

PE14-005

MAZDA

4/15/2014

APPENDIX 4

Field report

AND

Consumer complaint PAGE 77

PE14-005

MAZDA

4/15/2014

APPENDIX 4

Field report

VIR



Concern Driven Reporting

Report Detail

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

ECI Record	625011153	Source Code	MAZDA Veh Inspect
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Commodity Assignment			
Commodity	chassis-service hydroboost	brakes-master cylinder/booster	Symptom loose
Commodity	chassis-service hydroboost	brakes-master cylinder/booster	Symptom nvh-noisy operation
Commodity	unknown		Symptom mod-driving condition-at cruise
Commodity	unknown		Symptom mod-driving condition-while driving
Commodity	unknown		Symptom mod-location-under vehicle
Commodity	unknown		Symptom no keyword found
Commodity	unknown		Symptom nvh-noisy operation
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2012		

Report Details			
Source Claim Key	V00011491	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	11
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	24-Jul-2012
Version Series Code		Load Date	27-Aug-2012
Causal Part Prefix-Base-Suffix	--	Dealer Code	50237
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	RAMSEY MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	RAMSEY
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	N
Communication Type		VOQ Component Description Code	
Maintenance Date	27-Aug-2012		

Customer Comment	when driving at 30 40 mph uphill car is under a load. at time there is a noise from under car.
Technician Comment	none RTS has looke over and road tested with customer was only able to get the a noise to happen one time. had dealer go over all supenion bolts and tighen braket at brake booster.
C Q I S Recommendations	

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

Vehicle Information			
VIN	JM3TB3CVXB0	Engine Serial Number	
Model Year	2011	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-Jun-2011	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	05-Sep-2011
Build Country Code		Transmission Serial Number	
Mileage	8966	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer

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Concern Driven Reporting

Report Detail

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ECI Record	625010582	Source Code	MAZDA Veh Inspect
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes—	Symptom	weak/soft/sagged
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-intermittent/random
Commodity	chassis-service brakes-brake pedal—	Symptom	no keyword found
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster—	Symptom	function-malfunction/inoperative
Commodity	hydroboost—		
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2012		

Report Details			
Source Claim Key	V00010918	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	26
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	15-Feb-2012
Version Series Code		Load Date	26-Feb-2012
Causal Part Prefix- Base - Suffix		Dealer Code	51518
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	RUSSEL MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	BALTIMORE
Non Causal Part Numbers		Dealer State/Province	MD
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	N
Communication Type		VOQ Component Description Code	
Maintenance Date	26-Feb-2012		

Customer Comment	Afer parked outside for 2 3 hours, went to the mall for 2 miles. This problem occuered after 15 minutes. Vehicle speed was about 15 mph. Applied brake 3 4 times before this problem occurred. When customer go to stop behind school bus, this problem happened. The brake softer than usual all the way,didn't become hard. Re applied 2 times after that brake became normal.
Technician Comment	Mastercylinder,brake pedal,speed sensor, brake pads,check mastercylinder,booster,HU,pipe were replaced. around dealer
CQIS Recommendations	

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

Vehicle Information			
VIN	JM31B3MV0A0	Engine Serial Number	CA 10309776
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	5 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	06-Nov-2009	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	16-Jan-2010
Build Country Code		Transmission Serial Number	
Mileage	56728	Vehicle Axle Ratio	
Vehicle Restraint Code			

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PE14-005

MAZDA

4/15/2014

APPENDIX 4

Field report

HTLN



Concern Driven Reporting

Report Detail

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

ECI Record	620550055	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	no keyword found
Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-codes found
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2012		

Report Details

Source Claim Key	000780614	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	17
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	30-Jul-2012
Version Series Code		Load Date	06-Aug-2012
Causal Part Prefix-Base-Suffix	--	Dealer Code	23710
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	OCEAN MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	MIAMI
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code		Dealer Country	USA
Diagnostc Trouble Code		Dealer Phone Number	7864641100
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	06-Aug-2012		

Customer Comment	
Technician Comment	LD 07/30/12 HARD BRAKE PEDAL C1963 (PAGE3) CLAIMS THAT THE BRAKE PEDAL IS HARD AS A ROCK CUSTOMER NAME IS MARIA LUISA RUBIO HAS INSPECTED THE BRAKE BOOSTER AND LINE SEE PREVIOUS PAGE
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB2BA7B0	Engine Serial Number	CA 10357753
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	15-Oct-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	25-Mar-2011
Build Country Code		Transmission Serial Number	
Mileage	21849	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620561378	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	high effort
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2012		

Report Details

Source Claim Key	000792782	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	20
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	30-Oct-2012
Version Series Code		Load Date	04-Nov-2012
Causal Part Prefix-Base-Suffix	--	Dealer Code	23454
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JIM ELLIS MAZDA OF MARIETTA
Non Causal Part Prefix-Base-Suffix		Dealer City	MARIETTA
Non Causal Part Numbers		Dealer State/Province	GA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	09-Dec-2012		

Customer Comment	
Technician Comment	SC 10/30/12 HARD BRAKE PEDAL(BOOSTER AND M/C) TECH STS THE BRAKE PEDAL IS HARD TO DEPRESS TECH HAS VERIFIED THE BRAKE PEDAL IS HARD. REPLACED VACUUM POWER ASST AND MASTER CYLINDER
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB2CA1B0	Engine Serial Number	CA 10359670
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	26-Oct-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	01-Apr-2011
Build Country Code		Transmission Serial Number	
Mileage	40640	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	6205832/1	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes-abs/traction control—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-abs/traction control—	Symptom	high effort
Commodity	chassis-service brakes-abs/traction control—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-brake pedal—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	high effort
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2013		

Report Details

Source Claim Key	000816365	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	21
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	06-May-2013
Version Series Code		Load Date	12-May-2013
Causal Part Prefix- Base - Suffix	--	Dealer Code	23958
Causal Part Name	unknown	Dealer Name	HILEY MAZDA OF HUNTSVILLE
Non Causal Part Prefix-Base-Suffix		Dealer City	HUNTSVILLE
Non Causal Part Numbers		Dealer State/Province	AL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	2563190300
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	18-Aug-2013		

Customer Comment	
Technician Comment	TY 5/6/13 BRAKE PEDAL HARD(MASTER CLY,BOOSTER) TECH STS BRAKE PEDAL HARD TECH STS BRAKE PEDAL HARD,FEEL LIKE THE BOOST NOT WORKING. BRAKE WEAR IS EVEN,NO CODES IN THE ABS SYSTEM. necessary to replace master cylinder and brake booster
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM31B2CA2B0	Engine Serial Number	CA 10362071
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	08-Nov-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	31-Aug-2011
Build Country Code		Transmission Serial Number	
Mileage	31545	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620578527	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake pedal—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	high effort
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2013		

Report Details			
Source Claim Key	000811222	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	22
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	27-Mar-2013
Version Series Code		Load Date	31-Mar-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	23899
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	FERMAN MAZDA OF BRANDON
Non Causal Part Prefix-Base-Suffix		Dealer City	TAMPA
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8136236600
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	07-Apr-2013		

Customer Comment	
Technician Comment	JC 3/27/13 NOISE STEPPING ON THE BRAKE TECH REPLACED THE BOOSTER FOR NO POWER ASSIST. NOW STEPS ON THE BRAKE PEDAL THERE IS A NOISE LIKE WIRPER BLABES ON A WINDSHIELD. CALLED FOR INFORMATION
CQIS Recommendations	

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

Vehicle Information			
VIN	JM3TB2CA4B0	Engine Serial Number	CA 10356842
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	12-Oct-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	15-Jun-2011
Build Country Code		Transmission Serial Number	
Mileage	30413	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620582451	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-brake pedal—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-loss of vacuum
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2013		

Report Details			
Source Claim Key	000815516	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	27
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	29-Apr-2013
Version Series Code		Load Date	05-May-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	42053
Causal Part Name	unknown	Dealer Name	COURTESY MAZDA HENDERSON
Non Causal Part Prefix-Base-Suffix		Dealer City	HENDERSON
Non Causal Part Numbers		Dealer State/Province	NV
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7025678000
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	26-May-2013		

Customer Comment	
Technician Comment	LH 04/29/13 BRAKE PEDAL GOES TO FLOOR(BOOSTER) BRAKE PEDAL GOES TO THE FLOOR AND VEHICLE IS HARD TO STOP NO DTC. INQUIRING FOUND BRAKE BOOSTER LEAKING VACUUM
C Q I S Recommendations	

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

Vehicle Information			
VIN	JM3TB2CA8B0	Engine Serial Number	CA 10354898
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	30-Sep-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	25-Feb-2011
Build Country Code		Transmission Serial Number	
Mileage	44222	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620595315	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	high effort
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2013		

Report Details

Source Claim Key	000829330	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	30
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	12-Aug-2013
Version Series Code		Load Date	18-Aug-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	23971
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	MAZDA OF SOUTH CHARLOTTE
Non Causal Part Prefix-Base-Suffix		Dealer City	CHARLOTTE
Non Causal Part Numbers		Dealer State/Province	NC
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	9802249250
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	22-Sep-2013		

Customer Comment	
Technician Comment	RC 8/12/13 HARD BRAKE PEDAL(BOOSTER) CS DL STS HAS GOOD VACUUM TO THE BOOSTER ,CK VALVE OK HAVE TO APPLY A LOT OF PSI TO STOP REPLACED BRAKE BOOSTER
C Q I S Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB2CV0B0	Engine Serial Number	CA 10373641
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	13-Jan-2011	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	10-Mar-2011
Build Country Code		Transmission Serial Number	
Mileage	54543	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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

ECI Record	620596443	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-abs/traction control—	Symptom	air in system
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2013		

Report Details

Source Claim Key	000830543	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	24
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	20-Aug-2013
Version Series Code		Load Date	25-Aug-2013
Causal Part Prefix-Base-Suffix	-	Dealer Code	40202
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JOHN HINE MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	SAN DIEGO
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication lype		VOQ Component Description Code	
Maintenance Date	29-Sep-2013		

Customer Comment	
Technician Comment	DR 8/20/13 REMAN M/C BYPASSES**M/C REPLACED LEAKING M/C AND THE BOOSTER. REMAN M/C BYPASSING HAS BLED SYSTEM AND PERFORMED ABS BLEED.M/C BYPASSES REPLACED MASTER CYL. TEST DROVE. OPERATING AS DESIGNED AT THIS TIME.
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB2CV3B0	Engine Serial Number	CA 10391308
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	5 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	03-Jul-2011	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	07-Sep-2011
Build Country Code		Transmission Serial Number	
Mileage	30660	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620582410	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes-brake pedal—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-driving condition-when engine running
Commodity	chassis-service brakes-brake pedal—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2013		

Report Details

Source Claim Key	000815472	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	28
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	29-Apr-2013
Version Series Code		Load Date	05-May-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	42033
Causal Part Name	unknown	Dealer Name	GALPIN MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	VAN NUYS
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	818/423800
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	26-May-2013		

Customer Comment

Technician Comment: HAL 04/29/13 BRAKE PEDAL HARD/TO FLOOR/HISSING TECH STS THE BRAKE PEDAL WAS HARD AND THEN DROPPED TO THE FLOOR SLOWLY...THERE WAS A HISSING NOISE WHILE BRAKING...THE ENG RPM WOULD HUNTAND THE VEH DID NOT WANT TO STOP...HE HAD TO PUMP THE BRAKE TO GET THE VEH TO STOP...** TECH STS THE BRAKE FLUID LEVEL IS FULL...THERE ARE NO CODES STORED...THERE ARE NO LEAKS AT THIS TIME...HAS NOT REMOVED ANYTHING YET TO CHECK...THERE IS NO SOGNS OF COMPLAINTS OF ACCIDENT DAMAGE...TEH VEH HAD THE OIL CHANGED RECENTLY SOMEHWERE ELSE (NOT SURE HOW LONG AGO)...THE FRONT TIRES LOOK NEW.VEH IS STOCK...NO ABUSE OR DAMAGE...

CQIS Recommendations

Tire Information

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

Vehicle Information

VIN	JM3TB2CV4E	Engine Serial Number	CA 10364071
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	17-Nov-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	21-Jan-2011
Build Country Code		Transmission Serial Number	
Mileage	22572	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620565921	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	high effort
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-codes found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2012		

Report Details			
Source Claim Key	000797610	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	19
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	10-Dec-2012
Version Series Code		Load Date	16-Dec-2012
Causal Part Prefix- Base - Suffix	-	Dealer Code	42162
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	CARDINALEWAY MAZDA AT PEORIA
Non Causal Part Prefix-Base-Suffix		Dealer City	PEORIA
Non Causal Part Numbers		Dealer State/Province	AZ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	6239333900
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	23-Dec-2012		

Customer Comment	
Technician Comment	LH 12/10/12 HARD PEDAL, LACK OF BRAKE ASSIST(BOOST HARD BRAKE PEDAL AND LACKS BRAKE ASSIST INQUIRING INTO MASTER CYLINDER LEAK CONCERN INTO BOOSTER. CHECK VACUUM BOOSTER CHECK VALVE. HAS O2 SENSOR DTC P2195 VEHICLE FROM BODY SHOP REPLACED BRAKE BOOSTER
CQIS Recommendations	

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

Vehicle Information			
VIN	JM3TB2CVXB0	Engine Serial Number	CA 10367670
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	06-Dec-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	26-May-2011
Build Country Code		Transmission Serial Number	
Mileage	42162	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620591540	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2013		

Report Details

Source Claim Key	000825248	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	29
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	11-Jul-2013
Version Series Code		Load Date	14-Jul-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	23820
Causal Part Name	unknown	Dealer Name	VIC BAILEY MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	SPARTANBURG
Non Causal Part Numbers		Dealer State/Province	SC
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8645821200
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	28-Jul-2013		

Customer Comment	
Technician Comment	DR 7/11/13 HISSING FROM BRAKE BOOSTER**BOOSTER VEHICLE MAKES A HISSING NOISE WHEN HITTING BRAKES AND GETS A HARD PEDAL,HISSING FROM ACTUATOR ROD AREA NOISE FROM BOOSTER replaced brake booster.
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB2DA0B0	Engine Serial Number	CA 10361838
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	05-Nov-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	10-Mar-2011
Build Country Code		Transmission Serial Number	
Mileage	39710	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620593476	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	high effort
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2013		

Report Details			
Source Claim Key	000827334	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	29
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	26-Jul-2013
Version Series Code		Load Date	28-Jul-2013
Causal Part Prefix- Base - Suffix	--	Dealer Code	34594
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	MUNDAY MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	HOUSTON
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	2815833400
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	04-Aug-2013		

Customer Comment	
Technician Comment	RM 07/26/13 HARD BAKE PEDAL NOISE FROM B/BOOSTER TECH STATES HARD BRAKE PEDAL NOISE FROM BOOSTER ASKING OF ANY KNOWN ISSUES. REPLACED BRAKE BOOSTER ASSEMBLY
C Q I S Recommendations	

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

Vehicle Information			
VIN	JM3TB2DA6B0	Engine Serial Number	CA 10374829
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	5 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	20-Jan-2011	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	26-Mar-2011
Build Country Code		Transmission Serial Number	
Mileage	27193	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620588569	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes-brake pedal—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	high effort
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2013		

Report Details

Source Claim Key	000822061	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	18-Jun-2013
Version Series Code		Load Date	23-Jun-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	23944
Causal Part Name	unknown	Dealer Name	ROYAL PALM MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	ROYAL PALM BEACH
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	5613707170
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	30-Jun-2013		

Customer Comment	
Technician Comment	LD 06/18/13 HARD BRAKE PEDAL (MASTER&BOOSTER) HARD BRAKE PEDAL AND FADES HARD BRAKE PEDAL replaced brake master cylinder and booster
C Q I S Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB2DA7B0	Engine Serial Number	CA 10359113
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	22-Oct-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	
Build Country Code		Transmission Serial Number	
Mileage	23678	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620543648	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes-brake pedal—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2012		

