAR OF AKE SYSTEM. NOW BRAKE PEDAL VERY ICH BLED CYL AGAIN.INSTALLED M/CYL
Report Details         Source Claim Key         Corporate Product Systems C         (CPSC)         Customer Condition Code         Source System Program Type         Version Series Code         Causal Part Prefix- Base - Suf         Causal Part Prefix- Base - Suf         Causal Part Prefix- Base - Suf         Non Causal Part Numbers         Fault Code         Diagonstic Trouble Code         Labor Operation Code         Communication Type         Maintenance Date         C u s to m e r         Comment         Technician         RC 7/21/10 BRA         HIS WIFE,HE E         ABOUT 4 INCI         (CAR WITH SQ         CONCERN.WH         OTHER CARS         CYL. LEAKING         LOW BLED SY         AGAIN & MAN	Classification fix Suffix AKE PEDAI EXPERIENC HES, VEH. W UIGGLE LI EN RESTAI WITH THIS G INTO BO 'STEM TWI	000680624 	WCC) Fime in Service V Function Group (VFG) Repair/Report/Paid Date Load Date Dealer Code Dealer Code Dealer City Dealer State/Province Dealer Country Dealer Country Dealer Phone Number Attachment VOQ Component Description Co AT THE DL,CSTM STS CONC ILE BRAKING TO MAKE A I HE BRAKE PEDAL,THEN VE AYED ON UNTIL THE ENG.N OT CHECKED FOR DTC,OR E MASTER CYL. TECH REM (L. & POWER FLUSHED BR. MASTER CYL AGAIN & BEN	21-Jul-2010 26 -Jul-2010 51598 SCOTT MAZDA ALLENTOWN PA USA 6107911221 Dde CERN HAS OCCURED ACOUPLE TIME FOR LEFT TURN, THE BRAKE PEDAL DROPPED H.BRAKING WAS RESTORED.DSC LIGHT WAS SHUT OFF A SHORT TIME AFTER THE RUN A NETWORK TEST CASE #680624 NO OVED MASTER CYL. & FOUND REAR OF AKE SYSTEM. NOW BRAKE PEDAL VERY ICH BLED CYL AGAIN.INSTALLED M/CYL
Report Details         Source Claim Key         Corporate Product Systems C         (CPSC)         Customer Condition Code         Source System Program Type         Version Series Code         Causal Part Prefix- Base - Suf         Causal Part Prefix- Base - Suf         Causal Part Prefix-Base-Suf         Non Causal Part Numbers         Fault Code         Diagonstic Trouble Code         Labor Operation Code         Communication Type         Maintenance Date         C u s t o m er         Comment         Technician         RC 7/21/10 BRA         CoNCERN.WH         OTHER CARS         CYL. LEAKING         LOW BLED SY	Classification fix Suffix AKE PEDAI EXPERIENC HES, VEH. W UIGGLE LI EN RESTAI WITH THIS G INTO BO 'STEM TWI	000680624 	WCC) Fime in Service V Function Group (VFG) Repair/Report/Paid Date Load Date Dealer Code Dealer Code Dealer City Dealer State/Province Dealer Country Dealer Country Dealer Phone Number Attachment VOQ Component Description Co AT THE DL,CSTM STS CONC ILE BRAKING TO MAKE A I HE BRAKE PEDAL,THEN VE AYED ON UNTIL THE ENG.N OT CHECKED FOR DTC,OR E MASTER CYL. TECH REM (L. & POWER FLUSHED BR. MASTER CYL AGAIN & BEN	21-Jul-2010 26 -Jul-2010 51598 SCOTT MAZDA ALLENTOWN PA USA 6107911221 ode EERN HAS OCCURED ACOUPLE TIME FOR LEFT TURN,THE BRAKE PEDAL DROPPED H.BRAKING WAS RESTORED.DSC LIGHT WAS SHUT OFF A SHORT TIME AFTER THE RUN A NETWORK TEST CASE #680624 NO OVED MASTER CYL. & FOUND REAR OF AKE SYSTEM. NOW BRAKE PEDAL VERY ICH BLED CYL AGAIN.INSTALLED M/CYL
Report Details         Source Claim Key         Corporate Product Systems C         (CPSC)         Customer Condition Code         Source System Program Type         Version Series Code         Causal Part Prefix- Base - Suf         Causal Part Prefix- Base - Suf         Causal Part Name         Non Causal Part Numbers         Fault Code         Diagonstic Trouble Code         Labor Operation Code         Communication Type         Maintenance Date         C u s to m e r         Comment         Technician         RC 7/21/10 BRA         HIS WIFE, HE H         ABOUT 4 INCI         (CAR WITH SQ         CONCERN.WH         OTHER CARS         CYL. LEAKING         LOW BLED SY         AGAIN & MAN         PROBLEM.	Classification fix Suffix AKE PEDAI EXPERIENC HES, VEH. W UIGGLE LI EN RESTAI WITH THIS G INTO BO 'STEM TWI	000680624 	WCC) Fime in Service V Function Group (VFG) Repair/Report/Paid Date Load Date Dealer Code Dealer Code Dealer City Dealer State/Province Dealer Country Dealer Country Dealer Phone Number Attachment VOQ Component Description Co AT THE DL,CSTM STS CONC ILE BRAKING TO MAKE A I HE BRAKE PEDAL,THEN VE AYED ON UNTIL THE ENG.N OT CHECKED FOR DTC,OR E MASTER CYL. TECH REM (L. & POWER FLUSHED BR. MASTER CYL AGAIN & BEN	21-Jul-2010 26 -Jul-2010 51598 SCOTT MAZDA ALLENTOWN PA USA 6107911221 ode EERN HAS OCCURED ACOUPLE TIME FOR LEFT TURN,THE BRAKE PEDAL DROPPED H.BRAKING WAS RESTORED.DSC LIGHT WAS SHUT OFF A SHORT TIME AFTER THE RUN A NETWORK TEST CASE #680624 NO OVED MASTER CYL. & FOUND REAR OF AKE SYSTEM. NOW BRAKE PEDAL VERY ICH BLED CYL AGAIN.INSTALLED M/CYL
Report Details         Source Claim Key         Corporate Product Systems C         (CPSC)         Customer Condition Code         Source System Program Type         Version Series Code         Causal Part Prefix- Base - Suf         Causal Part Prefix- Base - Suf         Causal Part Prefix- Base - Suf         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         Technician         RC 7/21/10 BRA         HIS WIFE,HE E         ABOUT 4 INCI         (CAR WITH SQ         CONCERN.WH         OTHER CARS         CYL. LEAKING         LOW BLED SY         AGAIN & MAN         PROBLEM.         CQIS Reco	Classification fix Suffix AKE PEDAI EXPERIENC HES, VEH. W UIGGLE LI EN RESTAI WITH THIS G INTO BO 'STEM TWI	000680624 	WCC) Fime in Service V Function Group (VFG) Repair/Report/Paid Date Load Date Dealer Code Dealer Code Dealer City Dealer State/Province Dealer Country Dealer Country Dealer Phone Number Attachment VOQ Component Description Co AT THE DL,CSTM STS CONC ILE BRAKING TO MAKE A I HE BRAKE PEDAL,THEN VE AYED ON UNTIL THE ENG.N OT CHECKED FOR DTC,OR E MASTER CYL. TECH REM (L. & POWER FLUSHED BR. MASTER CYL AGAIN & BEN	21-Jul-2010 26 -Jul-2010 51598 SCOTT MAZDA ALLENTOWN PA USA 6107911221 Dde CERN HAS OCCURED ACOUPLE TIME FOR LEFT TURN, THE BRAKE PEDAL DROPPED H.BRAKING WAS RESTORED.DSC LIGHT WAS SHUT OFF A SHORT TIME AFTER THE RUN A NETWORK TEST CASE #680624 NO OVED MASTER CYL. & FOUND REAR OF AKE SYSTEM. NOW BRAKE PEDAL VERY
Report Details         Source Claim Key         Corporate Product Systems C         Customer Condition Code         Source System Program Type         Version Series Code         Causal Part Prefix-Base - Suf         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         Technician         RC 7/21/10 BRA         ABOUT 4 INCI         (CAR WITH SQ         CONCERN.WH         OTHER CARS         CYL. LEAKING         LOW BLED SY         AGAIN & MAN         PROBLEM.	Classification fix Suffix AKE PEDAI EXPERIENC HES, VEH. W UIGGLE LI EN RESTAI WITH THIS G INTO BO 'STEM TWI	000680624 	WCC) Fime in Service V Function Group (VFG) Repair/Report/Paid Date Load Date Dealer Code Dealer Code Dealer City Dealer State/Province Dealer Country Dealer Country Dealer Phone Number Attachment VOQ Component Description Co AT THE DL,CSTM STS CONC ILE BRAKING TO MAKE A I HE BRAKE PEDAL,THEN VE AYED ON UNTIL THE ENG.N OT CHECKED FOR DTC,OR E MASTER CYL. TECH REM (L. & POWER FLUSHED BR. MASTER CYL AGAIN & BEN	21-Jul-2010 26 -Jul-2010 51598 SCOTT MAZDA ALLENTOWN PA USA 6107911221 ode EERN HAS OCCURED ACOUPLE TIME FOR LEFT TURN,THE BRAKE PEDAL DROPPED H.BRAKING WAS RESTORED.DSC LIGHT WAS SHUT OFF A SHORT TIME AFTER THE RUN A NETWORK TEST CASE #680624 NO OVED MASTER CYL. & FOUND REAR OF AKE SYSTEM. NOW BRAKE PEDAL VERY ICH BLED CYL AGAIN.INSTALLED M/CYL

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					
	JM3TB38V890	Engine Serial Number	CA 10269212		
Model Year	2009	Engine Description	3.7L 4V-DAMB PFI V6 NA GAS		
	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX-9		
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE		
	21-Aug-2008	Retail Sale Indicator Code			
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle			
Build Region		Warranty Start Date	05-May-2009		
Build Country Code		Transmission Serial Number			
Mileage	11369	Vehicle Axle Ratio			
Vehicle Restraint Code					

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**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 M.	AZDA Hotline		
Commodity Assignment					
	hassis-service brakes-brake pedal—	Symptom	function-steering/brake ineffective		
	hassis-service brakes-brake pedal—		nigh effort		
Commodity c	hassis-service brakes-brake pedal—	Symptom	mod-intermittent/random		
	hassis-service brakes-brake pedal—		no problem found		
	hassis-service brakes-master cylinder/booster	r/Symptom	engine power-stall		
Commodity c	ıydroboost— hassis-service brakes-master cylinder/booster	r/Symptom	nigh effort		
	ydroboost— hassis-service brakes-master cylinder/booster	r/Symptom	nod-driving condition-at cruise		
h	ydroboost—	•	C .		