Report Details

Source Claim Key	000773653	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	20
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	11-Jun-2012
Version Series Code		Load Date	17-Jun-2012
Causal Part Prefix-Base-Suffix	--	Dealer Code	23974
Causal Part Name	unknown	Dealer Name	IVORY MAZDA MALL OF GEORGIA
Non Causal Part Prefix-Base-Suffix		Dealer City	BUFORD
Non Causal Part Numbers		Dealer State/Province	GA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	678/149000
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	12-Jul-2012		

Customer Comment	
Technician Comment	DR 6/11/12 WHISTLE TYPE NOISE WHEN BRAKE PEDAL VEHICLE MAKES A WHISTLE TYPE OF NOISE WHEN BRAKE PEDAL IS OPERATED STATES MAKES A LOUD WHISTLE NOISE WHEN BRAKE PEDAL OPERATED,FURTHER PEDAL GOES DOWN NOISE VARIES REPLACED BRAKE BOOSTER OPERATION NORMAL.
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB2MA2A0	Engine Serial Number	CA 10348766
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	5 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	04-Aug-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	30-Oct-2010
Build Country Code		Transmission Serial Number	
Mileage	45477	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620596260	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	Symptom	no keyword found
chassis-service brakes—	Symptom	no keyword found
chassis-service brakes—	Symptom	nvh-noisy operation
chassis-service brakes-brake pedal—	Symptom	high effort
chassis-service brakes-brake pedal—	Symptom	nvh-noisy operation
chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	high effort
chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	nvh-noisy operation
chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	pedal concerns-service brake pedal
Significant Event	Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2013		

Report Details

Source Claim Key	000830342	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	39
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	19-Aug-2013
Version Series Code		Load Date	25-Aug-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	23823
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	WRAY MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	COLUMBIA
Non Causal Part Numbers		Dealer State/Province	SC
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8037996351
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	01-Sep-2013		

Customer Comment	
Technician Comment	GF 8/19/13 HARD BRAKE PEDAL & HISS/BOOSTER DECLINE C/STATES THAT BRAKE PEDAL IS HARD AND HAS A HISS NOISE TECH HAS CALLED WITH A THE HISS FROM BRAKE MASTER GAVE CUSTOMER ESTIMATE TO REPAIR, CUSTOMER HAS TAKEN VEHICLE
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB2MA7A0	Engine Serial Number	CA 10324076
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	5 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	15-Feb-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	26-Jun-2010
Build Country Code		Transmission Serial Number	
Mileage	56925	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620525886	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	high effort
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2012		

Report Details

Source Claim Key	000754638	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	30-Jan-2012
Version Series Code		Load Date	06-Feb-2012
Causal Part Prefix-Base-Suffix	-	Dealer Code	42103
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	CHAPMAN MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	PHOENIX
Non Causal Part Numbers		Dealer State/Province	AZ
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	8663830272
Labor Operation Code		Attachment	
Communication lype		VOQ Component Description Code	
Maintenance Date	02-Dec-2012		

Customer Comment	
Technician Comment	JC 1/30/12 NO POWER BRAKE ASSIST(BOOSTER) NO POWER BRAKES. CALLED IF HAD ANY ISSUES. THE MASTER FLUID LEVEL IS FULL.
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM31B2MA/A0	Engine Serial Number	CA 10349039
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	05-Aug-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	
Build Country Code		Transmission Serial Number	
Mileage	29109	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620542191	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes-abs/traction control—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-abs/traction control—	Symptom	high effort
Commodity	chassis-service brakes-abs/traction control—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	high effort
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2012		

Report Details			
Source Claim Key	000772080	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	18
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	31-May-2012
Version Series Code		Load Date	03-Jun-2012
Causal Part Prefix-Base-Suffix	-	Dealer Code	23879
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	MAZDA OF ROSWELL
Non Causal Part Prefix-Base-Suffix		Dealer City	ROSWELL
Non Causal Part Numbers		Dealer State/Province	GA
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	7709936999
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	13-Jun-2012		

Customer Comment	
Technician Comment	TY 5/31/12 BRAKE PEDAL IS HARD TECH STS BRAKE PEDAL IS HARD, THEY HAVE VACUUM TO THE BOOSTER.NO CODES FOR ABS STORED. SYMPTOMS/CONDITIONS TECH STS BRAKE PEDAL IS HARD, THEY HAVE VACUUM TO THE BOOSTER.NO CODES FOR ABS STORED.THE ONE WAY VALVE FOR VACUUM LINE IS GOOD. BOOSTER, MASTER AND ABS UNIT REPLACED P TECH REINSTALLED THE OLD BOOSTER
CQIS Recommendations	

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

Vehicle Information			
VIN	JM3TB2MA7A0	Engine Serial Number	CA 10349961
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	5 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	21-Aug-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	22-Dec-2010
Build Country Code		Transmission Serial Number	
Mileage	25122	Vehicle Axle Ratio	
Vehicle Restraint Code			

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ECI Record	620515856	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-service brakes-brake pedal—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-driving condition-engine-hot
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-shuts off
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-indicator light/warning chime on
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2011		

Report Details

Source Claim Key	000743976	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	13
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	02-Nov-2011
Version Series Code		Load Date	06-Nov-2011
Causal Part Prefix-Base-Suffix	--	Dealer Code	34512
Causal Part Name	unknown	Dealer Name	BERT OGDEN MISSION MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	MISSION
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	09-Jan-2012		

Customer Comment	
Technician Comment	JC 11/2/11BRAKES LOCK UP*ADJUSTED C/S THAT THE BRAKE PEDAL WAS HARD NO ASSISTAFTER DRIVING THE CAR WHEN WARM TECH SAID THAT FOUND FLUID BETWEEN THE MASTER AND THE BOOSTER. REPLACED THEM TECH HADTHE CAR RUNNING FOR SOME TIME AND THEN WHEN HE RETURNED THE BRAKES WERE APPLIED AND THE CAR WOULD NOT MOVE (FOOT OFF THE BRAKE). SHUT OFF THE CAR AND THEN THEY WORKED AGIN WHEN COOL. SAW A TCS LIGHT ON DID NOT CK FOR CODES. ADJSUT THE TAB ON BRAKE PEDAL AFTER REPLACING BOOSTER AND MASTER CYL ALL OK
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB2MA7A0	Engine Serial Number	CA 10350908
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	27-Aug-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	29-Oct-2010
Build Country Code		Transmission Serial Number	
Mileage	21545	Vehicle Axle Ratio	
Vehicle Restraint Code			

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ECI Record	620506399	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes-abs/traction control—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	no problem found
Commodity	chassis-service brakes-brake pedal—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	high effort
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	no problem found
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2011		

Report Details			
Source Claim Key	000733860	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	17
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	16-Aug-2011
Version Series Code		Load Date	21-Aug-2011
Causal Part Prefix- Base - Suffix	-	Dealer Code	23466
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JIM ELLIS MAZDA OF CHAMBLEE
Non Causal Part Prefix-Base-Suffix		Dealer City	ATLANTA
Non Causal Part Numbers		Dealer State/Province	GA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7704543300
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	11-Sep-2011		

Customer Comment	
Technician Comment	DC 08/16/11 HARD BRAKE PEDAL& NOISE NPF HARD BRAKE PEDAL& NOISE NPF CUST CLAIMS THAT ONCE A MONTH WHEN TURNING AT APPROX 40' AND APPLYINGBRAKE HAS A HARD PEDAL AND NOISE. DLR STATES NO DUPLICATION ON MULTIPLES DRIVES ***** SYMPTOMS/CONDITIONS HARD BRAKE PEDAL& NOISE NPF CUST CLAIMS THAT ONCE A MONTH WHEN TURNING AT APPROX 40' AND APPLYINGBRAKE HAS A HARD PEDAL AND NOISE. DLR STATES NO DUPLICATION ON MULTIPLES DRIVES WITH THE CUSTOMER AND TURNING AND BRAKING AT VARIOUS ANGLES, NO DUPLICATIONTECH INSPECTED THE BRAKE PADS replace abs unit at this time ok.
CQIS Recommendations	

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

Vehicle Information			
VIN	JM3TB2MA8A0	Engine Serial Number	CA 10316888
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	23-Dec-2009	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	27-Mar-2010
Build Country Code		Transmission Serial Number	
Mileage	14940	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620601016	Source Code	MAZDA Hotline
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Commodity Assignment			
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
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2013		

Report Details			
Source Claim Key	000835471	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	42
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	27-Sep-2013
Version Series Code		Load Date	29-Sep-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	42153
Causal Part Name	unknown	Dealer Name	MORE MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	TEMPE
Non Causal Part Numbers		Dealer State/Province	AZ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4807631000
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	20-Oct-2013		

Customer Comment	
Technician Comment	MY 09/27/13 HARD BRAKE PEDAL, HIT A VEHICLE NOTICED BY AWA REQUEST FROM DSM. CUSTOMER HIT ANOTHER VEHICLE. HAD TO REPLACE FRONT BUMPER FASCIA. NO DAMAGE ON ANOTHER VEHICLE. ASKING DSM FOR DETAILS.
CQIS Recommendations	

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

Vehicle Information			
VIN	JM3TB2MA8A0	Engine Serial Number	CA 10331582
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	07-Apr-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	09-May-2010
Build Country Code		Transmission Serial Number	
Mileage	36179	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620614657	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes—	Symptom	vibration/pulsation
Commodity	chassis-service brakes-brake pedal—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2014		

Report Details

Source Claim Key	000850645	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	43
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	23-Jan-2014
Version Series Code		Load Date	25-Jan-2014
Causal Part Prefix-Base - Suffix	--	Dealer Code	34392
Causal Part Name	unknown	Dealer Name	SAMES MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	LAREDO
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	22-Mar-2014		

Customer Comment	
Technician Comment	DL 1/23/14 GROAN FROM BRAKE PEDAL(BOOSTER) TECH STATES THERE IS A NOISE WHEN PRESSING THE BRAKES AND VIBRATES THE ENTIRE PEDAL AS WELL. TECH HAS REPLACE TWO MASTER CYLINDERS AND BRAKE BOOSTERS. REPLACED BRAKE BOOSTER AGAIN AFTER TECH HOTLINE CONTACT. APPARENTLY MAZDA HAD A BATCH OF BAD BOOSTERS.
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB2MA8A0	Engine Serial Number	CA 10334393
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	22-Apr-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	19-Jul-2010
Build Country Code		Transmission Serial Number	
Mileage	54031	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620537677	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2012		

Report Details			
Source Claim Key	000767215	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	20
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	25-Apr-2012
Version Series Code		Load Date	01-May-2012
Causal Part Prefix-Base-Suffix	--	Dealer Code	40212
Causal Part Name	unknown	Dealer Name	BERGE MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	GILBERT
Non Causal Part Numbers		Dealer State/Province	AZ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4808330001
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	01-May-2012		

Customer Comment	
Technician Comment	DR 4/25/12 BRAKE PEDAL HARD HAS A HARD BRAKE PEDAL HAS A HARD BRAKE PEDAL CHECKED FOR PROPER VACUUM AT BOOSTER OK. REMOVED MASTER CYLINDER TO INSPECT FOR LEAKAGE INTO BOOSTER NO LEAKS PRESENT. REPLACED POWER BRAKE BOOSTER BRAKE FUNCTIONING NORMALLY.
CQIS Recommendations	

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

Vehicle Information			
VIN	JM3TB2MA8A0	Engine Serial Number	CA 10346109
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	5 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	15-Jul-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	05-Sep-2010
Build Country Code		Transmission Serial Number	
Mileage	18454	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620563211	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes-brake pedal—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	repair-similar failures on other vehicles mentioned
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2012		

Report Details			
Source Claim Key	000794/48	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	26
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	14-Nov-2012
Version Series Code		Load Date	18-Nov-2012
Causal Part Prefix- Base - Suffix	-	Dealer Code	34430
Causal Part Name	unknown	Dealer Name	RANDY HILEY MAZDA ARLINGTON
Non Causal Part Prefix-Base-Suffix		Dealer City	ARLINGTON
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	8175756100
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	02-Dec-2012		

Customer Comment	
Technician Comment	RM 11/14/12 BRAKE PEDAL GOES TO THE FLOOR(BOOSTER) TECH STATES BRAKE PEDAL GOES TO THE FLOOR AND WHISTLE NOISE FROM THE BOOSTER. STATES HAS HAD 3 OTHERS IN THE PAST MONTH SAME CONCERN. REPLACED BRAKE BOOSTER. CALLING TO REPORT. replaced brake booster
CQIS Recommendations	

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

Vehicle Information			
VIN	JM3TB2MA8A0	Engine Serial Number	CA 10350532
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	5 SPD AUTO TRANS AISIN F21	Vehicle Description	CX9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	26-Aug-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	20-Oct-2010
Build Country Code		Transmission Serial Number	
Mileage	15204	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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

ECI Record	620604734	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake pedal—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake pedal—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2013		

Report Details

Source Claim Key	000839480	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	39
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	29-Oct-2013
Version Series Code		Load Date	03-Nov-2013
Causal Part Prefix- Base - Suffix	-	Dealer Code	23867
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	SANDY SANSING MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	PENSACOLA
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8504761466
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	22-Feb-2014		

Customer Comment	
Technician Comment	DL 10/29/13 BRAKE BOOSTER MAKING NOISE TECH STS THERE IS A ABNORMAL NOISE COMING FROM PEDAL. TECH STS THE ORIGINAL CONCERN WAS BRAKE PEDAL STIFFNESS. DLR REPLACED BRAKE BOOSTER AND MASTER CYLINDER. NOW BOOSTER IS MAKING A LOUD GROAN NOISE. customer traded vehicle back in, problem still there as well as other cx9 we have done have that noise after booster install
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB2MAXA0	Engine Serial Number	CA 10343699
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	5 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	28-Jun-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	29-Aug-2010
Build Country Code		Transmission Serial Number	
Mileage	61128	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620585095	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-intermittent/random
Commodity	chassis-service brakes-brake pedal—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-intermittent/random
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2013		

Report Details			
Source Claim Key	000818347	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	30
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	21-May-2013
Version Series Code		Load Date	26-May-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	33902
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	FLOYD TRAYLOR MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	FORT SMITH
Non Causal Part Numbers		Dealer State/Province	AR
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4796467344
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	10-Jun-2013		

Customer Comment	
Technician Comment	RM 05/21/13 HISS NOISE APPLYING BRAKES(B/BOOSTER) TECH STATES HISS NOISE WHEN APPLYING THE BRAKES NOISE IS COMING FROM THE BRAKE BOOSTER WHEN BRAKE PEDAL IS APPLIED. INT PEDAL WILL BE HARD WHEN THEY ARE APPLIED AND NOISE IS PRESENT MASTER CYLINDER REAR SEAL LEAKING FLUID INTO BRAKE BOOSTER. REPLACED MASTER AND BOOSTER AND BLED SYSTEM. NO OTHER PROBLEMS FOUND AT THIS TIME.
CQIS Recommendations	

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

Vehicle Information			
VIN	JM3TB2MAXA0	Engine Serial Number	CA 10345307
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	08-Jul-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	27-Dec-2010
Build Country Code		Transmission Serial Number	

Mileage	49288	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620560931	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes-brake pedal—	Symptom	air in system
Commodity	chassis-service brakes-brake pedal—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake pedal—	Symptom	leak-air/dust
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-brake pedal—	Symptom	vibration/pulsation
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	air in system
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-air/dust
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	vibration/pulsation
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2012		

Report Details

Source Claim Key	000792297	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	21
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	25-Oct-2012
Version Series Code		Load Date	28-Oct-2012
Causal Part Prefix-Base-Suffix	-	Dealer Code	34625
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	PARETTI MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	METAIRIE
Non Causal Part Numbers		Dealer State/Province	LA
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	5048885420
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	02-Dec-2012		

Customer Comment	
Technician Comment	DR 10/25/12 NOISE FROM BRAKE BOOSTER BRAKE BOOSTER LEAKING AIR UNDER LIGHT BRAKING UNDER LIGHT BRAKE PEDAL PRESSURE HAS AIR LEAK,HARDER PEDAL APPLICATION NO NOISE REPLACED THE BOOSTER THEN HAD SHUDDER IN THE PEDAL. REBLED THE BRAKES AGAIN SHUDDER WAS FROM AIR TRAPPED IN THE SYSTEM.
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB2MAXA0	Engine Serial Number	CA 10350083
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	5 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	23-Aug-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	12-Feb-2011
Build Country Code		Transmission Serial Number	
Mileage	22510	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECL Record	620595753	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	mod-intermittent/random
Commodity	chassis-service brakes—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-brake pedal—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-intermittent/random
Commodity	chassis-service brakes-brake pedal—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	mod-intermittent/random
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2013		

Report Details			
Source Claim Key	000829803	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	33
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	14-Aug-2013
Version Series Code		Load Date	18-Aug-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	101/1
Causal Part Name	unknown	Dealer Name	ALAN WEBB MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	VANCOUVER
Non Causal Part Numbers		Dealer State/Province	WA
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	29-Sep-2013		

Customer Comment	
Technician Comment	HAL 08/14/13 INT PDL LOW,HORN NOISE(BOOSTER,M/C) TECH STS THE BRAKE PEDAL DROPS VERY LOW AT TIMES... WHEN IT DOES, THERE IS A HORN TYPE NOISE WHEN STEPPING ON THE BRAKE...IT GOES AWAY WHEN YOU LET OFF THE BRAKE...THERE IS VERY POOR BRAKING BUT IT WILL STOP...***VEH IS A USED CAR AT THIS DLR*** HE CAN HEAR THE NOISE MOSTLY FROM THE OUTSIDE BUT CAN BE HEARD FROM THE INSIDE ALSO.... replace brake booster @ master cylinder
CQIS Recommendations	

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

Vehicle Information			
VIN	JM3TB3BA3B0	Engine Serial Number	CA 10355675
Model Year	2011	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	05-Oct-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	08-Dec-2010
Build Country Code		Transmission Serial Number	
Mileage	31792	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620595876	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes-abs/traction control	Symptom	calibration-issue/re-flash
Commodity	chassis-service brakes-abs/traction control	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-abs/traction control	Symptom	leak-fluid
Commodity	chassis-service brakes-abs/traction control	Symptom	leak-loss of vacuum
Commodity	chassis-service brakes-abs/traction control	Symptom	mod-codes found
Commodity	chassis-service brakes-abs/traction control	Symptom	no keyword found
Commodity	chassis-service brakes-abs/traction control-abs module-	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-abs/traction control-abs module-	Symptom	loss of control
Commodity	chassis-service brakes-abs/traction control-abs module-	Symptom	mod-codes found
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2013		

Report Details			
Source Claim Key	000829935	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	32
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	15-Aug-2013
Version Series Code		Load Date	18-Aug-2013
Causal Part Prefix- Base - Suffix	--	Dealer Code	51486
Causal Part Name	unknown	Dealer Name	GAITHERSBURG MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	GAITHERSBURG
Non Causal Part Numbers		Dealer State/Province	MD
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	25-Aug-2013		

Customer Comment	
Technician Comment	RM 08/15/13 TCS LIGHT ON C1446(ABS MODULE) TECH STATES TCS LIGHT ON HAS JUST REPLACED BOOSTER FOR A VACUUM LEAK AND REFLASHED ABS FOR C1963. DID NOT HAVE THIS CODE BEFORE. BOO PID CHANGES.REPLACED THE BRAKE SWITCH NO CHANGE. DOES NOT HAVE A TRAILER HITCH. ABS CONTROL MUDULE INTERNAL FAILURE REPLACED ABS CONTROL MUDULE
CQIS Recommendations	

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

Vehicle Information			
VIN	JM3TB3BV2B0	Engine Serial Number	CA 10359785
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	5 SPD AUTO TRANS AISIN F21	Vehicle Description	CX9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	27-Oct-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	03-Jan-2011
Build Country Code		Transmission Serial Number	
Mileage	35692	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620547368	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes-abs/traction control	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-abs/traction control	Symptom	mod-indicator light/warning chime on
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2012		

Report Details

Source Claim Key	000777710	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	17
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	10-Jul-2012
Version Series Code		Load Date	15-Jul-2012
Causal Part Prefix-Base-Suffix	--	Dealer Code	51626
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	GARDEN CITY MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	HEMPSTEAD
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	5162927827
Labor Operation Code		Attachment	
Communication Iype		VOQ Component Description Code	
Maintenance Date	15-Jul-2012		

Customer Comment	
Technician Comment	RM 07/10/12 WRENCH LIGHT ON(BRAKE SWITCH) TECH STATES WRENCH LIGHT ON JUST REPLACED THE BOOSTER. replace brake switch,erase code and recheck.
C Q I S Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB3BV5B0	Engine Serial Number	CA 10357218
Model Year	2011	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	14-Oct-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	28-Feb-2011
Build Country Code		Transmission Serial Number	
Mileage	19133	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620584955	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	high effort
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2013		

Report Details

Source Claim Key	000818200	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	31
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	20-May-2013
Version Series Code		Load Date	26-May-2013
Causal Part Prefix- Base - Suffix	-	Dealer Code	42053
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	COURTESY MAZDA HENDERSON
Non Causal Part Prefix-Base-Suffix		Dealer City	HENDERSON
Non Causal Part Numbers		Dealer State/Province	NV
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	7025678000
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	21-Jul-2013		

Customer Comment	
Technician Comment	LD 05/20/13 HARD PEDAL (BOOSTER) HARD BRAKE PEDAL, AND NOISE FROM THE BOOSTER DUPED, NEEDS A BOOSTER replace booster
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB3CA3B0	Engine Serial Number	CA 10356385
Model Year	2011	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	08-Oct-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	26-Nov-2010
Build Country Code		Transmission Serial Number	
Mileage	39094	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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

ECI Record	620588725	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	leak-fluid
Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	high effort
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	N

Tread Information	
Tread Category Code	03
Reported in Tread Quarter	Q2 2013
Tread Category Description	service brakes

Report Details	
Source Claim Key	000822226
Corporate Product Systems Classification (CPSC)	
Customer Condition Code	
Source System Program Type	
Version Series Code	
Causal Part Prefix- Base - Suffix	--
Causal Part Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix	
Non Causal Part Numbers	
Fault Code	
Diagnostic Trouble Code	
Labor Operation Code	
Communication Type	
Maintenance Date	14-Jul-2013
Warranty Component Classification (WCC)	
Time in Service	27
V Function Group (VFG)	
Repair/Report/Paid Date	18-Jun-2013
Load Date	23-Jun-2013
Dealer Code	51584
Dealer Name	GIUFFRE MAZDA
Dealer City	BROOKLYN
Dealer State/Province	NY
Dealer Country	USA
Dealer Phone Number	7187483636
Attachment	
VOQ Component Description Code	

Customer Comment	
Technician Comment	RM 06/18/13 HARD BRAKE PEDAL BOOSTER NOISE(BOOSTER TECH STATES BRAKE HARD AND BRAK BOOSTER NOISE HAS BRAKE MASTER PULLED BACK AND CAN SEE BRAK FLUID LEAKING FROM B/MASTER. found leaking master cyl .replaced master cylinder and brake booster ok
CQIS Recommendations	

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

Vehicle Information	
VIN	JM3TB3CV0B0
Model Year	2011
Transmission	5 SPD AUTO TRANS AISIN F21
Body Cab Style	Unknown
Production Date	28-Jan-2011
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN
Build Region	
Build Country Code	
Mileage	16452
Vehicle Restraint Code	
Engine Serial Number	CA 10376321
Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Vehicle Description	CX 9
Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Retail Sale Indicator Code	
Required Vehicle	
Warranty Start Date	20-Apr-2011
Transmission Serial Number	
Vehicle Axle Ratio	

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Concern Driven Reporting

Report Detail

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ECI Record	620587803	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes-abs/traction control—	Symptom	air in system
Commodity	chassis-service brakes-abs/traction control—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes-abs/traction control—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	air in system
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2013		

Report Details			
Source Claim Key	000821241	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	25
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	11-Jun-2013
Version Series Code		Load Date	16-Jun-2013
Causal Part Prefix- Base - Suffix	--	Dealer Code	34377
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	BERT OGDEN MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	EDINBURG
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	25-Aug-2013		

Customer Comment	
Technician Comment	TY 6/11/13 NOISE FROM THE BRAKE BOOSTER(MAST CYL) TECH STS NOISE FROM THE BRAKE BOOSTER UNDER BRAKING TECH STS NOISE FROM THE BRAKE BOOSTER UNDER BRAKING. THEY HAVE REPLACED THE BOOSTER FOR A DIFFERENT NOISE BUT HAVE THIS NOISE. BLEED THE SYSTEM AND RAN THE ABS PUMP WITH IDS. replaced master cylinder bled system all ok
CQIS Recommendations	

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

Vehicle Information			
VIN	JM3TB3CV1B0	Engine Serial Number	CA 1035/571
Model Year	2011	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	15-Oct-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	28-May-2011
Build Country Code		Transmission Serial Number	
Mileage	24668	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620583928	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes—	Symptom	mod-codes found
Commodity	chassis-service brakes—	Symptom	mod-driving condition-at idle
Commodity	chassis-service brakes—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-codes found
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-abs/traction control—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-codes found
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-indicator light/warning chime on
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2013		

Report Details

Source Claim Key	000817080	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	19
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	10-May-2013
Version Series Code		Load Date	12-May-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	51652
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	KENNY ROSS MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	IRWIN
Non Causal Part Numbers		Dealer State/Province	PA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7248645100
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	26-May-2013		

Customer Comment

Technician Comment: HAL 05/10/13 MIL,P2195,P2197,HARD BRAKE PDL TECH STS THE MIL IS ON AND THE BRAKE PEDAL IS VERY HARD...WHEN TRYING TO STOP, THE VEH BARELY STOPS...THE MIL IS ON AND THE CODES C1963 20 ABS,P2195 00 68 PCM AND P2197 00 68 PCM ARE STORED... *** [REDACTED] ** TECH STS THE RO ACTUALLY SAYS BRAKES ARE NOT WORKING VERY WELL ...THE ENG RAN FINE...HE WENT DOWN THE ROAD TO TEST DRIVE ADN FOUND THE BRAKES STOPPEDTHE CAR...ALMOST WENT THRU AN INTERSECTION..TECH STS THE CUST DROVE THE VEHFOR A COUPLE OF DAYS...SHE SAYS THE ONLY THING SHE REMEBERS, IS 2 DAYS BEF ORE IT ACTING UP, SHE HAD TO STEP ON THE BRAKES VERY HARD TO AVOID A DEER.. TECH DOES NOT FEEL ANYTHING WRONG WITH THE WAY THE ENG RUNS OR IDLES...HE DEALER REPLACED THE VACUUM PUMP ON 5/10/13.

CQIS Recommendation

Tire Information

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

Vehicle Information

VIN	JM3TB3CVXB0 [REDACTED]	Engine Serial Number	CA 10394363
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	18-Jul-2011	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	26-Oct-2011
Build Country Code		Transmission Serial Number	
Mileage	22945	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620598206	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes—	Symptom	high effort
Commodity	chassis-service brakes—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-abs/traction control—	Symptom	air in system
Commodity	chassis-service brakes-abs/traction control—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-caliper/wheel cylinder—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-caliper/wheel cylinder—	Symptom	lack of lubrication
Commodity	chassis-service brakes-caliper/wheel cylinder—	Symptom	sticks/binds/grabs
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	air in system
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	high effort
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	lack of lubrication
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	sticks/binds/grabs
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2013		

Report Details			
Source Claim Key	000832449	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	27
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	05-Sep-2013
Version Series Code		Load Date	08-Sep-2013
Causal Part Prefix- Base - Suffix	--	Dealer Code	34598
Causal Part Name	unknown	Dealer Name	MILO GORDON MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	LAWTON
Non Causal Part Numbers		Dealer State/Province	OK
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	5803535702
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	06-Oct-2013		

Customer Comment	
Technician Comment	HAL 09/05/13 HARD TO STOP,PEDAL STIFF(M/C,BOOSTER) TECH STS THE VEH IS HARD TO STOP...PEDAL FEELS NORMAL. ** VEH FELT AS IF THERE WAS ONLY REAR BRAKES OPERATION...CHECKED THE FRT BRAKEAND THE PADSD WERE VERY THICK FOR THE MILEAGE...HE THINKS SOMEBODY REPLACED THEM...THE FRT CALIPERS FELT LIKE THEY WERE BINDING BECAUSE OF THE PADS AND LACK OF LUBRICATION...HE REMOVED THE CALIPERS, CLEANED THE SLIDES AND CONTACTS POINTS, REASSEMBLED AND IT MOVES BETTER...HE HAS NOT TEST DRIVEN YET...THE FLUID LEVEL IS JUST UNDER THE MAX LINE...THE VEH IS STOCK...NO r& r brale power booster and master cylinder. bleed brakes. abs service bleed system. ok
CQIS Recommendations	

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

Vehicle Information			
VIN	JM3TB3DA2B0	Engine Serial Number	CA 10380692
Model Year	2011	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-Feb-2011	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	16-Jul-2011
Build Country Code		Transmission Serial Number	
Mileage	35405	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620591343	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2013		

Report Details

Source Claim Key	000825044	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	23
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	10-Jul-2013
Version Series Code		Load Date	14-Jul-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	42025
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	SILL TERHAR MOTORS, INC
Non Causal Part Prefix-Base-Suffix		Dealer City	BROOMFIELD
Non Causal Part Numbers		Dealer State/Province	CO
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	3034691801
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	14-Jul-2013		

Customer Comment	
Technician Comment	RM 07/10/13 BRAKE PEDAL HARD TECH STATES BRAKE PEDAL IS HARD FLUID IS FULL. NO ABNROMAL SOUNDS FROM THE BOOSTER.
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB3DA2B0	Engine Serial Number	CA 10393578
Model Year	2011	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	13-Jul-2011	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	22-Aug-2011
Build Country Code		Transmission Serial Number	
Mileage	37856	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620594822	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes-brake pedal—	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes-brake pedal—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake pedal—	Symptom	function-wheel lock up (not steering)
Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	leak-fluid
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-no indication (sudden)
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	burned out
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	high effort
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2013		

Report Details			
Source Claim Key	000828798	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	32
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	07-Aug-2013
Version Series Code		Load Date	11-Aug-2013
Causal Part Prefix- Base - Suffix	-	Dealer Code	42045
Causal Part Name	unknown	Dealer Name	D DAHLE MAZDA OF MURRAY
Non Causal Part Prefix-Base-Suffix		Dealer City	MURRAY
Non Causal Part Numbers		Dealer State/Province	UT
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	8012660033
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	06-Oct-2013		