	hassis-service brakes-master cylinder/booster ydroboost—	• •	nod-driving condition-while driving		
~	hassis-service brakes-master cylinder/booster lydroboost—	r/Symptom	mod-intermittent/random		
~	hassis-service brakes-master cylinder/booster wdroboost—	r/Symptom	nod-weather-cold		
Commodity c	hassis-service brakes-master cylinder/booster aydroboost—	r/Symptom	no problem found		
	hassis-service brakes-pads/shoes/linings—	Symptom	nod-driving condition-while driving		
Commodity c	hassis-service brakes-pads/shoes/linings-	Symptom	nod-weather-cold		
Significant Event		Verified	N		
Tread Information					
Tread Category Code	03 Tre	ead Category Description ser	vice brakes		
Reported in Tread Quarter	Q1 2011	ead Category Description set	vice brakes		
<b>Report Details</b>					
	000707020				
			Varranty Component Classification WCC)		
Corporate Product Systems Clas (CPSC)	ssification	ïme in Service			
Customer Condition Code		/ Function Group (VFG)			
Source System Program Type		Repair/Report/Paid Date	31-Jan-2011		
Version Series Code		Load Date	06 -Feb-2011		
Causal Part Prefix- Base - Suffix Causal Part Name		Dealer Code Dealer Name	51600 WESTCHESTER MAZDA		
Non Causal Part Prefix-Base-Suf		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		OQ Component Description Cod	e		
Maintenance Date	06 -Mar-2011				
Customer Comment Technician BS 01/31/11 STIE	E BDAKE DEDAL INT/BOOSTED) CUST STATES	2V WHEN TRVING TO STOP	THE RDAKE DEDAL WASSTIEE AND THE		
Technician Comment BS 01/31/11 STIFF BRAKE PEDAL INT(BOOSTER) CUST STATES 2X WHEN TRYING TO STOP THE BRAKE PEDAL WASSTIFF AND THE VEH WAS HARD TO STOP. TECH HASNT DUPLICATED THE CONCERN YET TECH STATES CURRENTLY IN THE AREA, ALL THE ROADS ARE ICY. THE VEH HAS BEEN DRIVEN OVER THE WEEKEND BY THE D302 OVER 200 MILES WITHOUT DUPLICATING THE CONCERN. FRONT AND REAR PADS LOOK NEW,BOOSTER IS GETTING VACUUM. TECH DID MENTION THE FLUID LEVEL IS AT THE MINIMUM LEVEL AND THERE ARE NO LEAKS PLESAE NOTE FOUND VEH BOOSTER FULL WITH BRAKE FLD.REPLACE BOOSTER WITH NEW					
	EFOR REPLACE BOOSTER DROVE CAR FOR 120 EING BOOSTER CUSTOMER WAS OK WITH REPA				
CQIS Reco					
mmendation s					
Tire Information					
Tire Manufacturer	Unknown	e Size Ur	known		
Tire Brand Series		neel			
DOT Left Front	DO	OT Right Front			
DOT Left Rear		OT Right Rear			
DOT Left Inner	DO	OT Right Inner			
DOT Spare					
Vehicle Information					
VIN	JM3TB38VX80 Eng	gine Serial Number CA	10242462		
Model Year			L 4V-DAMB PFI V6 NA GAS		
Transmission	6 SPD AUTO TRANS AISIN F21 Ver	hicle Description CX	<b>K-9</b>		
Body Cab Style	Unknown Dri	ive Line AI	L 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	26513	Vehicle Axle Ratio	
Vehicle Restraint Code			•

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ECI Record	6204821	95 6	ource Code	MAZDA Hotline
		73 S(		
Commodity Assignm		· · ·	10	
		vice brakes—	Symptom	no keyword found
Commodity Commodity		vice brakes-abs/traction control—	Symptom	fluid level-insufficient fluid
Commodity		vice brakes-abs/traction control— vice brakes-abs/traction control—	Symptom Symptom	function-malfunction/inoperative mod-indicator light/warning chime on
Commodity		vice brakes-abs/traction control—	Symptom	pedal concerns-service brake pedal
Commodity		vice brakes-abs/traction control-abs module		pedal concerns-service brake pedal
Commodity		vice brakes-brake pedal—	Symptom	function-malfunction/inoperative
Commodity		vice brakes-brake pedal—	Symptom	mod-indicator light/warning chime on
Commodity		vice brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-se	rvice brakes-master cylinder/booste	er/Symptom	fluid level-insufficient fluid
	hydroboos			
Commodity	chassis-se	rvice brakes-master cylinder/booste	er/Symptom	function-malfunction/inoperative
	hydroboos			
Commodity	chassis-se	rvice brakes-master cylinder/booste	er/Symptom	mod-indicator light/warning chime on
	hydroboos			
Commodity	chassis-se	ervice brakes-master cylinder/booste	r/Symptom	pedal concerns-service brake pedal
	hydroboos	t—		-
Significant Event			Verified	Ν
Tread Information				
Tread Category Code	03	m,	ead Category Description	service brakes
Reported in Tread Quarter	Q1 2011	11	cad category Description	Service Studes
<b>Report Details</b>				
Source Claim Key		000708878	Warranty Component Classifi	cation
	<u> </u>		(WCC)	
Corporate Product Systems Cla	assification	1	Time in Service	25
(CPSC)				
Customer Condition Code			V Function Group (VFG)	
Source System Program Type			Repair/Report/Paid Date	08-Feb-2011
Version Series Code Causal Part Prefix- Base - Suffix	v		Load Date Dealer Code	13 -Feb-2011 42077
Causal Part Prenx- Base - Sum Causal Part Name	X	NOT PROVIDED BY SOURCE	Dealer Name	TRACY MAZDA
Non Causal Part Prefix-Base-Su	iffix		Dealer City	TRACY
Non Causal Part Numbers	ших		Dealer State/Province	CA
Fault Code			Dealer Country	USA
Diagonstic Trouble Code			Dealer Phone Number	2098207800
Labor Operation Code			Attachment	
Communication Type			VOQ Component Description C	ode
Maintenance Date		13 -Feb-2011		
Customer		•		
Comment				
	BRAKE P	EDAL WENT TO ELOOP ABS/BRAKE I	I BRAKE PEDAL GOES TO I	FLOOR, ABS LITE AND BRAKE LITE COME
DR 02/00/11				FED replaced brake master cyl and brake booster
	JAAKE FL	JOID LOW, NO BOOSTER ACTION, NO E	A TERMAL LEAKS DUFLICA	TED replaced blake master cyl and blake booster
CQIS Recomme				
ndations				
Tire Information				
Tire Manufacturer	Unknow	n Ti	re Size	Unknown
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		297200	acina Sarial Number	CA 10257575
VIN Model Year	JM3TB3 2009			3.7L 4V-DAMB PFI V6 NA GAS
Transmission				CX-9
Body Cab Style	Unknow			ALL 4 WHEEL LEFT HAND DRIVE
Production Date	02-Aug-2		etail Sale Indicator Code	ALL T WILLED LEFT HAND DRIVE
Plant Description			eaquired Vehicle	
Build Region	intosi			17-Feb-2009
Build Country Code			ansmission Serial Number	
Mileage	47867		chicle Axle Ratio	
Vehicle Restraint Code				

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	(20400140						
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		ooster/Symptom	function-malfunction/inoperative				
-	hydroboost—	· · ·					
Commodity		ooster/Symptom	leak-fluid				
	hydroboost—						
Significant Event	nyuroboost—	Verified	N				
	Tread Information						
Tread Category Code	03	Tread Category Description	service brakes				
Reported in Tread Quarter	Q1 2011						
<b>Report Details</b>							
Source Claim Key	000715005	Warranty Component Class	ssification				
Source Claim Key	000715005	Warranty Component Clas	SSITUATION				
		(WCC)	2.4				
Corporate Product Systems C	lassification	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 - Suffi		Dealer Code	34400				
Causal Part Name	unknown	Dealer Name	GARLYN SHELTON MAZDA OF				
			BRYAN				
Non Causal Part Prefix-Base-S	uffix	Dealer City	BRYAN				
Non Causal Part Numbers		Dealer State/Province	TX				
Fault Code		Dealer Country	USA				
Diagonstic Trouble Code		Dealer Phone Number	9797767600				
Labor Operation Code		Attachment					
Communication Type		VOQ Component Descriptio	on Code				
Maintenance Date 03 - Apr-2011							
Customer							
Comment							
	DAKE DEDAL HADD THEN COES DOWN/DA	CEA) CLAIMS THAT THE DDA	KE PEDAL GETS HARD AND TEN WILL GO TH				
THE LOOK			CAUSING BOOSTER TO FAIL ALSO CAUSING				
LEAN CODE	BANK 1 AND 2. REPLACED MASTER CYLIN	DER AND BRAKE BOOSTER					
CQIS Recomm							
CQIS Recomm endations							
endations							
endations Tire Information		05					
endations <b>Tire Information</b> Tire Manufacturer	Unknown	Tire Size	Unknown				
endations <b>Tire Information</b> Tire Manufacturer Tire Brand Series	Unknown	Wheel	Unknown				
endations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front	Unknown	Wheel DOT Right Front	Unknown				
endations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear	Unknown	Wheel DOT Right Front DOT Right Rear	Unknown				
endations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner	Unknown	Wheel DOT Right Front	Unknown				
endations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare		Wheel DOT Right Front DOT Right Rear	Unknown				
endations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner		Wheel DOT Right Front DOT Right Rear	Unknown				
endations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare		Wheel DOT Right Front DOT Right Rear	Unknown				
endations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information	n	Wheel DOT Right Front DOT Right Rear DOT Right Inner					
endations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN	а рмзтвз8А380	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number	CA 10233781				
endations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year	р М3ТВ38А380 2008	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description	CA 10233781 3.7L 4V-DAMB PFI V6 NA GAS				
endations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission	0 JM3TB38A380 2008 6 SPD AUTO TRANS AISIN F21	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description	CA 10233781 3.7L 4V-DAMB PFI V6 NA GAS CX-9				
endations 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	D JM3TB38A380 2008 6 SPD AUTO TRANS AISIN F21 Unknown	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line	CA 10233781 3.7L 4V-DAMB PFI V6 NA GAS CX-9				
endations 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	JM3TB38A380           2008           6 SPD AUTO TRANS AISIN F21           Unknown           20-Feb-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 10233781 3.7L 4V-DAMB PFI V6 NA GAS CX-9				
endations 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	JM3TB38A380           2008           6 SPD AUTO TRANS AISIN F21           Unknown           20-Feb-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	CA 10233781 3.7L 4V-DAMB PFI V6 NA GAS CX-9 ALL 4 WHEEL LEFT HAND DRIVE				
endations 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	JM3TB38A380           2008           6 SPD AUTO TRANS AISIN F21           Unknown           20-Feb-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 10233781 3.7L 4V-DAMB PFI V6 NA GAS CX-9 ALL 4 WHEEL LEFT HAND DRIVE				

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ECI Record	6204933	92	Source Code	MAZDA Hotline		
<b>Commodity</b> Assign	nment					
Commodity		vice brakes-brake pedal—	Symptom	function-steering/brake ineffective		
Commodity		vice brakes-brake pedal—	Symptom	pedal concerns-service brake pedal		
Commodity		vice brakes-brake pedal—	Symptom	weak/soft/sagged		
Commodity			pooster/Symptom	fluid level-insufficient fluid		
Commonly	hydroboos	t—	× 1			
Commodity	chassis-se	ervice brakes-master cylinder/b	ooster/Symptom	function-malfunction/inoperative		
-	hydroboos			-		
Commodity	chassis-se		ooster/Symptom	leak-fluid		
		hydroboost—				
Commodity	2					
commonly						
Ciercific and Frank	hydroboos	t—	Varified	N		
Significant Event			Verified	Ν		
Tread Information						
Tread Category Code	03		Tread Category Description	service brakes		
Reported in Tread Quarter	Q2 2011					
Report Details						
Source Claim Key		000720487	Warranty Component Clas	sification		
			(WCC)			
Corporate Product Systems	Classification		Time in Service	14		
(CPSC)	2 - aborne anon	]		· ·		
Customer Condition Code			V Expection Crown (VEC)			
Source System Program Type			V Function Group (VFG) Repair/Report/Paid Date	09-May-2011		
Version Series Code	2			15 -May-2011		
	<u> </u>		Load Date	61454		
Causal Part Prefix- Base - Su	IIIX		Dealer Code	RICART MAZDA		
Causal Part Name	C	unknown	Dealer Name			
Non Causal Part Prefix-Base-	Sumx		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 Code					
Maintenance Date		15 -May-2011				
Customer						
Comment						
		VE DEDAL LOW/DOOSTED & MA	STED) CUST STATES THE DE	AKE BRAKE PEDAL IS LOW & SOFT TECH		
Comment STATES HE	(CHAI) DKA	ARE PEDAL LOW (BOUSTER&MA	SIER) CUSI SIAIES THE BR	TAKE DRAKE PEDAL IS LOW & SOFT TECH		
5 IT IL DI IL				RAIL OF WHERE FLUID HAS BEEN LEAKING		
AT THE BO	OSTER repla	ced brake booster and master cylinder	,to repair brake fluid leak			
CQIS Recomm						
endations						
Tire Information						
Tire Manufacturer	Unknow	n	Tire Size	Unknown		
Tire Brand Series	CIIKIIOW		Wheel			
DOT Left Front			DOT Right Front			
DOT Left Rear						
			DOT Right Rear DOT Right Inner			
DOT Left Inner			DOI Kight liner			
DOT Spare						
Vehicle Information						
VIN	JM3TB3	SMA5AU	Engine Serial Number	CA 10311080		
Model Year	2010		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	13-Nov-		Retail Sale Indicator Code			
Plant Description	HIROSE	IIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle			
Build Region			Warranty Start Date	31-Mar-2010		
Build Country Code			Transmission Serial Number			
Mileage	10624		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.