Customer Comment	
Technician Comment	HAL 08/07/13 HARD PEDAL THEN EASY TECH STS WHEN BRAKING, THE PEDAL FEELS VERY STIFF AT FIRST CAUSING YOU TO BRAKE MUCH HARDER..TEHN, ALL OF A SUDDEN, SOMETHING GIVES AND IT BRAKES FINE BUT, SINCE YOU HAVE ALL THE PRESSURE ON IT, YOU LOCK UP THE [REDACTED] ** TECH STS THE 1X IN THEY COULD NOT DUPLICATE THE ISSUE.. THEY FLUSHED THE BRAKE FLUID AND RELEASED TEH VEH...C/S IT WAS STILL THERE AFTER THEY TOOK THE VEH..THAT WAS ABOUT 6 DAYS AGO..TECH HAS CHECKED VACUUM TO THE BOOSTER.NOONE HAS INDICATED THE BRAKE FLUID LEVEL WAS EVER LOW...THERE IS NO ABUSE OR DAMAGE...CUST HAS NOT HAD ANY ACCIDENTS WITH THE VEH... P REPLACED BOOSTER FOR HARD PEDAL, REPLACED MASTER CYL FOR SLIGHT LEAKAGE AT REAR
CQIS Recommendation	

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

Vehicle Information			
VIN	JM3TB3DA8B0 [REDACTED]	Engine Serial Number	CA 10361910
Model Year	2011	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	08-Nov-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	29-Dec-2010
Build Country Code		Transmission Serial Number	
Mileage	55946	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620582898	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	high effort
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2013		

Report Details

Source Claim Key	000815997	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	25
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	02-May-2013
Version Series Code		Load Date	05-May-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	51582
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	KOEPPPEL MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	WOODSIDE
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	/187/219100
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	12-May-2013		

Customer Comment	
Technician Comment	DR 5/2/13 BRAKE PEDAL HARD***BOOSTER VEHICLE IN BRAKE PEDAL IS HARD STATES HARD PEDAL,FLUID APPEARS NORMAL found brake booster leaking
C Q I S Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB3DV2B0	Engine Serial Number	CA 10361476
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	04-Nov-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	25-Apr-2011
Build Country Code		Transmission Serial Number	
Mileage	34207	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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

ECI Record	620583713	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes—	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-abs/traction control—	Symptom	no keyword found
Commodity	chassis-service brakes-abs/traction control-abs module-	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-abs/traction control-abs module-	Symptom	separation
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	separation
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2013		

Report Details			
Source Claim Key	000816846	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	21
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	09-May-2013
Version Series Code		Load Date	12-May-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	51578
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	COLONIAL MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	DANBURY
Non Causal Part Numbers		Dealer State/Province	CT
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	2037488700
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	26-May-2013		

Customer Comment	
Technician Comment	GF 5/9/13 CUST REQUEST BRAKE INSP/ABS MOD BOOSTER C/STATES PLEASE PERFORM BRAKE INSP TECH HAS CALLED AFTER TEST DRIVING VEH AND FINDING THAT WHEN APPLING BRAKES IT LIKE ASSIST THEN PUSH HARDER AND CAN BRAKES FADE DOWN SOME AND THEN MAX BRAKES ARE APPLIED PERFORMED BRAKE INSPECTION ADVISED AND FOUND THE ABS MODULE IN NEED OF REPLACEMENT REPLACED AND FOUND BRAKE FADE/ ISSUE STILL EVIDENT BLEED 3 SEPERATE WAYS AND WDVISED TECH LINE INSPECTED AND REPLACED BOOSTER AS NECESSARY AS WELL
CQIS Recommendations	

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

Vehicle Information			
VIN	JM3TB3DV5B0	Engine Serial Number	CA 10393864
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	5 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	17-Jul-2011	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	14-Sep-2011
Build Country Code		Transmission Serial Number	
Mileage	29181	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620617884	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2014		

Report Details

Source Claim Key	000854189	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	36
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	18-Feb-2014
Version Series Code		Load Date	22-Feb-2014
Causal Part Prefix- Base - Suffix	- -	Dealer Code	42170
Causal Part Name	unknown	Dealer Name	SOUTH BAY MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	TORRANCE
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	3109748177
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	22-Feb-2014		

Customer Comment	
Technician Comment	BAS 2/18/14 HISS NOISE AND HARD BRAKE PEDAL HISS NOISE AND HARD PEDAL CONFIMRED THE NOISE
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB3DV8B0	Engine Serial Number	CA 10365875
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	5 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	25-Nov-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	07-Mar-2011
Build Country Code		Transmission Serial Number	
Mileage	31404	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620570949	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	leak-fluid
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster—	Symptom	function-malfunction/inoperative
Commodity	hydroboost—	Symptom	
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2013		

Report Details			
Source Claim Key	000802989	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	22
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	28-Jan-2013
Version Series Code		Load Date	03-Feb-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	51627
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	SMITH HAVEN MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	SAINT JAMES
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	6312651285
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	24-Feb-2013		

Customer Comment	
Technician Comment	TY 1/28/13 BRAKE PEDAL HARD(ONEWAY VALVE) TECH STS BRAKE PEDAL HARD,NO CODES STORED. TECH STS BRAKE PEDAL HARD,NO CODES STORED. THEY DO NOT SEE ANY SIGNS OF A LEAK. replaced check valve by booster
CQIS Recommendations	

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

Vehicle Information			
VIN	JM3TB3DVBX0	Engine Serial Number	CA 10362941
Model Year	2011	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	11-Nov-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	18-Apr-2011
Build Country Code		Transmission Serial Number	
Mileage	25834	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620585506	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes—	Symptom	mod-location-interior
Commodity	chassis-service brakes—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	vibration/pulsation
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2013		

Report Details

Source Claim Key	000818790	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	28
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	23-May-2013
Version Series Code		Load Date	26-May-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	60434
Causal Part Name	unknown	Dealer Name	O'DANIEL MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	FORT WAYNE
Non Causal Part Numbers		Dealer State/Province	IN
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	26-May-2013		

Customer Comment

Technician Comment BH 5/23/13 VIBRATION NOISE FROM NEW BOOSTER C/S STS HAS A HISSING NOISE UNDER THE DASH TECH STS REPLACED BOOSTER, NOW HAS A VIBRATION TYPE NOISE, PEDAL FEEL IS FINE. TECH STS ON ALL THE BOOSTER'S HE'S DONE, THEY ALL HAVE THIS NOISE WHEN FIRST REPLACED AND THEN IT GOES AWAY AFTER AWHILE. WANTED TO KNOW IF THERE HAVE BEEN CASES FOR THIS

CQIS Recommendations

Tire Information

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

Vehicle Information

VIN	JM3TB3MAXA0	Engine Serial Number	CA 1034/535
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	5 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	27-Jul-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	11-Feb-2011
Build Country Code		Transmission Serial Number	
Mileage	23414	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620587449	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2013		

Report Details			
Source Claim Key	000820855	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	35
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	10-Jun-2013
Version Series Code		Load Date	16-Jun-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	50156
Causal Part Name	unknown	Dealer Name	COOLEY MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	RENSSELAER
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	30-Jun-2013		

Customer Comment	
Technician Comment	GF 6/10/13 BRAKES WEAK NOISE/BOOSTER C/STATES PLEASE INSPECT THE BRAKE SYSTEM TECH HAS CALLED WITH BRAKE CONCERN FELLS LIKE NO ASSIT AND A LOUD SCREECH SOUND replaced vacuum booster and bled all brake components
CQIS Recommendations	

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

Vehicle Information			
VIN	JM3TB3MVIAC	Engine Serial Number	CA 10331139
Model Year	2010	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	05-Apr-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	02-Aug-2010
Build Country Code		Transmission Serial Number	
Mileage	34000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620580910	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	high effort
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2013		

Report Details

Source Claim Key	000813832	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	31
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	16-Apr-2013
Version Series Code		Load Date	21-Apr-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	42140
Causal Part Name	unknown	Dealer Name	GROOVE MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	CENTENNIAL
Non Causal Part Numbers		Dealer State/Province	CO
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	3033608000
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	21-Apr-2013		

Customer Comment	
Technician Comment	DR 4/16/13 HARD BRAKE PEDAL STATES HAS A HARD BRAKE PEDAL,M/C NOT LEAKING TECH CELL ██████████ STATES BRAKE PEDAL IS HARD,MASTER CYLINDER IS NOT LEAKING REPLACED THE BRAKE BOOSTER
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB3MV1A████████	Engine Serial Number	CA 10350418
Model Year	2010	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	24-Aug-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	28-Oct-2010
Build Country Code		Transmission Serial Number	
Mileage	31600	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620587882	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2013		

Report Details

Source Claim Key	000821328	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	31
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	12-Jun-2013
Version Series Code		Load Date	16-Jun-2013
Causal Part Prefix- Base - Suffix	--	Dealer Code	51588
Causal Part Name	unknown	Dealer Name	BUDD BAER MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	WASHINGTON
Non Causal Part Numbers		Dealer State/Province	PA
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	7242253700
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	28-Jul-2013		

Customer Comment	
Technician Comment	GF 6/12/13 BRAKE PEDAL HARD AND WHISTLE/MASTER BOO C/STATES BRAKES SEEM TO BE HARD TO STOP VEH TECH HAS CALLED WITH A HARD BRAKE PEDAL AND A WHISTLE SOUND Replaced booster and master cylinder and test drive. Ok now
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB3MV2A0	Engine Serial Number	CA 10349571
Model Year	2010	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	19-Aug-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	29-Nov-2010
Build Country Code		Transmission Serial Number	
Mileage	35963	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620616896	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes-abs/traction control	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-abs/traction control	Symptom	high effort
Commodity	chassis-service brakes-abs/traction control	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-abs/traction control	Symptom	no problem found
Commodity	chassis-service brakes-abs/traction control	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2014		

Report Details

Source Claim Key	000853091	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	42
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	11-Feb-2014
Version Series Code		Load Date	16-Feb-2014
Causal Part Prefix - Base - Suffix	- -	Dealer Code	51582
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	KOEPPPEL MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	WOODSIDE
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	7187219100
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	22-Feb-2014		

Customer Comment	
Technician Comment	TY 2/11/14 HARD BRAKE PEDAL,HARD TO STEER(NPF) TECH STS HARD BRAKE PEDAL AND HARD TO STEER,THEY HAVE NOT BEEN ABLE TO DUPLICATE THE PROBLEM. TECH STS HARD BRAKE PEDAL AND HARD TO STEER,THEY HAVE NOT BEEN ABLE TO DUPLICATE THE PROBLEM. road test 3 day 200 mile no problem found
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM31B3MV3A	Engine Serial Number	CA 10345809
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	5 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	13-Jul-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	29-Sep-2010
Build Country Code		Transmission Serial Number	
Mileage	41014	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	6204902/1	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes-abs/traction control—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-abs/traction control—	Symptom	mod-codes found
Commodity	chassis-service brakes-abs/traction control—	Symptom	no keyword found
Commodity	chassis-service brakes-abs/traction control—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake pedal—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-codes found
Commodity	chassis-service brakes-brake pedal—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	mod-codes found
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2011		

Report Details			
Source Claim Key	000717040	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	9
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	11-Apr-2011
Version Series Code		Load Date	17-Apr-2011
Causal Part Prefix- Base - Suffix	-	Dealer Code	51598
Causal Part Name	unknown	Dealer Name	SCOTT MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	ALLENTOWN
Non Causal Part Numbers		Dealer State/Province	PA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	6107911221
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	17-Apr-2011		

Customer Comment	
Technician Comment	LH 04/11/11 GRUNT NOISE FROM BOOSTER (AIR PURGE) REPLACED ABS UNIT FOR DTC C1963, HAS GRUNT NOISE WHEN DEPRESSING THE BRAKE PEDAL. QUILTS AFTER DEPLETING VACUUM OUT OF THE BOOSTER DID NOT NOTE NOISE PRIOR TO REPLACING ABS, USED IDS TO AIR PURGE ABS TECH REBLEED BRAKES AND ROADTESTED ACTIVATED ABS SEVERAL TIMES AND NOISE IS GONE.
CQIS Recommendations	

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

Vehicle Information			
VIN	JM3TB3MV4A0	Engine Serial Number	CA 10332730
Model Year	2010	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	13-Apr-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	02-Aug-2010
Build Country Code		Transmission Serial Number	
Mileage	12014	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620555110	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	high effort
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2012		

Report Details

Source Claim Key	000786066	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	27
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	07-Sep-2012
Version Series Code		Load Date	09-Sep-2012
Causal Part Prefix- Base - Suffix	--	Dealer Code	51614
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	OPEN ROAD MAZDA OF MORRISTOWN
Non Causal Part Prefix-Base-Suffix		Dealer City	MORRISTOWN
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	9737961300
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	23-Sep-2012		

Customer Comment	
Technician Comment	TY 9/7/12 HARD BRAKE PEDAL(BOOSTER) TECH STS THEY HAVE A HARD BRAKE PEDAL TECH STS THEY HAVE A HARD BRAKE PEDAL REPLACED BRAKE BOOSTER
C Q I S Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB3MV6A0	Engine Serial Number	CA I0336623
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	5 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	24-May-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	14-Jul-2010
Build Country Code		Transmission Serial Number	
Mileage	29270	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECL Record	620566971	Source Code	MAZDA Hotline
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes—	Symptom	parking brake-does not engage/hold
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	leak-loss of vacuum
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	parking brake-does not engage/hold
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2012		

Report Details			
Source Claim Key	000798728	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	20
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	19-Dec-2012
Version Series Code		Load Date	23-Dec-2012
Causal Part Prefix- Base - Suffix	-	Dealer Code	51627
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	SMITH HAVEN MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	SAINT JAMES
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	6312651285
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	20-Jan-2013		

Customer Comment	
Technician Comment	GF 12/19/12 BRAKE DON'T STOP/BRAKE BOOSTER C/STATES BRAKES DON'T WHAT TO STOP VEH AND MAKE WOOSH SOUND TECH HAS CALLED WITH A BRAKE CONCERN TECH HAS FOUND THAT THE BOOSTER LEAKING VAC Replaced Power Booster
CQIS Recommendations	

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

Vehicle Information			
VIN	JM3TB3MV9A0	Engine Serial Number	CA 10343463
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	25-Jun-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	30-Apr-2011
Build Country Code		Transmission Serial Number	
Mileage	32610	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	626336051	Source Code	MAZDA Care Surveys
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Commodity Assignment

Commodity	chassis-service brakes-brake lines/hoses—	Symptom	loose
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	loose
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2011		

Report Details

Source Claim Key	01959302A	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	3
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	25-Sep-2011
Version Series Code		Load Date	11-Oct-2011
Causal Part Prefix-Base-Suffix	-	Dealer Code	34564
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	GULLO MAZDA OF CONROE
Non Causal Part Prefix-Base-Suffix		Dealer City	CONROE
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	9364419100
Labor Operation Code		Attachment	
Communication lype		VOQ Component Description Code	
Maintenance Date	12-Oct-2011		

Customer Comment So far so good. We brought our new CX9 in for a rattling noise and the hold down clamp on teh power brake booster hose was found loose. All is quiet now and couldn't be happier.

Technician Comment

C Q I S Recommendations

Tire Information

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

Vehicle Information

VIN	JM31B2CAXB0	Engine Serial Number	CA 10373577
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	14-Jan-2011	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	29-Jun-2011
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	626354787	Source Code	MAZDA Care Surveys
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Commodity Assignment

Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	function-steering/brake ineffective
Significant Event				Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2012		

Report Details

Source Claim Key	02079348A	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	16
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	08-Jan-2012
Version Series Code		Load Date	11-Feb-2012
Causal Part Prefix-Base-Suffix	--	Dealer Code	23775
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	JOHN FINGER MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	GREENVILLE
Non Causal Part Numbers		Dealer State/Province	SC
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	11-Feb-2012		

Customer Comment Took in for TCS light issue, drove home next day and had break issues. Took it in that day and they replaced break booster and master cyclinder. Drove car home next day. Left the following day for a 26 hour road trip to find out that my cruise control didn't work. Had to visit a Mazda dealership in NY, who couldn't repair my car in time before returning to SC. So I had to take my car into Mazda when I returned. They attempted to fix repair, but it still didn't work. My car is now with Mazda being repaired once again. Car is only a yr old and was bought brand new.