ECI Record	6205030	16	Sol	urce Code	MAZDA Hotline
		40	pol		MAZDA Houme
Commodity Assign					
Commodity		vice brakes-brake pedal—	-	Symptom	damage-cracked/fractured/split
Commodity		vice brakes-brake pedal—		Symptom	function-malfunction/inoperative
Commodity		vice brakes-brake pedal—		Symptom	high effort
Commodity		vice brakes-brake pedal—		Symptom	incorrect size
Commodity		chassis-service brakes-brake pedal— chassis-service brakes-brake pedal—		Symptom	mod-driving condition-on deceleration/braking
Commodity			· · · · · 1 · · · · / • · · · · · · · ·	Symptom	nvh-noisy operation circuit-shorted
Commodity		rvice brakes-master	cylinder/booster	Symptom	circuit-shorted
	hydroboost		1. 1 /1 /		Anid lovel in sufficient Anid
Commodity	chassis-se		cylinder/booster	Symptom	fluid level-insufficient fluid
	hydroboost		1. 1. /1	G	
Commodity	chassis-se		cylinder/booster	Symptom	function-malfunction/inoperative
	hydroboost				
Commodity	chassis-se		cylinder/booster	Symptom	high effort
	hydroboost				
Commodity	chassis-se	rvice brakes-master	cylinder/booster	Symptom	leak-fluid
	hydroboost				
Commodity	chassis-se	rvice brakes-master	cylinder/booster	Symptom	leak-loss of vacuum
	hydroboost				
Commodity	chassis-se	rvice brakes-master	cylinder/booster	Symptom	mod-codes found
	hydroboost	t—			
Commodity	chassis-se		cylinder/booster	Symptom	mod-driving condition-at idle
, i i i i i i i i i i i i i i i i i i i	hydroboost		5	5 1	6
Commodity	chassis-se		cylinder/booster	Symptom	mod-location-under hood
	hydroboost		- ,		
Commodity	chassis-se		cylinder/booster	Symptom	nvh-noisy operation
continuouity	hydroboost		eg maer/ booster	, symptom	in a noisy operation
Commodity	chassis-se		cylinder/booster	Symptom	vibration/pulsation
Commonly			cymuel/booster	Symptom	vioration/pulsation
Significant Event	hydroboost	L—		Verified	N
Significant Event				vermed	IN
<b>Tread Information</b>					
Tread Category Code	03		Tre	ad Category Description	service brakes
Reported in Tread Quarter	Q3 2011		110	ad Category Description	service brakes
	25 2011				
Domont Data 1					
<b>Report Details</b>					
Source Claim Key		000730272	N	Warranty Component Classif	fication
<b>Report Details</b> Source Claim Key		000730272			fication
Source Claim Key			C	WCC)	
Source Claim Key Corporate Product Systems Cl			C		fication 30
Source Claim Key Corporate Product Systems Cl (CPSC)			( 1	WCC) Fime in Service	
Source Claim Key Corporate Product Systems Cl (CPSC) Customer Condition Code				WCC) Fime in Service 7 Function Group (VFG)	30
Source Claim Key Corporate Product Systems Cl (CPSC) Customer Condition Code Source System Program Type			( 	WCC) Fime in Service / Function Group (VFG) Repair/Report/Paid Date	30 20-Jul-2011
Source Claim Key Corporate Product Systems Cl (CPSC) Customer Condition Code Source System Program Type Version Series Code	lassification		( T V F	WCC) Time in Service 7 Function Group (VFG) Repair/Report/Paid Date Load Date	30
Source Claim Key Corporate Product Systems Cl (CPSC) Customer Condition Code Source System Program Type	lassification		( T F L	WCC) Fime in Service / Function Group (VFG) Repair/Report/Paid Date	30 20-Jul-2011 25 -Jul-2011
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Source Claim Key Corporate Product Systems Cl (CPSC) Customer Condition Code Source System Program Type Version Series Code Causal Part Prefix- Base - Suffi Causal Part Name Non Causal Part Prefix-Base-S Non Causal Part Numbers	lassification		URCE I	WCC) Fime in Service / Function Group (VFG) Repair/Report/Paid Date Load Date Dealer Code Dealer Code Dealer City Dealer State/Province	30 20-Jul-2011 25 -Jul-2011 42102 PALM SPRINGS MAZDA CATHEDRAL CITY CA
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Source Claim Key Corporate Product Systems Cl (CPSC) Customer Condition Code Source System Program Type Version Series Code Causal Part Prefix- Base - Suffi Causal Part Prefix- Base - Suffi Causal Part Name Non Causal Part Prefix-Base-S Non Causal Part Numbers Fault Code Diagonstic Trouble Code	lassification ix uffix		URCE I	WCC) Time in Service 7 Function Group (VFG) Repair/Report/Paid Date .oad Date Dealer Code Dealer Code Dealer City Dealer City Dealer Country Dealer Phone Number	30 20-Jul-2011 25 -Jul-2011 42102 PALM SPRINGS MAZDA CATHEDRAL CITY CA USA 7603282102
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Source Claim Key Corporate Product Systems Cl (CPSC) Customer Condition Code Source System Program Type Version Series Code Causal Part Prefix- Base - Suffi Causal Part Prefix- Base - Suffi Causal Part Net Prefix-Base-S Non Causal Part Prefix-Base-S 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 Technician Custor F. PLEA FROM THE BO	AKE PEDA AKE PEDA RES EXTRA ASE CLOSE		BOOSTER) CUST O STOP ** PREV T WAS DONE TO AKES BADLY FO	WCC) Time in Service 7 Function Group (VFG) Repair/Report/Paid Date Joad Date Dealer Code Dealer Code Dealer Code Dealer City Dealer State/Province Dealer Country Dealer Country Dealer Phone Number Mitachment /OQ Component Description C STATES THERE IS A HISS TOUS DEALER CLOSING V REPAIR THE VEHTHAT'S DUND MASTER CYLINDER	30 20-Jul-2011 25 -Jul-2011 42102 PALM SPRINGS MAZDA CATHEDRAL CITY CA USA 7603282102 Code S NOISE HEARD WHILE BRAKING AND TH VAS TOO LONGTHE ACTUAL REPAIR WA 3 ALL TECH STATES HE HEARS A VAC LEAH R HAD INTERNAL LEAK TO BRK BOOSTED
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Source Claim Key Corporate Product Systems Cl (CPSC) Customer Condition Code Source System Program Type Version Series Code Causal Part Prefix- Base - Suffi Causal Part Prefix- Base - Suffi Causal Part Nefix- Base - Suffi Causal Part Nefix- Base - Suffi Causal Part Nefix- Base - Suffi Causal Part Numbers Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Technician C u s t o m e r Comment Technician CUT-OFF. PLEA FROM THE BO CAUSING BRK PASS. FOUND N CQIS Reco mmendation S	AKE PEDA AKE PEDA RES EXTR. ASE CLOSE OSTER AR 5 BOOSTER	28 -Aug-2011 28 -Aug-2011 28 -Aug-2011 28 -Aug-2011 31 NOISE,HISS(MSTR& A EFFORT TO GET IT T 3 THE FILE WITH WHA 32 AND THE ENG SH 33 TO FAIL. REPLACED 33 RK SYSTEM OPERATION	BOOSTER) CUST O STOP ** PREV T WAS DONE TO AKES BADLY FO MASTER CYLIN ON AT THIS TIME	WCC) Time in Service 7 Function Group (VFG) Repair/Report/Paid Date Joad Date Dealer Code Dealer Code Dealer Code Dealer City Dealer State/Province Dealer Country Dealer Country Dealer Phone Number Machinent 7 OQ Component Description C Component Description C Component Description C COUS DEALER CLOSING V REPAIR THE VEHTHAT'S DUND MASTER CYLINDER NDER AND BRK BOOSTER	30 20-Jul-2011 25 -Jul-2011 42102 PALM SPRINGS MAZDA CATHEDRAL CITY CA USA 7603282102
Source Claim Key Corporate Product Systems Cl (CPSC) Customer Condition Code Source System Program Type Version Series Code Causal Part Prefix- Base - Suffi Causal Part Name Non Causal Part Prefix-Base-Sifi Causal Part Numbers Fault Code Diagonstic Trouble Code Cabor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Technician C us t o m e r Comment CUT-OFF. PLEA FROM THE BO CAUSING BRK PASS. FOUND N CQIS Reco mmendation S Tire Information	AKE PEDA AKE PEDA AKE PEDA ASE CLOSE OSTER AR BOOSTER AR BOOSTEI NORMAL E	28 -Aug-2011 28 -Aug-2011 28 -Aug-2011 28 -Aug-2011 31 NOISE,HISS(MSTR& A EFFORT TO GET IT T 3 THE FILE WITH WHA 32 AND THE ENG SH 33 TO FAIL. REPLACED 33 RK SYSTEM OPERATION	BOOSTER) CUST O STOP ** PREV T WAS DONE TO AKES BADLY FC MASTER CYLIN ON AT THIS TIME	WCC) Time in Service 7 Function Group (VFG) Repair/Report/Paid Date Joad Date Dealer Code Dealer Code Dealer Code Dealer City Dealer State/Province Dealer Country Dealer Country Dealer Phone Number Mitachment 7 OQ Component Description C C STATES THERE IS A HISS TOUS DEALER CLOSING V REPAIR THE VEHTHAT'S DUND MASTER CYLINDER NDER AND BRK BOOSTER 3.	30 20-Jul-2011 25 -Jul-2011 42102 PALM SPRINGS MAZDA CATHEDRAL CITY CA USA 7603282102 Code S NOISE HEARD WHILE BRAKING AND THI WAS TOO LONGTHE ACTUAL REPAIR WAS 6 ALL TECH STATES HE HEARS A VAC LEAH R HAD INTERNAL LEAK TO BRK BOOSTEH 2. BLEAD BRK SYSTEM AND TEST DROVE
Source Claim Key Corporate Product Systems Cl (CPSC) Customer Condition Code Source System Program Type Version Series Code Causal Part Prefix- Base - Suffi Causal Part Prefix- Base - Suffi Causal Part Name Non Causal Part Prefix-Base-S Non Causal Part Numbers Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s to m e r Comment Technician C unit Cutter Source	AKE PEDA AKE PEDA AKE PEDA ASE CLOSE OSTER AR BOOSTER AR BOOSTEI NORMAL E	28 -Aug-2011 28 -Aug-2011 28 -Aug-2011 28 -Aug-2011 31 NOISE,HISS(MSTR& A EFFORT TO GET IT T 3 THE FILE WITH WHA 32 AND THE ENG SH 33 TO FAIL. REPLACED 33 RK SYSTEM OPERATION	BOOSTER) CUST O STOP ** PREV T WAS DONE TO AKES BADLY FC MASTER CYLIN ON AT THIS TIME	WCC) Cime in Service Cime in S	30 20-Jul-2011 25 -Jul-2011 42102 PALM SPRINGS MAZDA CATHEDRAL CITY CA USA 7603282102 Code S NOISE HEARD WHILE BRAKING AND THI VAS TOO LONGTHE ACTUAL REPAIR WAS 6 ALL TECH STATES HE HEARS A VAC LEAK R HAD INTERNAL LEAK TO BRK BOOSTEF 2. BLEAD BRK SYSTEM AND TEST DROVE
Source Claim Key Corporate Product Systems Cl (CPSC) Customer Condition Code Source System Program Type Version Series Code Causal Part Prefix- Base - Suffi Causal Part Prefix-Base - Suffi Causal Part Prefix-Base-S Non Causal Part Prefix-Base-S Code Code Communication Type Maintenance Date Cu s t o m e r Comment Technician BS 07/20/11 BR PEDAL REQUII CUT-OFF, PLEA FROM THE BO CAUSING BRK PASS. FOUND N CQIS Reco mmendation s <b>Tire Information</b> Tire Manufacturer Tire Banufacturer Tire Banufaceturer Tire Banufaceturer Tire Manufacturer Tire Manufacturer	AKE PEDA AKE PEDA AKE PEDA ASE CLOSE OSTER AR BOOSTER AR BOOSTEI NORMAL E	28 -Aug-2011 28 -Aug-2011 28 -Aug-2011 28 -Aug-2011 31 NOISE,HISS(MSTR& A EFFORT TO GET IT T 3 THE FILE WITH WHA 32 AND THE ENG SH 33 TO FAIL. REPLACED 33 RK SYSTEM OPERATION	BOOSTER) CUST O STOP ** PREV T WAS DONE TO AKES BADLY FC MASTER CYLIN ON AT THIS TIME	WCC)  Time in Service  T Function Group (VFG)  Repair/Report/Paid Date  Load Date  Load Date  Dealer Code  Dealer Code  Dealer State/Province  Dealer Country  Dealer State/Province  Dealer Country  Dealer Phone Number  Machinent  TOQ Component Description C  F STATES THERE IS A HISS  IOUS DEALER CLOSING V  REPAIR THE VEHTHAT'S  DUND MASTER CYLINDER  NDER AND BRK BOOSTER  2.  E Size  E	30 20-Jul-2011 25 -Jul-2011 42102 PALM SPRINGS MAZDA CATHEDRAL CITY CA USA 7603282102 Code S NOISE HEARD WHILE BRAKING AND THI VAS TOO LONGTHE ACTUAL REPAIR WA S ALL TECH STATES HE HEARS A VAC LEAH R HAD INTERNAL LEAK TO BRK BOOSTEL L BLEAD BRK SYSTEM AND TEST DROVE

DOT Left Inner		DOT Right Inner	
DOT Spare			
Vehicle Informatio			
VIN	JM3TB38V690	Engine Serial Number	CA 10257786
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	02-Aug-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT-JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	02-Mar-2009
Build Country Code		Transmission Serial Number	
Mileage	61269	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.



ECI Record	6230	623022406 Source Code		irce Code	MAZDA PQI			
Commodity	Commodity Assignment							
Commodity		chassis-service brakes— Symptom function-steering/brake ineffective						
Commodity		s-service brakes—				indicator light/warning chime on		
Commodity	chassis	s-service brakes—				concerns-service brake pedal		
Commodity		s-service brakes—		Symptom weak/se		/soft/sagged		
Commodity	chassi	chassis-service brakes-master cylinder/booster/Symptom function-malfunction/inoperativ						
, i i i i i i i i i i i i i i i i i i i	hvdrot	hydroboost—						
Commodity		chassis-service brakes-master cylinder/booster/Symptom leak-fluid						
	hydrot	/droboost—						
Significant Event Verified N								
	Tread Information							
Tread Category C			Tre	ad Category Description	service	brakes		
Reported in Tread	l Quarter Q4 2	2009						
<b>Report Det</b>	ails							
Source Claim Key		000099161	W	Varranty Component Class	sification			
	, ,			WCC)				
Corporate Produc	ct Systems Classifica	ation		Time in Service		6		
(CPSC)	,							
Customer Conditi	on Code	P20	V	/ Function Group (VFG)				
Source System Pr			R	Repair/Report/Paid Date		16-Sep-2009		
Version Series Co			L	Load Date		25 -Oct-2009		
Causal Part Prefix	- Base - Suffix	TD11 -43 -40ZA	D	Dealer Code		51553		
Causal Part Name	•	MASTER CYLINDER	D	Dealer Name		WELLESLEY MAZDA		
Non Causal Part F	Prefix-Base-Suffix		C			WELLESLEY		
Non Causal Part Numbers			Ľ	Dealer State/Province	MA			
Fault Code				Dealer Country		USA		
Diagonstic Trouble Code				Dealer Phone Number		7812356000		
Labor Operation Code				Attachment		N		
Communication Type			V	OQ Component Descriptior	1 Code			
Maintenance Date	9	02 -Nov-2009						
Customer								
Comment								
Technician	TCS LIGHT ON	BRAKES SPONGY BRAK	E WARNING LIC	GHT ON BRAKE MASTI	ER CYL	LEAKING INTO BRAKE BOOSTER		
						obrake booster. Yasu Yata@NER		
COIS Recomme			(1070 Indine joure		unuge ini			
ndations								
	4							
Tire Inforn								
Tire Manufacture	r Unk	nown		e Size	Unkno	wn		
Tire Brand Series			Wh					
DOT Left Front				T Right Front				
DOT Left Rear				T Right Rear				
DOT Left Inner			DO	T Right Inner				
DOT Spare								
Vehicle Information								
VIN	JM3	TB38VX90	Eng	gine Serial Number	CA 10	269557		
Model Year	2009			ngine Description 3.7L 4		V-DAMB PFI V6 NA GAS		
Transmission	6 SP	D AUTO TRANS AISIN F21	Veh	ehicle Description CX-9				
Body Cab Style		nown		ve Line	ALL 4	WHEEL LEFT HAND DRIVE		
Production Date		Aug-2008		ail Sale Indicator Code				
Plant Description	HIR	OŠHIMA ASSEMBLY PLAN		aquired Vehicle				
Build Region				rranty Start Date	19-Ap	-2009		
Build Country Co				nsmission Serial Number				
Mileage	7988	3	Veh	nicle Axle Ratio				
Vehicle Restraint	Code							

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ECI Record	623024221 Source Code			urce Code	MAZDA PQI		
Commodity Assignment							
		vice brakes-brake pedal—		Symptom	loos	e	
		vice brakes-brake pedal—		Symptom		al concerns-service brake pedal	
	hassis-se		boostor			-failed gasket/seal/weatherstrip	
•		droboost—					
	hassis-se vdroboos	issis-service brakes-master cylinder/booster/Symptom leak-fluid					
Commodity c	hassis-se	assis-service brakes-master cylinder/booster/Symptom no keyword found					
h Significant Event	ydroboos	ydroboost—					
Tread Information				vermed			
Tread Category Code	03		Tre	ad Category Description	service	brakes	
Reported in Tread Quarter	Q1 2010		110	ad Category Description	SUIVICE	blakes	
1 2	Q1 2010						
Report Details							
Source Claim Key		000100868		Varranty Component Classif WCC)	ication		
Corporate Product Systems Clas	ssification			ime in Service		30	
(CPSC)							
Customer Condition Code		P20	V	Function Group (VFG)			
Source System Program Type			R	lepair/Report/Paid Date		13-Mar-2010	
Version Series Code		AAAAR		load Date		05 -Apr-2010	
Causal Part Prefix- Base - Suffix		TD11 -43 -40ZA	D	Dealer Code		34491	
Causal Part Name		MASTER CYLINDER				MAZDA SOUTH	
Non Causal Part Prefix-Base-Suf		Dealer City				AUSTIN	
Non Causal Part Numbers	117			Dealer State/Province		ТХ	
Fault Code				Dealer Country		USA	
Diagonstic Trouble Code Dealer Phone Number				USA			
				Attachment		N	
Labor Operation Code				OQ Component Description (		IN	
Communication Type		05 -Apr-2010	V	OQ Component Description C	Joue		
Maintenance Date 05 - Apr-2010							
Customer							
Comment							
	VECVU	NDED I EAVING HEAVILY CUST	TOMED	COMPLAINT OF PRAKE		SINKING—DELAYED STOPPING OF	
			BRAK	E CYLINDER LEAKAGE I	NSIDE	E SHAFT SEAL LEAKING OUT INTO	
	TER. RR	M BRAKE CYLINDER					
CQIS Recomm							
endations							
Tire Information							
Tire Manufacturer	Unknow	n		e Size	Unkno	wn	
Tire Brand Series			Wh				
DOT Left Front				T Right Front			
DOT Left Rear			DO	T Right Rear			
DOT Left Inner			DO	T Right Inner			
DOT Spare							
Vehicle Information							
VIN	JM3TB2	811/0		gine Serial Number	CY 21:		
Model Year	2007					V DOHC VCT SMPI V6 GAS	
Transmission		UTO TRANS AISIN F21		nicle Description	CX-9		
Body Cab Style		5 DOOR LIGHT TRUCK		ve Line	2 WHI	L/H FRONT DRIVE	
Production Date	20-Mar-2	2007	Ret	ail Sale Indicator Code			
Plant Description	HIROSH	IMA ASSEMBLY PLANT-JAPAN	Rea	quired Vehicle			
Build Region				rranty Start Date	10-Oct	-2007	
Build Country Code				nsmission Serial Number			
Mileage	51562			nicle 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.