Technician Comment

CQIS Recommendations

Tire Information

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

Vehicle Information

VIN	JM3TB2MA8A0	Engine Serial Number	CA 10335025
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	27-Apr-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	18-Sep-2010
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	626461686	Source Code	MAZDA Care Surveys
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Commodity Assignment

Commodity	chassis-service brakes-master cylinder/booster/Symptom	function-malfunction/inoperative
hydroboost		
Significant Event	Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2014		

Report Details

Source Claim Key	02696115A	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	31
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	28-Jan-2014
Version Series Code		Load Date	11-Feb-2014
Causal Part Prefix-Base-Suffix	--	Dealer Code	41902
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	SHOWCASE MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	PHOENIX
Non Causal Part Numbers		Dealer State/Province	AZ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	6022777171
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	11-Feb-2014		

Customer Comment	Made all arrangements necessary to get my car in with the failure of my brake booster.
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB3DA3B0	Engine Serial Number	CA 10379672
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	5 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	17-Feb-2011	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	30-Jul-2011
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	626433007	Source Code	MAZDA Care Surveys
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Commodity Assignment

Commodity	chassis-service brakes-master cylinder/booster/hydroboost	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-pads/shoes/linings	Symptom	function-malfunction/inoperative
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2013		

Report Details

Source Claim Key	02514469A	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	22
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	15-Jul-2013
Version Series Code		Load Date	11-Aug-2013
Causal Part Prefix- Base - Suffix	--	Dealer Code	42139
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	QUALITY MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	ALBUQUERQUE
Non Causal Part Numbers		Dealer State/Province	NM
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	505263753
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	11-Aug-2013		

Customer Comment	First time I was told there was nothing wrong with the brake. I had to bring it back couple days after, I was told they can't find what was wrong and they needed to turn the disc and shave the pads (which they said were fine two days before) for 125\$ to start with. On the receipt it stated that the car was hooked up to the computer and the brake booster showed non functioning (under warranty) it took two days to look at the car and two more to get the parts. I believe they made up the pads and disc to charge me, while they new the booster was the problem from the computer check.
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB3DV1B0	Engine Serial Number	CA 10383569
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	20-Apr-2011	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	30-Sep-2011
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	626352290	Source Code	MAZDA eMQF
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Commodity Assignment			
Commodity	chassis-service brakes-master cylinder/booster/hydroboost	Symptom	air in system
Commodity	chassis-service brakes-master cylinder/booster/hydroboost	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes-master cylinder/booster/hydroboost	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-rotor/drum	Symptom	air in system
Commodity	chassis-service brakes-rotor/drum	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes-rotor/drum	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-rotor/drum	Symptom	mod-driving condition-while driving
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2011		

Report Details			
Source Claim Key	ISK161645	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	9
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	22-Nov-2011
Version Series Code		Load Date	14-Jan-2012
Causal Part Prefix- Base - Suffix	--	Dealer Code	UNKNOW
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	14-Jan-2012		

Customer Comment	Problem better after 2nd dealership bleed brakes started around 15,000 miles. Dealership that I purchased car turned rotors. Brake booster went out while the car was at the dealership. After the repair were completed the braking system was so bad I was scared to drive the car. The dealership stated everything was fine and would not even check the brakes. Took car to another dealership that bleed the brakes numerous times before the brakes felt normal.		
Technician Comment			
CQIS Recommendations			

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

Vehicle Information			
VIN	JM3TB2MA5A0	Engine Serial Number	CA 10345899
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	14-Jul-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	26-Feb-2011
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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

ECI Record	626300804	Source Code	MAZDA eMQF
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Commodity Assignment

Commodity	chassis-service brakes-master cylinder/booster/hydroboost	Symptom	mod-intermittent/random
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010		

Report Details

Source Claim Key	ISK119035	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	10
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	14-Dec-2010
Version Series Code		Load Date	12-Jan-2011
Causal Part Prefix-Base-Suffix	--	Dealer Code	UNKNOW
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	12-Jan-2011		

Customer Comment	I'm not sure if it's trouble or not. No one at dealership can answer my questions. The brake assist will actually catch and slow me down at times. I'm not sure if that's how they work. Windy, hilly roads
Technician Comment	
C Q I S Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB3MV3A0	Engine Serial Number	CA 10314739
Model Year	2010	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	10-Dec-2009	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	13-Mar-2010
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	626300803	Source Code	MAZDA eMQF
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Commodity Assignment

Commodity	chassis-service brakes-brake pedal—	Symptom	sticks/binds/grabs
Commodity	chassis-service brakes-master cylinder/booster	Symptom	sticks/binds/grabs
Commodity	hydroboost—		
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010		

Report Details

Source Claim Key	ISK119034	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	10
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	14-Dec-2010
Version Series Code		Load Date	12-Jan-2011
Causal Part Prefix-Base-Suffix	--	Dealer Code	UNKNOW
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	12-Jan-2011		

Customer Comment	I love the vehicle. I would just like for someone to explain how the brake assist works. The stopping power on this vehicle is awesome" I'm just not sure if it's normal for the brakes to grab and slow me down while my foot is no longer on the pedal.How the brake assist works and what to expect from it.Quick, responsive, and fun driving experience
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB3MV3A0	Engine Serial Number	CA 10314739
Model Year	2010	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	10-Dec-2009	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	13-Mar-2010
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	624174669	Source Code	MAZDA CAC
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Commodity Assignment			
Commodity	chassis-service brakes-master cylinder/booster/hydroboost	Symptom	function-malfunction/inoperative
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2013		

Report Details			
Source Claim Key	149450060	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	34
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	30-Dec-2013
Version Series Code		Load Date	05-Jan-2014
Causal Part Prefix-Base-Suffix	--	Dealer Code	23855
Causal Part Name	unknown	Dealer Name	GRIECO MAZDA OF DELRAY BEACH
Non Causal Part Prefix-Base-Suffix		Dealer City	DELRAY BEACH
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	5612787800
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	02-Feb-2014		

Customer Comment	CUSTOMER STATES THAT SHE JUST HAD TO REPLACE THE MASTER CYLINDER AND BRAKE BOOSTER. VEHICLE WAS REPAIRED LAST FRIDAY. CUSTOMER IS LOOKING FOR REIMBURSEMENT FOR ASSISTANCE ON THE REPAIRS. CUSTOMER DOESN'T FEEL THAT SHE SHOULD BE HAVING TO PAY FOR THESE SORT OF REPAIRS AT THIS AGE OF THE VEHICLE. CUSTOMER WANTS MAZDA TO PROVIDE HER WITH AN EXTENDED WARRANTY. [REDACTED]
Technician Comment	
CQIS Recommendations	

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

Vehicle Information			
VIN	JM3TB2CA1B0 [REDACTED]	Engine Serial Number	CA 10359638
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	29-Oct-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	26-Mar-2011
Build Country Code		Transmission Serial Number	
Mileage	51022	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	624168943	Source Code	MAZDA CAC
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Commodity Assignment			
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom repair-prior repair mentioned
Significant Event		Verified	N

Tread Information	
Tread Category Code	03
Reported in Tread Quarter	Q3 2013
Tread Category Description	service brakes

Report Details	
Source Claim Key	149126660
Corporate Product Systems Classification (CPS)	
Customer Condition Code	
Source System Program Type	
Version Series Code	
Causal Part Prefix-Base - Suffix	--
Causal Part Name	unknown
Non Causal Part Prefix-Base-Suffix	
Non Causal Part Numbers	
Fault Code	
Diagonstic Trouble Code	
Labor Operation Code	
Communication Type	
Maintenance Date	18 -Aug-2013
Warranty Component Classification (WCC)	
Time in Service	30
V Function Group (VFG)	
Repair/Report/Paid Date	13-Aug-2013
Load Date	18 -Aug-2013
Dealer Code	23971
Dealer Name	MAZDA OF SOUTH CHARLOTTE
Dealer City	CHARLOTTE
Dealer State/Province	NC
Dealer Country	USA
Dealer Phone Number	9802249250
Attachment	
VOQ Component Description Code	

Customer Comment	CUSTOMER STATES THAT VEHICLE'S BRAKE BOOSTER IS IN NEED OF REPLACING AND IS REQUESTING AWA FOR CONCERNS. STATES THAT HE ALREADY HAS AUTHORIZED REPAIRS AT DEALER #23971 AND THEY ARE AWAITING THE PART. [REDACTED]
Technician Comment	
CQIS Recommendations	

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

Vehicle Information	
VIN	JM3TB2CV0B0 [REDACTED]
Model Year	2011
Transmission	6 SPD AUTO TRANS AISIN F21
Body Cab Style	Unknown
Production Date	13-Jan-2011
Plant Description	HIROSHIMA ASSEMBLY PLAN1 JAPAN
Build Region	
Build Country Code	
Mileage	54000
Vehicle Restraint Code	
Engine Serial Number	CA 10373641
Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Vehicle Description	CX 9
Drive Line	2 WHL L/H FRONT DRIVE
Retail Sale Indicator Code	
Reaquired Vehicle	
Warranty Start Date	10-Mar-2011
Transmission Serial Number	
Vehicle Axle Ratio	

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Report Detail

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ECI Record	624165256	Source Code	MAZDA CAC
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Commodity Assignment			
Commodity	chassis-service brakes-brake pedal—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake pedal—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-brake pedal—	Symptom	parking brake-does not engage/hold
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	parking brake-does not engage/hold
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2013		

Report Details			
Source Claim Key	147666980	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	26
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	17-May-2013
Version Series Code		Load Date	26-May-2013
Causal Part Prefix- Base - Suffix	-	Dealer Code	40212
Causal Part Name	unknown	Dealer Name	BERGE MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	GILBERT
Non Causal Part Numbers		Dealer State/Province	AZ
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	4808330001
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	26-May-2013		

Customer Comment	CUSTOMER STATES THAT SHE PUSHED ON THE BRAKE PEDAL AND IT WAS HARD. CUSTOMER STATES THAT IT WAS NOT STOPPING AND SHE LOST POWER BRAKES. CUSTOMER STATES THAT 40212 TOLD HER SHE NEED A BRAKE BOOSTER AND POSSIBLY A NEW MASTER CYLINDER. CUSTOMER IS SEEKING ASSISTANCE. VINCE, SERVICE ADVISOR
Technician Comment	
CQIS Recommendations	

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

Vehicle Information			
VIN	JM3TB2CVXB0	Engine Serial Number	CA 10379168
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	15-Feb-2011	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	23-Apr-2011
Build Country Code		Transmission Serial Number	
Mileage	39000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	624156371	Source Code	MAZDA CAC
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	high effort
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	high effort
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2012		

Report Details			
Source Claim Key	143950600	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	20
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	05-Oct-2012
Version Series Code		Load Date	09-Oct-2012
Causal Part Prefix-Base-Suffix	-	Dealer Code	23964
Causal Part Name	unknown	Dealer Name	SERRA MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	TRUSSVILLE
Non Causal Part Numbers		Dealer State/Province	AL
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	2056557301
Labor Operation Code		Attachment	
Communication lype		VOQ Component Description Code	
Maintenance Date	09-Oct-2012		

Customer Comment	ORIGINAL OWNER, CUSTOMER STATES VEHICLE DIAGNOSED AT 23964 AS NEEDING A POWER BRAKE BOOSTER. BRAKES WERE DIFFICULT TO USE. HE ADVISED THERE HAVE BEEN PREVIOUS ISSUES WITH THIS MODEL CAR AND HE THINKS THEY ARE RELATED. THIS SHOULDN'T HAVE HAPPENED. AND THAT MAZDA SHOULD COVER IT. CUSTOMER WANTS AT LEAST THE PARTS COVERED, STATES WAS TOLD WE MIGHT BE ABLE TO ASSIST BECAUSE THIS SHOULDN'T HAVE HAPPENED.
Technician Comment	NO FURTHER CAC ACTION REQUIRED. 0012012 10 05CRPC063 REQ DESC BRAKE BOOSTER AGENT ADVISED NO RECALLS. NO ASSISTANCE AS IS WELL BEYOND MILEAGE OF BASIC WARRANTY. CUSTOMER REQUESTED FOLLOW UP. AGENT PLACED ON HOLD TO FOLLOW UP WITH DEALERSHIP. AGENT CALLED 23964 AND SPOKE [REDACTED] IN SERVICE. ADVISOR THAT'S ON THE TICKET IS AT LUNCH. AGENT REQUESTED PRICE ESTIMATE FOR PARTS [REDACTED] ADVISED WOULD HAVE TO CALL BACK. AGENT PROVIDED PHONE NUMBER. AGENT CONFIRMED REPAIR IS A BASIC WARRANTY ITEM, SO WELL BEYOND MILEAGE. AGENT SPOKE WITH CUSTOMER AND ADVISED VERI 0022012 10 05CRPC063 FIED IT WOULD HAVE BEEN A BASIC WARRANTY ITEM BUT HE IS WELL BEYOND THE WARRANTY BY MILEAGE AND NO ASSISTANCE CAN BE PROVIDED BY MAZDA. NO FURTHER CAC ACTION REQUIRED.
CQIS Recommendation	

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

Vehicle Information			
VIN	JM3TB2DA5B0 [REDACTED]	Engine Serial Number	CA 10365166
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	5 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	23-Nov-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	10-Mar-2011
Build Country Code		Transmission Serial Number	
Mileage	54000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	624169357	Source Code	MAZDA CAC
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Commodity Assignment			
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom leak-loss of vacuum
Significant Event		Verified	N

Tread Information	
Tread Category Code	03
Reported in Tread Quarter	Q3 2013
Tread Category Description	service brakes

Report Details	
Source Claim Key	149307360
Corporate Product Systems Classification (CPS)	
Customer Condition Code	
Source System Program Type	
Version Series Code	
Causal Part Prefix-Base - Suffix	--
Causal Part Name	unknown
Non Causal Part Prefix-Base-Suffix	
Non Causal Part Numbers	
Fault Code	
Diagonstic Trouble Code	
Labor Operation Code	
Communication Type	
Maintenance Date	25 -Aug-2013
Warranty Component Classification (WCC)	
Time in Service	33
V Function Group (VFG)	
Repair/Report/Paid Date	21-Aug-2013
Load Date	25 -Aug-2013
Dealer Code	UNKNOW
Dealer Name	
Dealer City	
Dealer State/Province	
Dealer Country	USA
Dealer Phone Number	
Attachment	
VOQ Component Description Code	

Customer Comment	CUSTOMER EMAILED, STATED HAD BRAKE VACUUM BOOSTER REPAIRED ON HIS VEHICLE AND AFTER RESEARCHING ONLINE FEELS ISSUE IS ABNORMALLY COMMON AND URGES MAZDA TO CONDUCT A THOROUGH INVESTIGATION.
Technician Comment	
CQIS Recommendations	

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

Vehicle Information	
VIN	JM3TB2DA7B0
Model Year	2011
Transmission	6 SPD AUTO TRANS AISIN F21
Body Cab Style	Unknown
Production Date	27-Oct-2010
Plant Description	HIROSHIMA ASSEMBLY PLAN1 JAPAN
Build Region	
Build Country Code	
Mileage	45917
Vehicle Restraint Code	
Engine Serial Number	CA 10360083
Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Vehicle Description	CX 9
Drive Line	2 WHL L/H FRONT DRIVE
Retail Sale Indicator Code	
Reaquired Vehicle	
Warranty Start Date	10-Dec-2010
Transmission Serial Number	
Vehicle Axle Ratio	

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Report Detail

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ECI Record	624173462	Source Code	MAZDA CAC
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Commodity Assignment			
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom function-steering/brake ineffective
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom nvh-noisy operation
Significant Event		Verified	N