Communication Type     VOQ Component Description Code       Maintenance Date     03-Oct-2010       Comment     Comment       Technician     BRAKE CUSTOMER STATES WHILE DRIVING VEHICLE THEY APPLIED BRAKES AND PEDAL WENT TO FLOOR AND HAD NO       Comment     PRESSURE, 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.       CQIS Recommendations     Tire Size       Tire Manufacturer     Unknown       Tire Manufacturer     Unknown       DOT Left Front     DOT Right Front       DOT Left Rear     DOT Right Rear       DOT Left Rear     DOT Right Rear       DOT Spare     Engine Serial Number       VIN     JM3TB38V89       VIN     M3TB38V89       Fransmission     6 SPD AUTO TRANS AISIN F21       Vehicle Information     Drive Line       Transmission     6 SPD AUTO TRANS AISIN F21       Venduction Date     21-Aug-2008       Production Date     21-Aug-2008       Part Hoseription     XX.4V-DAMB PFI V6 NA GAS       Production Date     21-Aug-2008       Part Hoseription     ALL 4 WHEEL LEFT HAND DRIVE       Production Date     21-Aug-2008 </th <th>ECI Record</th> <th>6230256</th> <th>84</th> <th>Source Code</th> <th>MAZDA PQI</th>	ECI Record	6230256	84	Source Code	MAZDA PQI		
Commodity hassis-service brakes-brake pedal							
Commodity Enasts-service brake-brake pedal—Symptom podd concerns-service brake-brake pedal—Symptom pressure ow Commodity Enasts-service brake-brake pedal—Symptom pressure low fedal concerns-service brake-brake-master cylinder/booster_Symptom pressure low fedal concerns-service brake-brake-service brake-brake-master cylinder/booster_Symptom pressure low fedal concerns-service brake-brakes master cylinder/booster_Symptom pressure low fedal concerns-service brake-brakes master cylinder/booster_Symptom pressure low fedal concerns-service brake-brakes master cylinder/booster_Symptom pressure brake-brakes master cylinder/booster_Symptom pressure low fedal concerns-service brakes master cylinder/booster_Symptom pressure brakes-brakes master cylinder/booster_Symptom pressure brakes-brakes master cylinder/booster_Symptom pressure brakes-brakes pedal concerns-service brakes master cylinder/booster_Symptom pressure brakes-brakes pedal pressure for the service brakes master cylinder/booster_Symptom pressure brakes pedal concerns-service brakes pedal concerns-service brakes pedal concerns-service brakes pedal pressure for the service bra			rice busines	Crimetom	no kouword found		
Commodity Blasis-service bracks-brake pedalSymptom pressure-low_ Commodity Blasis-service bracks-brake pedalSymptom pressure-low_ Psymptom pressure-low_ Psymptom pressure-low_ Psymptom pressure-low_ Blasisis-service bracks-master cylinder/booster Symptom kak-fluid Psymptom basis-service bracks-master cylinder/booster Symptom kak-fluid Psymptom pressure-low_ Fread-Information Tread-Category Code 03 Tread Category Description pervice brakes Reported in Tread Quarter Q3 2010 Report Details Source Claim Key D00102341 Warranty Component Classification (WCC) USE Component Classifi							
Commodity chasis-service brakes-master cylinder/booster Symptom function-malfunction/inoperative processure-low function/inoperative processure-low fu					padal concerns service brake padal		
Commodify the siste-service brakes-master cylinder/booster/Symptom lack-fluid hydrobost- hydrobost- thustsis-service brakes-master cylinder/booster/Symptom lack-fluid hydrobost- Werkield More and the siste-service brakes-master cylinder/booster/Symptom lack-fluid hydrobost- Tread Information Versite brakes-master cylinder/booster/Symptom lack-fluid hydrobost- Werkield Regory Code II Pread Category Description pervice brakes Report Details Source Claim Key 00102341 Warranity Component Classification (CPSC) Component Drading Quarter Q3 2010 Versite in the intervice II for the II for the II for the II for							
Indextrement         Indexternation           Significant Event         Verified         N           Tread Category Code         113         Incard Category Description         pervice brakes           Report Details         Source Claim Key         000102341         Warranty Component Classification           Report Details         Source Claim Key         000102341         Warranty Component Classification           Corporate Product Systems Classification         Time in Service         15           Corporate Product Systems Classification         Time in Service         15           Conscience System Service Name         Corporate Product Systems Classification         15           Conscience System Service Name         SCOTT MacDate         21-Jui-2010           Version Service Name Service Name         SCOTT MacDate         21-Jui-2010           Version Service Name Service Name         MASTER CYLINDER         Dealer Name         SCOTT MacDate           None Cassification Code         Partice Case         5158         SCOTT MacDate         None Case Service Name         SCOTT MacDate           None Case Service Name         MASTER CYLINDER         Dealer Name         SCOTT MacDate         None Case Service Name         SCOTT MacDate           Scalar Part Pricit- Base Suffix         Dolar Cylinder Case         None Case Servi							
Commodity chassis-service brakes-master cylinder/booster Symptom Pak-fluid Pathosts Pak-fluid Pathosts Pak-fluid N Tread Category Code D3 Tread Category Categor	2		2	ter/Symptom	rune non-manune non/moperative		
hydroboost							
Significant Event Ventiled N  Tread Category Description service brakes  Report Details  Source Claim Key  OUI02541  WCC)  Corporate Product Systems Classification  Consume Condition Code  P20  Version Series Code  Casal Part Prints Base Suffix  TD11 -43:-40ZA  Dealer Code  S1598  Casal Part Prints Base Suffix  TD11 -43:-40ZA  Dealer Code  S1598  Casal Part Prints Base Suffix  TD11 -43:-40ZA  Dealer Code  S1598  Casal Part Prints Base Suffix  TD11 -43:-40ZA  Dealer Code  S1598  Casal Part Prints Base Suffix  TD11 -43:-40ZA  Dealer Code  S1598  Casal Part Prints Base Suffix  TD11 -43:-40ZA  Dealer Code  S1598  Casal Part Prints Base Suffix  TD11 -43:-40ZA  Dealer Code  S1598  Casal Part Prints Base Suffix  TD11 -43:-40ZA  Dealer Code  S1598  Casal Part Prints Base Suffix  TD11 -43:-40ZA  Dealer Code  S1598  Casal Part Prints Base Suffix  TD11 -43:-40ZA  Dealer Code  S1598  Casal Part Prints Base Suffix  TD11 -43:-40ZA  Dealer Code  S1598  Casal Part Prints Base Suffix  TD11 -43:-40ZA  Dealer Code  S1598  Casal Part Prints Base Suffix  TD11 -43:-40ZA  Dealer Code  S1598  Casal Part Prints Base Suffix  TD11 -43:-40ZA  Dealer Casal  S199  Corporation Code  Communication Code  Communication Code  Communication Code  Communication  Tree Information  Tree Information  Tree Information  Tree Information  Tree Information  Tree Manufacturer  Unknown  Weel  Markense  Dift Left Kinne  Dift Left Kinne  Dift Left Kinne  Dift Left Kinne  Dift Left							
Tread Information         Tread Category Code       13         Tread Category Description       jervice brakes         Report Details         Source Claim Key       (W0/102341       Warrany Component Classification         Composite Product Systems Classification         (CPSC)         Composite Product Systems Classification         (CPSC)         Composite Product Systems Classification         (CPSC)         Condition Code       P30       V Function Group (VFG)         Source Systems Program Type       V Function Group (VFG)         Conded Ear Name       COUT MAZDA         Code       Sistem Program Type         V Function Group (VFG)         Conded Ear Name       COUT MAZDA         Code       Sistem Provide Code       Sistem Provide Code         Conded Ear Name       COUT MAZDA         Conde Ear Name       COUT MAZDA         Conde Ear Name       Country Eisa         Code <td colspan="7"></td>							
Tread Category Code     03     [Tread Category Description]     jervice brakes       Reported In Tread Quarter     Q3 2010       Report Details     WCC()       Corporate Product Systems Classification     Ime in Service     15       Cresco     Paint Service     15       Consomer System Forgram Type     Repair Report/Paid Date     21-Jul-2010       Version Serves Code     D11-43-47/2A     Load Date     03-02-2010       Causal Pain Prefix-Base-Suffix     ID1-43-47/2A     Dealer City     X11ENTOWN       Non Causal Pain Prefix-Base-Suffix     ID1-43-47/2A     Dealer City     X11ENTOWN       Non Causal Pain Prefix-Base-Suffix     ID1-43-47/2A     Dealer Pointer Province     PA       Fault Code     Dealer Pointe Numbers     6107911221     ILIENTOWN       Non Causal Pain Prefix-Base-Suffix     ID1-43-47/2A     Dealer Pointe Numbers     6107911221       Causal Paint Prefix-Base-Suffix     ID1-43-47/2A     Dealer Pointe Numbers     6107911221       Causal Paint Prefix-Base-Suffix     ID1-43-47/2A     Dealer Pointe Numbers     6107911221       Causal Paint Prefix-Base-Suffix     ID1-43-47/2A     Dealer Pointe Numbers     6107911221	Significant Event			verified	N		
Tread Category Code     03     [Tread Category Description]     jervice brakes       Reported In Tread Quarter     Q3 2010       Report Details     WCC()       Corporate Product Systems Classification     Ime in Service     15       Cresco     Paint Service     15       Consomer System Forgram Type     Repair Report/Paid Date     21-Jul-2010       Version Serves Code     D11-43-47/2A     Load Date     03-02-2010       Causal Pain Prefix-Base-Suffix     ID1-43-47/2A     Dealer City     X11ENTOWN       Non Causal Pain Prefix-Base-Suffix     ID1-43-47/2A     Dealer City     X11ENTOWN       Non Causal Pain Prefix-Base-Suffix     ID1-43-47/2A     Dealer Pointer Province     PA       Fault Code     Dealer Pointe Numbers     6107911221     ILIENTOWN       Non Causal Pain Prefix-Base-Suffix     ID1-43-47/2A     Dealer Pointe Numbers     6107911221       Causal Paint Prefix-Base-Suffix     ID1-43-47/2A     Dealer Pointe Numbers     6107911221       Causal Paint Prefix-Base-Suffix     ID1-43-47/2A     Dealer Pointe Numbers     6107911221       Causal Paint Prefix-Base-Suffix     ID1-43-47/2A     Dealer Pointe Numbers     6107911221	Tread Information						
Report Details  Report Details  Source Claim Key  OU0102341  Warranty Component Classification  (WCC)  Corporate Product Systems Classification  (WCC)  Costomer Condition Code  P00  V Function Group (VFG)  Source System Forgram Type  Code Digensity  Component Description Code  Component Product Systems  Comment  Report Product Systems  Comment  Report Details  Code Digensity  Code Digensity  Code Digensity  Code Digensity  Component Description  Code Digensity  Component Description  Code Digensity  Component Description  Code Digensity  Comment  Comment  Report Product Systems  Code Digensity  Component Description  Code Digensity  Code Digensity  Code Digensity  Component Description  Code Digensity  Code D							
Report Details         00102341         Warranty Component Classification (WCC)           Source Claim Key         00102341         Warranty Component Classification (WCC)           Corporate Product Systems Classification         Ime in Service         15           (CPSC)         Particina Group (VFG)         Source Systems Classification         15           Customer Condition Code         P20         V Function Group (VFG)         Source System Program Type         Repair/ReportPaid Date         21-Jal-2010           Version Series Code         Dealer Code         155         Source System States Suffix         TD11-43-40ZA         Dealer Code         158           Casas I Part Prefix-Base - Suffix         MASTER CYLINDER         Dealer Code         159         Source System States Suffix         Non Casal Part Prefix-Base - Suffix         Dealer Code	Reported in Tread Ouarter			frond category 2 coortpation			
Source Claim Key 00102341 Warranty Component Classification (WCC) Carporate Product Systems Classification (WCC) Castomer Condition Code P20 V Function Group (VFG) Customer Condition Code P20 V Function Group (VFG) Source Systems Classification (WCC) Castomer Condition Code P20 V Function Group (VFG) Source System Key Service Code D11743-40ZA Dealer Code S1598 Casal Part Name MASTER CYLINDER Dealer Code S1598 Casal Part Name MASTER CYLINDER Dealer Code S1598 Casal Part Name NASTER CYLINDER Dealer City ALLENTOWN Non Casal Part Names Dealer State/Province PA Fault Code Dealer Country USA Date Code D2 Casa Context Code D3 Casa Context C	1	<b>Q</b>					
Corporate Product Systems Classification  (PSC)  (Croporate Product Systems Code  (Croporate Product Systems Code  (Croporate Product Systems Code  (Croporate Program Type  20  (Croporate Program  (PSC)  (	Report Details						
Corporate Product Systems Classification (PSC) (CPSC) (CPS	Source Claim Key		000102341	Warranty Component Classifi	cation		
CPSC)       P20       V Function Group (VFG)         Source System Program Type       P20       Repair/ReportPaid Date       P1-Jul-2010         Source System Program Type       P20       Repair/ReportPaid Date       P1-Jul-2010         Source System Program Type       P20       Repair/ReportPaid Date       P1-Jul-2010         Causal Part Nets: Sase - Suffix       TD11 -43 -40ZA       Dealer Code       P30-State         Causal Part Name       MASTER CYLINDER       Dealer Code       S1598         Non Causal Part Numbers       Dealer State/Province       PA         Paul Code       Dealer Country       USA         Diagonstic Trouble Code       Dealer Country       USA         Diagonstic Trouble Code       Dealer Country       USA         Communication Type       VOQ Component Description Code       Maintenance Date         Consoner       Consoner       N       Comment         Connent       Consoner       N       Comment       N         Comment       PRESSURE, 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 CASE KNOWN FOR THIS ISSUE. REPLACEM MASTER CYLINDER LEAKING INTO BOOSTER. REPLACED MASTER CYLINDER LEAKING INTO BOOSTER. REPLACED MASTER CYLINDER AND BLEED SYSTEM.         CQII Steccom       N <td></td> <td></td> <td></td> <td>(WCC)</td> <td></td>				(WCC)			
(CPSC)       P20       V Function Group (VFG)         Source System Program Type       P20       V Function Group (VFG)         Source System Program Type       Load Date       D3 -Cot-2010         Causal Part Prefix- Base - Suffix       TD11 -43 -40/2A       Dealer Code       51598         Causal Part Name       MASTER CYLINDER       Dealer Code       51598         Causal Part Name       MASTER CYLINDER       Dealer Code       PA         Non Causal Part Numbers       Dealer Country       USA       DSA         Non Causal Part Numbers       Dealer Country       USA       DSA         Diagonstic Trouble Code       Dealer Country       USA       DSA         Diagonstic Trouble Code       Dealer Country       USA       DSA         Communication Type       VOQ Component Description Code       No         Comment       Comment       NO       NO         Technician       BRAKE CUSTOMER STATES WHILE DRIVING VEHICLE THEY APPLIED BRAKES AND PEDAL WENT TO FLOOR AND HAD NO         Comment       Free Source State       NO       NO         Comment       Free Source State       NO       NO         Conservert       VLINDER. LUPON REPLACEMENT WE FOUND REAR OF CYLINDER LEAKING INTO BOOSTER. REPLACED MASTER CYLINDER AND BLEED SYSTEM.       NO       N	Corporate Product Systems Clas	sification			15		