Tread Information	
Tread Category Code	03
Reported in Tread Quarter	Q4 2013
Tread Category Description	service brakes

Report Details	
Source Claim Key	149446124
Corporate Product Systems Classification (CPSC)	
Customer Condition Code	
Source System Program Type	
Version Series Code	
Causal Part Prefix- Base - Suffix	- -
Causal Part Name	unknown
Non Causal Part Prefix-Base-Suffix	
Non Causal Part Numbers	
Fault Code	
Diagonstic Trouble Code	
Labor Operation Code	
Communication Type	
Maintenance Date	08 -Dec-2013
Warranty Component Classification (WCC)	
Time in Service	
V Function Group (VFG)	
Repair/Report/Paid Date	25-Nov-2013
Load Date	08 -Dec-2013
Dealer Code	42146
Dealer Name	CENTENNIAL MAZDA
Dealer City	LAS VEGAS
Dealer State/Province	NV
Dealer Country	USA
Dealer Phone Number	7027841100
Attachment	
VOQ Component Description Code	

Customer Comment	CUSTOMER STATES THAT A MONTH AGO SHE TOOK VEHICLE IN FOR OIL CHANGE AND ADVISED BRAKE WERE ACTING FUNNY. DEALER ADVISED BRAKES WERE FINE. 2 WEEKS LATER, CUSTOMER WAS NOT ABLE TO STOP THE VEHICLE AND HAD TO TAKE VEHICLE TO FIRESTONE SINCE IT WAS A SUNDAY FIRESTONE REPLACED BRAKE BOOSTER FOR \$800. CURRENTLY, CUSTOMER HAS BEEN HEARING A TICKING NOISE AND TOOK TO DEALER. CUSTOMER NEEDS TO REPLACE FAN FOR \$900. PART TO ARRIVE MID NEXT WEEK. [REDACTED] *GREAT
Technician Comment	
CQIS Recommendations	

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

Vehicle Information	
VIN	JM3TB2DA9B0 [REDACTED]
Model Year	2011
Transmission	6 SPD AUTO TRANS AISIN F21
Body Cab Style	Unknown
Production Date	14-Oct-2010
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN
Build Region	
Build Country Code	
Mileage	56500
Vehicle Restraint Code	
Engine Serial Number	CA 10357329
Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Vehicle Description	CX 9
Drive Line	2 WHL L/H FRONT DRIVE
Retail Sale Indicator Code	
Required Vehicle	
Warranty Start Date	
Transmission Serial Number	
Vehicle Axle Ratio	

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Report Detail

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

ECI Record	624169094	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	body-glass-side glass—	Symptom	damage-cracked/fractured/split
Commodity	body-glass-side glass—	Symptom	function-malfunction/inoperative
Significant Event		Verified	N

Tread Information

Tread Category Code	I3	Tread Category Description	visibility
Reported in Tread Quarter	Q3 2013		

Report Details

Source Claim Key	149223220	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	26
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	16-Aug-2013
Version Series Code		Load Date	18-Aug-2013
Causal Part Prefix- Base - Suffix	--	Dealer Code	41902
Causal Part Name	unknown	Dealer Name	SHOWCASE MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	PHOENIX
Non Causal Part Numbers		Dealer State/Province	AZ
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	6022777171
Labor Operation Code		Attachment	
Communication Iype		VOQ Component Description Code	
Maintenance Date	18-Aug-2013		

Customer Comment	CUSTOMER STATES THAT SHE HAS RECENTLY EXPERIENCED SEVERAL ISSUES WITH HER MAZDA CX 9. STATES THAT THE BRAKE BOOSTER NEEDED TO BE REPLACED, THE DRIVER SIDE WINDOW BROKE AND NEEDED TO BE REPAIRED, THE SUN VISOR HAS BROKEN, AND NOW THE PASSENGER SIDE WINDOW WILL NOT OPERATE. CUSTOMER IS SEEKING AWA FOR SUN VISOR AND PASSENGER WINDOW CONCERNS. [REDACTED]		
Technician Comment			
CQIS Recommendations			

Tire Information

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

Vehicle Information

VIN	JM3TB2DAXB0 [REDACTED]	Engine Serial Number	CA 10368468
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	09-Dec-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLAN1 JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	06-Jul-2011
Build Country Code		Transmission Serial Number	
Mileage	42600	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	624166875	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom	function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom	function-steering/brake ineffective
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom	leak-fluid
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom	parking brake-does not engage/hold
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom	repair-prior repair mentioned
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom	weak/soft/sagged
Commodity	chassis-service brakes-pads/shoes/linings—		Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-pads/shoes/linings—		Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-pads/shoes/linings—		Symptom	leak-fluid
Commodity	chassis-service brakes-pads/shoes/linings—		Symptom	parking brake-does not engage/hold
Commodity	chassis-service brakes-pads/shoes/linings—		Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-pads/shoes/linings—		Symptom	repair-prior repair mentioned
Significant Event			Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2013		

Report Details

Source Claim Key	148350060	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	34
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	27-Jun-2013
Version Series Code		Load Date	30-Jun-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	23926
Causal Part Name	unknown	Dealer Name	NAPLES MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	NAPLES
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	2395979607
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	30-Jun-2013		

Customer Comment	BRAKES STARTED TO GO SOFT SO HE REPLACED PADS HIMSELF. CONCERN PERSISTED. TOWED VEHICLE TO 23926 WHO ADVISED MASTER CYLINDER & BOOSTER WAS LEAKING. REPAIR WAS \$1,500 TO REPLACE AND HAS ALREADY BEEN COMPLETED. 23926 WAS VERY FRIENDLY WITH THEM BUT CUSTOMER IS UPSET BECAUSE HE FEELS THIS IS A DEFECT WITH THE VEHICLE, HE SAW MANY POSTS ONLINE RELATING TO SAME ISSUE. CUSTOMER STATES THAT HIS WIFE RECENTLY GOT IN MINOR FENDOR BENDER AND STATED SHE COULD NOT STOP IN TIME. CUSTOMER
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB2MA0A0	Engine Serial Number	CA 10345935
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	15-Jul-2010	Retail Sale Indicator Code	

Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	28-Sep-2010
Build Country Code		Transmission Serial Number	
Mileage	52000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	6241/1688	Source Code	MAZDA CAC
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Commodity Assignment			
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom field service action
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom function-steering/brake ineffective
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom nvh-noisy operation
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom pedal concerns-service brake pedal
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom weak/soft/sagged
Commodity	chassis-service brakes-pads/shoes/linings—		Symptom field service action
Commodity	chassis-service brakes-pads/shoes/linings—		Symptom function-steering/brake ineffective
Commodity	chassis-service brakes-pads/shoes/linings—		Symptom nvh-noisy operation
Commodity	chassis-service brakes-pads/shoes/linings—		Symptom pedal concerns-service brake pedal
Significant Event		Verified	N

Tread Information	
Tread Category Code	03
Reported in Tread Quarter	Q4 2013
Tread Category Description	service brakes

Report Details	
Source Claim Key	149439405
Corporate Product Systems Classification (CPSC)	
Customer Condition Code	
Source System Program Type	
Version Series Code	
Causal Part Prefix- Base - Suffix	--
Causal Part Name	unknown
Non Causal Part Prefix-Base-Suffix	
Non Causal Part Numbers	
Fault Code	
Diagnostic Trouble Code	
Labor Operation Code	
Communication Type	
Maintenance Date	27 -Oct-2013
Warranty Component Classification (WCC)	
Time in Service	30
V Function Group (VFG)	
Repair/Report/Paid Date	15-Oct-2013
Load Date	27 -Oct-2013
Dealer Code	40337
Dealer Name	UNIVERSITY MAZDA
Dealer City	ALBUQUERQUE
Dealer State/Province	NM
Dealer Country	USA
Dealer Phone Number	
Attachment	
VOQ Component Description Code	

Customer Comment	TOOK VEHICLE TO DEALER FOR BRAKE PADS. DEALER CAME BACK WITH A LIST OF THINGS THE VEHICLE NEEDS. MASTER CYLINDER, BEING ONE OF THEM. HISSING SOUND. FEELS LIKE THE BRAKES ARE SOFT. CUSTOMER WANTS TO KNOW IF THERE ARE ANY RECALLS ON HIS VEHICLE. UNIVERSITY MAZDA RECOMMENDED POWER BRAKE BOOSTER AND MASTER CYLINDER. \$770 BRAKES ARE SOFT AND CUSTOMER'S WIFE HEARS A HISSING SOUND. CUSTOMER IS THINKING OF ASKING DEALER FOR ASSISTANCE. I WILL CALL DEALER TOMORROW FOR MORE
Technician Comment	
CQIS Recommendations	

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

Vehicle Information	
VIN	JM3TB2MA4A0
Model Year	2010
Transmission	6 SPD AUTO TRANS AISIN F21
Body Cab Style	Unknown
Production Date	02-Jun-2010
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN
Build Region	
Build Country Code	
Mileage	47000
Vehicle Restraint Code	
Engine Serial Number	CA 10340133
Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Vehicle Description	CX 9
Drive Line	2 WHL L/H FRONT DRIVE
Retail Sale Indicator Code	
Required Vehicle	
Warranty Start Date	28-May-2011
Transmission Serial Number	
Vehicle Axle Ratio	

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Report Detail

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ECI Record	624170432	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-service brakes—	Symptom	field service action
Commodity	chassis-service brakes—	Symptom	mod-location-interior
Commodity	chassis-service brakes—	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2013		

Report Details

Source Claim Key	149436097	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	34
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	24-Sep-2013
Version Series Code		Load Date	29-Sep-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	UNKNOW
Causal Part Name	unknown	Dealer Name	
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	29-Sep-2013		

Customer Comment	MELVIN/CUSTOMER CALLED INQUIRING IF THERE IS RECALL RELATING TO THE BRAKES. CUSTOMER IS EXPERIENCING AN ISSUE WITH THE BRAKE PRESSURE. CUSTOMER STATES HE HEARS A NOISE BY THE STEERING COLUMN WHEN BRAKE AND BELIEVES THAT IT IS THE BRAKE VACUUM. [REDACTED]		
Technician Comment			
CQIS Recommendations			

Tire Information

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

Vehicle Information

VIN	JM3TB2MA4A0 [REDACTED]	Engine Serial Number	CA 10349830
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	23-Aug-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	14-Dec-2010
Build Country Code		Transmission Serial Number	
Mileage	40000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	624168120	Source Code	MAZDA CAC
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Commodity Assignment			
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom field service action
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom function-malfunction/inoperative
Significant Event		Verified	N

Tread Information	
Tread Category Code	03
Reported in Tread Quarter	Q3 2013
Tread Category Description	service brakes

Report Details	
Source Claim Key	148825880
Corporate Product Systems Classification (CPS)	
Customer Condition Code	
Source System Program Type	
Version Series Code	
Causal Part Prefix- Base - Suffix	--
Causal Part Name	unknown
Non Causal Part Prefix-Base-Suffix	
Non Causal Part Numbers	
Fault Code	
Diagonstic Trouble Code	
Labor Operation Code	
Communication Type	
Maintenance Date	28-Jul-2013
Warranty Component Classification (WCC)	
Time in Service	38
V Function Group (VFG)	
Repair/Report/Paid Date	25-Jul-2013
Load Date	28-Jul-2013
Dealer Code	UNKNOW
Dealer Name	
Dealer City	
Dealer State/Province	
Dealer Country	USA
Dealer Phone Number	
Attachment	
VOQ Component Description Code	

Customer Comment	CUSTOMER STATES THAT SHE HAS BEEN EXPERIENCING CONCERNS WITH BRAKE BOOSTER IN HER VEHICLE. RECENTLY HER VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO ADVISED THAT THE BRAKE BOOSTER WOULD NEED REPLACEMENT. CUSTOMER STATES THAT HE INDEPENDENT SHOP HAD A DIFFICULT TIME LOCATING A REPLACEMENT BOOSTER FROM A MAZDA. HOWEVER ON HAS BEEN ORDERED FOR TOMORROW 7/25. CUSTOMER IS INQUIRING IF THERE ARE ANY RECALLS REGARDING HER CONCERN.
Technician Comment	
CQIS Recommendations	

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

Vehicle Information			
VIN	JM3TB2MA5A0	Engine Serial Number	CA 10336620
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	15-May-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	30-Jun-2010
Build Country Code		Transmission Serial Number	
Mileage	68000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	624168659	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom	function-steering/brake ineffective
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom	leak-fluid
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom	pedal concerns-service brake pedal
Significant Event		Verified		N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2013		

Report Details

Source Claim Key	149018900	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	32
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	06-Aug-2013
Version Series Code		Load Date	11-Aug-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	23454
Causal Part Name	unknown	Dealer Name	JIM ELLIS MAZDA OF MARIETTA
Non Causal Part Prefix-Base-Suffix		Dealer City	MARIETTA
Non Causal Part Numbers		Dealer State/Province	GA
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	11-Aug-2013		

Customer Comment	CUSTOMER'S WIFE MARINA STATES SHE NEEDS TO PUMP BRAKES IN ORDER FOR IT TO START. CUSTOMER STATES SHE IS PRESSING TOO HARD IN ORDER TO BRAKE. CUSTOMER STATES ONLINE SAYS THERE ARE A LOT OF REVIEWS ONLINE REGARDING. CUSTOMER STATES SHE RAN A REDLIGHT BECAUSE SHE COULD NOT BRAKE IN TIME TO STOP. CUSTOMER STATES ONLINE SAYS THE MASTER CYLINDER AND BRAKE FLUID IS LEAKING, AND VEHICLE WAS DIAGNOSED WITH MASTER CYLINDER AND BOOSTER. CUSTOMER WORKING WITH SERVICE ADVISOR [REDACTED]
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB2MA6A0 [REDACTED]	Engine Serial Number	CA 10346363
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	19-Jul-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	14-Jan-2011
Build Country Code		Transmission Serial Number	
Mileage	47000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	624169480	Source Code	MAZDA CAC
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Commodity Assignment			
Commodity	chassis-service brakes	Symptom	field service action
Commodity	chassis-service brakes	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes	Symptom	mod-intermittent/random
Commodity	chassis-service brakes	Symptom	parking brake-does not engage/hold
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2013		

Report Details			
Source Claim Key	149121100	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	39
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	12-Aug-2013
Version Series Code		Load Date	01-Sep-2013
Causal Part Prefix-Base-Suffix	-	Dealer Code	23823
Causal Part Name	unknown	Dealer Name	WRAY MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	COLUMBIA
Non Causal Part Numbers		Dealer State/Province	SC
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	803/996351
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	01-Sep-2013		

Customer Comment	CUSTOMER STATES HER BRAKES ARE HISSING AND SOMETIMES DO NOT STOP THE VEHICLE. CUSTOMER STATES REPAIRS WOULD BE ABOUT \$1500 AND IS LOOKING FOR ASSISTANCE. CUSTOMER INQUIRING IF THERE IS A RECALL FOR THIS ISSUE		
Technician Comment			
CQIS Recommendations			

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

Vehicle Information			
VIN	JM3TB2MA7A0	Engine Serial Number	CA 10324076
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	15-Feb-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	26-Jun-2010
Build Country Code		Transmission Serial Number	
Mileage	57000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECL Record	624154178	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-service brakes—	Symptom	administrative cost
Commodity	chassis-service brakes—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	administrative cost
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	leak-fluid
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2012		

Report Details

Source Claim Key	143045220	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	24
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	20-Aug-2012
Version Series Code		Load Date	27-Aug-2012
Causal Part Prefix-Base-Suffix	--	Dealer Code	23940
Causal Part Name	unknown	Dealer Name	SOUTH MOTORS MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	MIAMI
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	3052345500
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	27-Aug-2012		

Customer Comment CUSTOMER STATES THAT BRAKES ON THE VEHICLE DID NOT WANT TO STOP. CUSTOMER STATES VEHICLE WAS TAKEN TO AN INDEPENDENT SHOP WHICH IT IS CURRENTLY AT. CUSTOMER IS REQUESTING ASSISTANCE WITH REPAIR.