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Causal Part Name       MASTER CYLINDER       Dealer Name       SCOTT MAZDA         Non Causal Part Neink-Base Suffix       Dealer City       ALLENTOWN         Non Causal Part Neink-Base Suffix       Dealer City       ALLENTOWN         Non Causal Part Numbers       Dealer Science PA         Fault Code       Dealer Country       USA         Diagonstic Trouble Code       Dealer Phone Number       6107911221         Cabor Operation Code       Attachment       N         Comment Cate       03 -Oct-2010       VOQ Component Description Code         Maintenance Date       03 -Oct-2010       VOQ Component Description Code         Comment Technician       BRAKE CUSTOMER STATES WHILE DRIVING VEHICLE THEY APPLIED BRAKES AND PEDAL WENT TO FLOOR AND HAD NO         Comment Technician       BRAKE CUSTOMER STATES WHILE DRIVING VEHICLE THEY APPLIED BRAKES 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.         CQIS Recommendation         Tire Brand Series         DOT Left Front         DOT Left Front         DOT Left Inner         DOT Sight Front         DOT Left Inner	Version Series Code				03 -Oct-2010		
Causal Part Name       MASTER CYLINDER       Dealer Name       SCOTT MAZDA         Non Causal Part Prehx-Base Suffix       Dealer City       ALLENTOWN         Non Causal Part Numbers       Dealer ScierProvince       PA         Fault Code       Dealer ScierProvince       PA         Diagonshic Trouble Code       Dealer ScierProvince       PA         Dagonshic Trouble Code       Dealer ScierProvince       N         Communication Type       OS -Oct-2010       WOQ Component Description Code         Maintenance Date       O3 -Oct-2010       VOQ Component Description Code         Comment       Technician       BRAKE CUSTOMER STATES WHILE DRIVING VEHICLE THEY APPLIED BRAKES AND PEDAL WENT TO FLOOR AND HAD NO         Comment       Fessure, 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.       DOI Right Front         DOT Left Front       DOT Right Front         DOT Left Inner       DOT Right Front         DOT Left Inner       DOT Right Inner         DOT Syste       Engine Serial Number       CA 10269212         Whole       Engi			TD11 -43 -40ZA				
Non Causal Part Numbers       Dealer Stafe Frovince       PA         Dealer Stafe Country       USA         Dealer Stafe Country       USA         Dealer Toruble Code       Dealer Phone Number       6107911221         Labor Operation Code       Attachment       N         Communication Type       VOQ Component Description Code       N         Cus to mer Comment       03 -Oct-2010       VOQ Component Description Code         Cus to mer Comment       BRAKE CUSTOMER STATES WHILE DRIVING VEHICLE THEY APPLIED BRAKES AND PEDAL WENT TO FLOOR AND HAD NO         Comment       BRAKE CUSTOMER STATES WHILE DRIVING VEHICLE THEY APPLIED BRAKES AND PEDAL WENT TO FLOOR AND HAD NO         Comment       BRAKE CUSTOMER STATES WHILE DRIVING VEHICLE THEY APPLIED BRAKES AND PEDAL WENT TO FLOOR AND HAD NO         Comment       BRAKE CUSTOMER STATES WHILE DRIVING VEHICLE THEY APPLIED BRAKES AND PEDAL WENT TO FLOOR AND HAD NO         Comment       BRAKE CUSTOMER STATES WHILE DRIVING VEHICLE THEY APPLIED BRAKES AND PEDAL WENT TO FLOOR AND HAD NO         Comment       BRAKE CUSTOMER STATES WHILE DRIVING VEHICLE THEY APPLIED BRAKES AND PEDAL WENT TO FLOOR AND HAD NO         Comment       BRAKE CUSTOMER STATES WHILE DRIVING VEHICLE THEY APPLIED BRAKES AND PEDAL WENT TO STOP CAR. WE DID NOT VERIFY AN         ISSUE CALLED TECHLINE LINE CASE 680624 NO OTHER CARS KNOWN FOR THIS ISSUE. RECOMBENDED WE REPLACE MASTER CYLINDER AND         Tire Manufacturer	Causal Part Name			Dealer Name	SCOTT MAZDA		
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mendations           Immendations           Tire Manufacturer         Unknown           Tire Manufacturer         Unknown           Tire Size         Unknown           Tire Brand Series         Wheel           DOT Left Front         DOT Right Front           DOT Left Inner         DOT Right Rear           DOT Left Inner         DOT Right Rear           DOT Spare         DOT Right Inner           Vehicle Information         Engine Serial Number         CA 10269212           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         21-Aug-2008         Retail Sale Indicator Code         Plant Description           Build Region         HIROSHIMA ASSEMBLY PLANT-JAPAN         Reaquired Vehicle         5-May-2009           Build Country Code         ITA69         Vehicle Axle Ratio         05-May-2009	Comment PRESSURE, 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						
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DOT Left Inner       DOT Right Inner         DOT Spare       DOT Right Inner         Vehicle Information       Engine Serial Number       CA 10269212         VIN       JM3TB38V890       Engine Description       3.7L 4V-DAMB PFI V6 NA GAS         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       ALL 4 WHEEL LEFT HAND DRIVE         Production Date       21-Aug-2008       Retail Sale Indicator Code         Plant Description       HIROSHIMA ASSEMBLY PLANT-JAPAN       Reaquired Vehicle         Build Region       Warranty Start Date       05-May-2009         Build Country Code       Iransmission Serial Number       Mileage							
DOT Spare       Control         Vehicle Information       Engine Serial Number       CA 10269212         VIN       JM3TB38V890       Engine Description       3.7L 4V-DAMB PFI V6 NA GAS         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       21-Aug-2008       Retail Sale Indicator Code         Plant Description       HIROSHIMA ASSEMBLY PLANT-JAPAN       Reaquired Vehicle         Build Region       Warranty Start Date       05-May-2009         Build Country Code       Transmission Serial Number       Mileage	DOT Left Rear			DOT Right Rear			
Vehicle Information         VIN       JM3TB38V890       Engine Serial Number       CA 10269212         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       21-Aug-2008       Retail Sale Indicator Code         Plant Description       HIROSHIMA ASSEMBLY PLANT-JAPAN       Reaguired Vehicle         Build Region       Warranty Start Date       05-May-2009         Build Country Code       Transmission Serial Number       Mileage	DOT Left Inner			DOT Right Inner			
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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-Aug-2008       Retail Sale Indicator Code         Plant Description       HIROSHIMA ASSEMBLY PLANT-JAPAN       Reaquired Vehicle         Build Region       Warranty Start Date       05-May-2009         Build Country Code       Transmission Serial Number       Mileage							
Body Cab Style     Unknown     Drive Line     ALL 4 WHEEL LEFT HAND DRIVE       Production Date     21-Aug-2008     Retail Sale Indicator Code       Plant Description     HIROSHIMA ASSEMBLY PLANT-JAPAN     Reaquired Vehicle       Build Region     Warranty Start Date     05-May-2009       Build Country Code     Transmission Serial Number     Mileage							
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Plant Description     HIROŠHIMA ASSEMBLY PLANT-JAPAN     Reaquired Vehicle       Build Region     Warranty Start Date     05-May-2009       Build Country Code     Transmission Serial Number       Mileage     11369     Vehicle Axle Ratio					ALL 4 WHEEL LEFT HAND DRIVE		
Build Region     Warranty Start Date     05-May-2009       Build Country Code     Transmission Serial Number       Mileage     11369     Vehicle Axle Ratio							
Build Country Code         Transmission Serial Number           Mileage         11369         Vehicle Axle Ratio		IIIKUSH			05 May 2009		
Mileage 11369 Vehicle Axle Ratio					JJ-141ay-2007		
		11360					
	Vehicle Restraint Code	11509		veniele Parle Ratio			

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.