Technician Comment AGENT ADVISED CUSTOMER THAT NO ASSURANCES COULD BE PROVIDED AS VEHICLE WAS CURRENTLY OUT OF WARRANTY. ADVISED THAT CUSTOMER WOULD NEED TO TAKE HIS VEHICLE TO HIS NEAREST MAZDA DEALER FOR DIAG. AND AGENT COULD REVIEW FOR POSSIBLE ASSISTANCE. CLOSING FILE PENDING FURTHER CONTACT FROM CUSTOMER. ADVISED CUSTOMER THAT HIS EXTENDED WARRANTY COMPANY IS COVERING THE REPAIR TO HIS VEHICLE AND THAT MAZDA WOULD BE PROVIDING A ONE DAY LOANER VEHICLE AS A GOODWILL GESTURE. CUSTOMER ADVI 0012012 08 20crpp274 REQ DESC BRAKE CONCERNS AGENT ADVISED CUSTOMER THAT NO ASSURANCES COULD BE PROVIDED AS VEHICLE WAS CURRENTLY OUT OF WARRANTY. ADVISED THAT CUSTOMER WOULD NEED TO TAKE HIS VEHICLE TO HIS NEAREST MAZDA DEALER FOR DIAG. AND AGENT COULD REVIEW FOR POSSIBLE ASSISTANCE. CLOSING FILE PENDING FURTHER CONTACT FROM CUSTOMER. 0022012 08 21crpp116 CUSTOMER CALLED TO SPEAK WITH [REDACTED] AGENT ON LUNCH. TOOK MESSAGE, M 954 294 5909 0032012 08 21CRPP103 CUSTOMER CALLED REQUESTING TO SPEAK WITH CAC AGENT [REDACTED]. AGENT ADVISED [REDACTED] IS CURRENTLY UNAVAILABLE. CUSTOMER REQUESTED TO SPEAK TO A SUPERVISOR. AGENT TRANSFERRED CUSTOMER TO SUPERVISOR [REDACTED] WITH PERMISSION. 0042012 08 21crpp274 RECEIVED MESSAGE FROM CUSTOMER REQUESTING A FOLLOW UP CALL, [REDACTED] ESCALATE SUPERVISOR SPOKE TO CUSTOMER. CUSTOMER STATES VEHICLE HAS BEEN BROUGHT TO SOUTH MAZDA MOTORS FOR DIAGNOSIS. ADVISED THAT DIAGNOSIS IS LEAK OF VACCUMM BOOSTER AND MASTER CYLINDER. WAS TOLD BY DEALER THAT THEY SPOKE TO MAZDA AND WAS DECLINED ASSISTANCE. CUSTOMER FEELS HE IS BEING LIED TO. SUPERVISOR ADVISED THAT BEST RECOMMENDATION WOULD BE TO HAVE AGENT [REDACTED] CONTACT DEALERSHIP AND FOLLOW UP REGARDING STATUS. CUSTOMER AGREED AND THANKED [REDACTED] SERVICE [REDACTED] 0062012 08 21crpp274 RE OPEN TO ADD DEALER RECEIVED MESSAGE FROM DSM [REDACTED] REQUEST FOLLOWUP CALL ADVISED CUSTOMER THAT HIS EXTENDED WARRANTY COMPANY IS COVERING THE REPAIR TO HIS VEHICLE AND THAT MAZDA WOULD BE PROVIDING A ONE DAY LOANER VEHICLE AS A GOODWILL GESTURE. CUSTOMER ADVISED HE WOULD WORK WITH THE DEALER FOR THE LOANER VEHICLE. CONTACTED DSM [REDACTED] WHO ADVISED THAT CUSTOMER HAS EXTENDED WARRANTY COVERAGE WHICH COVERED REPLACEMENT OF BRAKE BOOSTER 0072012 08 21crpp274 AND MASTER CYLINDER, PARTS HAVE BEEN ORDERED AND WILL BE AT THE DEALER TOMORROW. CUSTOMER IS REQUESTING A LOANER VEHICLE. DSM ADVISED THAT HE WOULD AUTHORIZED A ONE DAY LOANER FOR THE CUSTOMER.

CQIS Recommendations

Tire Information

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

Vehicle Information

VIN	JM3TB2MA7A0	Engine Serial Number	CA 10349448
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	18-Aug-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	29-Sep-2010
Build Country Code		Transmission Serial Number	
Mileage	50040	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer

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Concern Driven Reporting

Report Detail

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

ECL Record	62415/652	Source Code	MAZDA CAC
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	administrative cost
Commodity	chassis-service brakes—	Symptom	mod-driving condition-while towing
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes—	Symptom	sticks/binds/grabs
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-vehicle towed in
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2012		

Report Details			
Source Claim Key	144384320	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	26
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	02-Nov-2012
Version Series Code		Load Date	04-Nov-2012
Causal Part Prefix- Base - Suffix	-	Dealer Code	23925
Causal Part Name	unknown	Dealer Name	MAZDA OF NORTH MIAMI
Non Causal Part Prefix-Base-Suffix		Dealer City	MIAMI
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	3056543800
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	04-Nov-2012		

Customer Comment	CUSTOMER CATHY IS LEASING VEHICLE. CUSTOMER STATES HER VEHICLE TO IS CURRENTLY AT AN INDEPENDENT SHOP. CUSTOMER STATES SHE WAS ADVISED THE BRAKE BOOSTER NEEDS TO BE REPLACED. CUSTOMER HAS NOT TAKEN VEHICLE TO A MAZDA DEALERSHIP FOR DIAGNOSIS. CUSTOMER IS SEEKING AFTER WARRANTY ASSISTANCE. [REDACTED]
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Technician Comment	<p>AGENT ADVISED CUSTOMER SHE WOULD NEED TO HAVE VEHICLE DIAGNOSED AT A MAZDA DEALERSHIP AND PAY FOR DIAGNOSIS BEFORE WE CAN REVIEW FOR AWA. AGENT AUTHORIZED GOODWILL TOW FOR CUSTOMER. CUSTOMER CANCELED GOODWILL TOW AGENT AUTHORIZED. AGENT CLOSED CASE AS CUSTOMER DID NOT TAKE VEHICLE TO A MAZDA DEALERSHIP FOR DIAGNOSIS. AGENT WILL RE OPEN UPON CUSTOMER CONTACT. 0012012 11 02CRPP103 REQ DESC BRAKE BOOSTER CONCERN AGENT ADVISED CUSTOMER IN ORDER FOR MAZDA TO REVIEW FOR AFTER WARRANTY ASSISTANCE CUSTOMER WOULD NEED TO HAVE THE VEHICLE DIAGNOSED AT A MAZDA DEALERSHIP AND PAY FOR DIAGNOSIS. CUSTOMER STATED THE VEHICLE IS UNSAFE TO DRIVE AND REQUESTED A SUPERVISOR. AGENT REVIEWED CASE WITH SUPERVISOR [REDACTED] AGENT ADVISED CUSTOMER A SUPERVISOR REVIEWED THE CASE AND ADVISED MAZDA CAN GOODWILL A TOW TO THE NEAREST DEALERSHIP. AGENT ADVISED CUSTOMER SHE WOULD BE RESPONSIBLE FOR A DIAGNOSTI 0022012 11 02CRPP103 C FEE AND MAZDA CAN REVIEW FOR AWA ONCE VEHICLE IS DIAGNOSED. AGENT CONFERENCED ROADSIDE ASSISTANCE TO AUTHORIZE A GOODWILL TOW. CUSTOMER CALLED STATING SHE CONTACTED 23925 AND WAS ADVISED TO CONTACT US TO AUTHORIZE A LOANER VEHICLE. AGENT ADVISED CUSTOMER OF MAZDA'S POLICY THAT A LOANER VEHICLE IS OFFERED AFTER A DIAGNOSIS AND IF VEHICLE IS A WARRANTABLE REPAIR OVER 4 HOURS. CUSTOMER BECAME UPSET STATING SHE WOULD LIKE TO SPEAK TO A SUPERVISOR. AGENT PUT CUSTOMER ON HOLD AND REVIEWED 0032012 11 02CRPP103 WITH SUPERVISOR [REDACTED] WHO ADVISED MAZDA WILL NOT APPROVE A LOANER VEHICLE AND THAT WE CAN REVIEW FOR A LOANER ONCE THE VEHICLE IS DIAGNOSED. AGENT ADVISED CUSTOMER THAT SUPERVISOR REVIEWED FOR LOANER AND EXPLAINED MAZDA'S POLICY TO CUSTOMER AGAIN. CUSTOMER DEMANDED TO SPEAK TO A SUPERVISOR. AGENT TRANSFERRED CALL TO SUPERVISOR [REDACTED] WITH PERMISSION. 0042012 11 02CRPP305 ESCALATE CUSTOMER STATES THAT SHE NEEDS RENTAL WHILE VEHICLE IS BEING DIAGNOSED AT DEALERSHIP. SUPERVISOR ADVISED THAT VEHICLE IS OUT OF WARRANTY AND VEHICLE MUST BE DIAGNOSED PRIOR TO MAZDA PROVIDING RENTAL. CUSTOMER GOT IRRATE STATING MAZDA NEEDS TO HELP HER. SUPERVISOR ADVISED THAT THERE IS PROPER PROCEDURE THAT HAS TO BE FOLLOWED TO REVIEW FOR AWA/GOODWILL. CUSTOMER INQUIRED ON HOW MUCH MAZDA WOULD ASSIST WITH BECAUSE IF MAZDA WILL NOT HELP SHE WILL HAVE TO HAVE TOWED BACK OUT TO BE REPAIRED AT INDEPENDENT SHOP BECAUSE DEALER IS 0052012 11 02CRPP305 TOO EXPENSIVE. SUPERVISOR ADVISED THAT IS PROCEDURE AND IT IS UP TO CUSTOMER IF SHE WOULD LIKE MAZDA TO LOOK INTO OR HAVE REPAIRED ELSEWHERE HOWEVER UNTIL DIAGNOSIS. MAZDA WOULD NOT BE ABLE TO ADVISE WHAT ASSIST WOULD BE NEEDED. CUSTOMER THEN HUNG UP ON SUPERVISOR. 0062012 11 02CRPP103 CUSTOMER CONTACTED 23925 AND SPOKE TO SERVICE ADVISOR [REDACTED]. AGENT INQUIRED IF CUSTOMER'S VEHICLE WAS TOWED TO 23925. [REDACTED] ADVISED CUSTOMER'S VEHICLE IS NOT CURRENTLY AT 23925. AGENT CONTACTED ROADSIDE ASSISTANCE TO INQUIRE IF CUSTOMER CANCELED TOW. ROADSIDE ASSISTANCE AGENT ADVISED ALPINE TOWING DROPPED VEHICLE TO 23925. AGENT CONTACTED 23925 AND SPOKE TO SERVICE ADVISOR ALBERTO. AGENT INQUIRED ABOUT VEHICLE'S DIAGNOSIS [REDACTED] ADVISED AGENT THE VEHICLE WAS NOT TOWED TO 23925. 0072012 11 02CRPP103 AGENT CONTACTED ROADSIDE ASSISTANCE TO INQUIRE IF CUSTOMER CANCELED TOW. ROADSIDE ASSISTANCE VERIFIED THAT CUSTOMER CANCELED TOW REQUEST. AGENT ADVISED CUSTOMER SHE WOULD NEED TO HAVE VEHICLE DIAGNOSED AT A MAZDA DEALERSHIP AND PAY FOR DIAGNOSIS BEFORE WE CAN REVIEW FOR AWA. AGENT AUTHORIZED GOODWILL TOW FOR CUSTOMER. CUSTOMER CANCELED GOODWILL TOW AGENT AUTHORIZED. AGENT CLOSED CASE AS CUSTOMER DID NOT TAKE VEHICLE TO A MAZDA DEALERSHIP FOR DIAGNOSIS. AGENT WILL RE OPEN UPON CUSTOMER CONTACT.</p>
CQIS Recommendations	

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

Vehicle Information			
VIN	JM3TB2MA9A[REDACTED]	Engine Serial Number	CA 10348890
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	5 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	04-Aug-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	26-Sep-2010
Build Country Code		Transmission Serial Number	
Mileage	36400	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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

ECI Record	6241607/4	Source Code	MAZDA CAC
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	function-operates too slowly
Commodity	chassis-service brakes—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes—	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes—	Symptom	mod-intermittent/random
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes—	Symptom	no problem found
Commodity	chassis-service brakes—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes—	Symptom	parking brake-does not engage/hold
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	administrative cost
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	air in system
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Significant Event		Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2013		

Report Details			
Source Claim Key	145453940	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	26
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	16-Jan-2013
Version Series Code		Load Date	03-Mar-2013
Causal Part Prefix-Base-Suffix	-	Dealer Code	23899
Causal Part Name	unknown	Dealer Name	FERMAN MAZDA OF BRANDON
Non Causal Part Prefix-Base-Suffix		Dealer City	TAMPA
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	8136236600
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	23-Jun-2013		

Customer Comment CUSTOMER STATES BROUGHT TO 23899 BACK IN JUNE INTERMITTANT HISSING NOISE DURING BRAKING, 23899 DIAGNOSED ALL VEHICLE NEEDED WAS A BRAKE FLUSH AND COULDN'T DUPLICATE SOUND, CUSTOMER STATES NOISE WAS STILL HAPPENING AFTER BRAKE FLUSH, CUSTOMER STATES YESTERDAY TRIED TO STOP VEHICLE AND DIDN'T STOP AS QUICKLY AS NORMAL, CUSTOMER CALLED 23899 TO GET VEHICLE IN SAME DAY WHEN DRIVING TO 23899 VEHICLE WOULDN'T STOP UNTIL PUMPED BRAKES SEVERAL TIMES. 23899 DIAGNOSED VEHICLE NEEDS BOO

Technician Comment SENT OUT LETTER WITH GIFT CARDS. 0012013 01 16crpp116 REQ DESC BRAKE CALLED 23899, NO ANSWER LEFT MESSAGE FOR LOUIS (SVM). 0022013 01 17crpp116 CALLED 23899, SPOKE TO [REDACTED], BOOSTER & MASTER CYLINDER NEEDS TO BE REPLACED AND THE COST WAS INTIALLY \$700+ FOR REPAIR. CUSTOMER CAME BACK WITH INFORMATION THAT SHE COULD GET THE REPAIR DONE LESS EXPENSIVE. 23899 OFFERED APPROXIMATELY \$100 OFF THE INTIAL ESTIMATE. CUSTOMER THEN ASKED IF THEY WOULD PROVIDE THE RENTAL VEHICLE AND DO THE REPAIR FOR THE \$600+ PRICE THEN SHE WOULD DO IT. SVM GOT INVOLVED AND COUNTERED WITH A TOTAL REPAIR COST OF \$721 INCLUDING THE RENTAL. SPOKE TO [REDACTED] ABOUT SITUATION, ADVISED REPAIR COST IS REAS 0032013 01 17crpp116 ONABLE AND VEHICLE IS OUT OF WARRANTY BY MILEAGE, DOESN'T SUGGEST OFFERING A RENTAL VEHICLE. 0042013 01 22crpp116 CALLED CUSTOMER, NO ANSWER LEFT MESSAGE. CUSTOMER CALLED, AGENT ON BREAK, LEFT MESSAGE. 941 539 4322 0052013 01 26crpp116 FROM [REDACTED] SENT WEDNESDAY, JANUARY 23, 2013 10 36 AMTO [REDACTED] SUMNERSUBJECT FW MASTER CYLINDER BLEED INTO BRAKE BOOSTERDAN,SEE THE INFORMATION BELOW REGARDING THIS CUSTOMER. THE DEALER DID PROVIDE A DISCOUNT FOR THE REPAIRS AND THEY HAVE BEEN COMPLETED. I HAVE NO ISSUE WITH PROVIDING SOME TYPE OF ASSISTANCE TO COVER THE RENTAL, I WOULD LIKE TO SEE GIFT CARDS SENT TO KEEP THEM SERVICING AT THE DEALER. \$250 WOULD MOST LIKELY MAKE THEM HAPPY [REDACTED] DSM DISTRICT 2 SE REGIONMAZDA NORTH AMERICAN OPERATIONS [REDACTED] 0062013 01 26crpp116 SONVILLE, FL [REDACTED] [REDACTED] COM CALLED CUSTOMER, INFORMED HER THAT WE WOULD BE SENDING OUT MAZDA GIFT CARDS IN THE AMOUNT OF \$50.00 TOTTALLING \$200.00. CUSTOMER HAPPY AND ACCEPTED OFFER. SENT OUT LETTER WITH GIFT CARDS.

CQIS Recommendations	
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Tire Information

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

Vehicle Information

VIN	JM3TB2MA9A0	Engine Serial Number	CA 10346337
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	18-Aug-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	06-Dec-2010
Build Country Code		Transmission Serial Number	
Mileage	52000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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

ECI Record	624170147	Source Code	MAZDA CAC
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Commodity Assignment			
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom administrative cost
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom function-malfunction/inoperative
Significant Event		Verified	N

Tread Information	
Tread Category Code	03
Reported in Tread Quarter	Q3 2013
Tread Category Description	service brakes

Report Details	
Source Claim Key	149435032
Corporate Product Systems Classification (CPS)	
Customer Condition Code	
Source System Program Type	
Version Series Code	
Causal Part Prefix- Base - Suffix	--
Causal Part Name	unknown
Non Causal Part Prefix-Base-Suffix	
Non Causal Part Numbers	
Fault Code	
Diagonstic Trouble Code	
Labor Operation Code	
Communication Type	
Maintenance Date	22-Sep-2013
Warranty Component Classification (WCC)	
Time in Service	36
V Function Group (VFG)	
Repair/Report/Paid Date	17-Sep-2013
Load Date	22-Sep-2013
Dealer Code	51454
Dealer Name	MARTIN MAZDA
Dealer City	NEWARK
Dealer State/Province	DE
Dealer Country	USA
Dealer Phone Number	
Attachment	
VOQ Component Description Code	

Customer Comment	CUSTOMER STATES THAT HER VEHICLE WOULD NOT BRAKE THIS MORNING AND SHE HAD THE VEHICLE TAKEN TO A LOCAL REPAIR FACILITY THAT SERVICES HER COMPANY'S CARS. REPAIR FACILITY HAS ADVISED THAT THE POWER BRAKE BOOSTER ASSEMBLY NEED TO BE REPLACED. CUSTOMER STATES THAT SHE HAS RESEARCHED CONCERN AND NOTICED THAT THERE ARE MANY COMPLAINT IN REGARDS TO THIS COMPONENT. WOULD LIKE MAZDA TO CONSIDER PROVIDING HER WITH A LOANER WHILE HER VEHICLE IS BEING REPAIRED. [REDACTED]
Technician Comment	
CQIS Recommendations	

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

Vehicle Information			
VIN	JM3TB2MV7A0 [REDACTED]	Engine Serial Number	CA 10341925
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	15-Jun-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	23-Oct-2010
Build Country Code		Transmission Serial Number	
Mileage	45000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	624169686	Source Code	MAZDA CAC
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Commodity Assignment			
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom function-steering/brake ineffective
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom nvh-noisy operation
Significant Event		Verified	N

Tread Information	
Tread Category Code	03
Reported in Tread Quarter	Q3 2013
Tread Category Description	service brakes

Report Details	
Source Claim Key	149425020
Corporate Product Systems Classification (CPSC)	
Customer Condition Code	
Source System Program Type	
Version Series Code	
Causal Part Prefix- Base - Suffix	- -
Causal Part Name	unknown
Non Causal Part Prefix-Base-Suffix	
Non Causal Part Numbers	
Fault Code	
Diagonstic Trouble Code	
Labor Operation Code	
Communication Type	
Maintenance Date	01 -Sep-2013
Warranty Component Classification (WCC)	
Time in Service	
V Function Group (VFG)	
Repair/Report/Paid Date	28-Aug-2013
Load Date	01 -Sep-2013
Dealer Code	42123
Dealer Name	NEFTIN WESTLAKE MAZDA
Dealer City	THOUSAND OAKS
Dealer State/Province	CA
Dealer Country	USA
Dealer Phone Number	8054979404
Attachment	
VOQ Component Description Code	

Customer Comment	CUSTOMER STATES THAT YESTERDAY MORNING SHE WAS HEARING SOUNDS WHEN PRESSING THE BRAKES. LATER THAT DAY SHE ATTEMPTED TO BRAKE AND LOST BRAKES. HER VEHICLE WAS TOWED TO 42123 WHERE SHE WAS INFORMED THAT HER CONCERN WAS DUE TO INTERNAL FAILURE OF THE BRAKE BOOSTER. CUSTOMER FEELS THAT SHE SHOULD NOT HAVE TO PAY FOR ANY REPAIR COST. JOE IN SERVICE CUSTOMER [REDACTED]
Technician Comment	
CQIS Recommendations	

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

Vehicle Information			
VIN	JM3TB2MV8A0 [REDACTED]	Engine Serial Number	CA 10347850
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	02-Aug-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	
Build Country Code		Transmission Serial Number	
Mileage	55000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	624168138	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-service brakes—	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2013		

Report Details

Source Claim Key	148835580	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	29
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	26-Jul-2013
Version Series Code		Load Date	28-Jul-2013
Causal Part Prefix- Base - Suffix	--	Dealer Code	UNKNOW
Causal Part Name	unknown	Dealer Name	
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	28-Jul-2013		

Customer Comment	CUSTOMER STATES THAT THE BRAKES MAKE A HISSING NOISE AND WANTING TO KNOW ABOUT ANY REMAINING WARRANTY. JUST BOUGHT CAR A FEW MONTHS AGO.
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Technician Comment	
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C Q I S Recommendations	
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Tire Information

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

Vehicle Information

VIN	JM3TB3BA3B0	Engine Serial Number	CA 10378194
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	5 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	09-Feb-2011	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	24-Mar-2011
Build Country Code		Transmission Serial Number	
Mileage	68000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	624167268	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-service brakes-master cylinder/booster/Symptom	no keyword found
hydroboost		
Significant Event	Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2013		

Report Details

Source Claim Key	148487520	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	05-Jul-2013
Version Series Code		Load Date	07-Jul-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	51562
Causal Part Name	unknown	Dealer Name	FITZGERALD MAZDA OF ANNAPOLIS
Non Causal Part Prefix-Base-Suffix		Dealer City	ANNAPOLIS
Non Causal Part Numbers		Dealer State/Province	MD
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4102665700
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	07-Jul-2013		

Customer Comment	CUSTOMER NEEDS THE BRAKE BOOSTER FOR HER CAR TO BE REPLACED SO THAT SHE CAN RETURN HOME FROM HER TRIP. THE PART IS DELAYED AND NOT AVAILABLE VIA OVERNIGHT DELIVERY. CUSTOMER IS FRUSTRATED WITH TO HAVING TO STAY AN EXTRA DAY IN MARYLAND AWAITING THE REPAIR.
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB3BV6B0	Engine Serial Number	CA 10355512
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	05-Oct-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	
Build Country Code		Transmission Serial Number	
Mileage	20000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	624170321	Source Code	MAZDA CAC
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Commodity Assignment					
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	field service action
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	function-malfunction/inoperative
Significant Event				Verified	N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2013		

Report Details			
Source Claim Key	149435421	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	32
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	19-Sep-2013
Version Series Code		Load Date	29-Sep-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	UNKNOW
Causal Part Name	unknown	Dealer Name	
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	29-Sep-2013		

Customer Comment	CUSTOMER STATES BRAKE BOOSTER NEEDS TO BE REPLACED AND SHE IS HAVING IT DONE AT A THIRD PARTY FOR \$550. CUSTOMER INQUIRING IF THERE ARE ANY RECALLS.
Technician Comment	
C Q I S Recommendations	

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

Vehicle Information			
VIN	JM3TB3CV0B0	Engine Serial Number	CA 10365189
Model Year	2011	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-Nov-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	08-Feb-2011
Build Country Code		Transmission Serial Number	
Mileage	42000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	624166823	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	administrative cost
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	function-steering/brake ineffective
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	mod-driving condition-at high rpm
Significant Event				Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2013		

Report Details

Source Claim Key	148323200	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	27
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	26-Jun-2013
Version Series Code		Load Date	30-Jun-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	51584
Causal Part Name	unknown	Dealer Name	GIUFFRE MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	BROOKLYN
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	7187483636
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	30-Jun-2013		

Customer Comment	CUSTOMER STATES THAT HIS VEHICLE HAS BEEN AT 51584 DUE TO A FAULTY BRAKE BOOSTER FOR A WEEK. CUSTOMER STATES THAT THE BRAKE BOOSTER IS ON BACK ORDER UNTIL NEXT WEEK AND HE HAS REQUESTED A RENTAL VEHICLE. [REDACTED] AT 51584 HAS STATED THAT THEY REACHED OUT TO MAZDA TO SEE IF THEY WOULD COVER A RENTAL BUT HAS NOT RECEIVED RESPONSE.
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB3CV0B0 [REDACTED]	Engine Serial Number	CA 10376321
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	28-Jan-2011	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	20-Apr-2011
Build Country Code		Transmission Serial Number	
Mileage	15000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	624173159	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-service brakes-master cylinder/booster/Symptom	function-malfunction/inoperative
hydroboost		
Significant Event	Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2013		

Report Details

Source Claim Key	149443246	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	31
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	07-Nov-2013
Version Series Code		Load Date	01-Dec-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	51643
Causal Part Name	unknown	Dealer Name	HERITAGE MAZDA TOWSON
Non Causal Part Prefix-Base-Suffix		Dealer City	LUTHERVILLE
Non Causal Part Numbers		Dealer State/Province	MD
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4104278000
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	01-Dec-2013		

Customer Comment	CUSTOMER STATES SHE HAS TO SLAM ON THE BRAKES EVERY TIME TO GET HER VEHICLE TO STOP. CUSTOMER STATES SHE TOOK VEHICLE TO MR. TIRE FOR MAINTENANCE AND HAD THEM RUN A DIAGNOSTIC ON BRAKE ISSUE. CUSTOMER STATES BRAKE BOOSTER NEEDS TO BE REPLACED. CUSTOMER CALLED DEALER 51643 AND SERVICE ADVISOR [REDACTED], TOLD HER REPAIR WOULD NOT BE COVERED UNDER WARRANTY AND THAT IT WOULD COST \$600 TO REPLACE [REDACTED]
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB3DV1B0 [REDACTED]	Engine Serial Number	CA 10382453
Model Year	2011	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	11-Mar-2011	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	21-May-2011
Build Country Code		Transmission Serial Number	
Mileage	53046	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	624169286	Source Code	MAZDA CAC
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Commodity Assignment			
Commodity	chassis-service brakes-master cylinder/booster/Symptom	hydroboost	no keyword found
Significant Event	Verified		N

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2013		

Report Details			
Source Claim Key	149273420	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	30
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	20-Aug-2013
Version Series Code		Load Date	25-Aug-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	51578
Causal Part Name	unknown	Dealer Name	COLONIAL MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	DANBURY
Non Causal Part Numbers		Dealer State/Province	CT
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	2037488700
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	25-Aug-2013		

Customer Comment	CUSTOMERS HUSBAND STATES THAT HE IS EXPERIENCING A CONCERN WITH THE BRAKE POWER BOOSTER. STATES THAT HE LOVES HIS CAR AND IS REQUESTING [REDACTED] SERVICE ADVISOR.		
Technician Comment			
CQIS Recommendations			

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

Vehicle Information			
VIN	JM3TB3DV5B0 [REDACTED]	Engine Serial Number	CA 10364508
Model Year	2011	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	19-Nov-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	18-Mar-2011
Build Country Code		Transmission Serial Number	
Mileage	51000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	624167539	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	function-steering/brake ineffective
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	high effort
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	parking brake-does not engage/hold
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	repair-prior repair mentioned
Significant Event				Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2013		

Report Details

Source Claim Key	148603980	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	24
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	12-Jul-2013
Version Series Code		Load Date	14-Jul-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	51547
Causal Part Name	unknown	Dealer Name	SMITH CAIRNS MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	YONKERS
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	9143778100
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	14-Jul-2013		

Customer Comment	CUSTOMER STATES THAT BRAKES WOULD NOT STOP, AND DID NOT FEEL RIGHT. TOOK IN AND THAT POWER BRAKE BOOSTER FAILED. TOOK VEHICLE IN A COUPLE OF DAYS AGO, BUT THEY STATED THAT WARRANTY HAD EXPIRED AND THEY COULD NOT ASSIST. CUSTOMER INQUIRING WHETHER ANYTHING CAN BE DONE. REPAIR CHARGED \$634 AND HAS BEEN PAID FOR.
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB3DV5B0	Engine Serial Number	
Model Year	2011	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	5 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	10-Jun-2011	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	26-Jul-2011
Build Country Code		Transmission Serial Number	
Mileage	37996	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	62415/434	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes—	Symptom	improper assembly
Commodity	chassis-service brakes—	Symptom	mod-pre delivery
Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2012		

Report Details

Source Claim Key	144244340	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	32
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	24-Oct-2012
Version Series Code		Load Date	04-Nov-2012
Causal Part Prefix- Base - Suffix	--	Dealer Code	42033
Causal Part Name	unknown	Dealer Name	GALPIN MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	VAN NUYS
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	8187423800
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	04-Nov-2012		

Customer Comment CUSTOMER INDICATED THE MASTER CYLINDER FAILED, AND THE BRAKE BOOSTER HAS DETERIORATED [REDACTED]

Technician Comment ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST, PLEASE CLOSE UPON RESOLUTION. THANKS. DISTRICT SERVICE MANAGER WILL BE RESOLVING AT 50 50. SERVICE DEPARTMENT AND CUSTOMER HAVE BEEN NOTIFIED. 0012012 10 24CRPP106 REQ DESC BRAKES FAILED 0022012 10 26CRPP106 AT ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST, PLEASE CLOSE UPON RESOLUTION. THANKS. RECEIVED PHONE CALL FROM CUSTOMER'S WIFE, STATED SHE TALKED TO REPRESENTATIVE AT GALPIN MAZDA WHO TOLD HER DISTRICT MANAGER IS REVIEWING CUSTOMER STATED SHE IS CALLING TO SEE IF WE HAVE ANY UPDATE. ADVISED CUSTOMER AS FAR AS I AM AWARE THERE WAS NO MANUFACTURE DEFECT WITH HER VEHICLE, AND IS OUT OF WARRANTY AND MAZDA WAS NOT PROVIDING ANY AFTER WARRANTY ASSISTANCE. ADVISED SHE MAY WANT TO FOLLOW UP WITH THE DEALERS 0032012 10 26CRPP106 HIP: [REDACTED] AT GALPIN MAZDA [REDACTED] STATED [REDACTED] IS THE PERSON HANDLING [REDACTED] INDICATED HE HAD ADVISED CUSTOMER THAT HER FILE WAS IN PROCESS OF REVIEW BY THE DISTRICT SERVICE MANAGER. ADVISED [REDACTED] WE DO NOT PROVIDE THAT INFORMATION TO OUR CUSTOMER, DISTRICT SERVICE MANAGERS ARE AN INTERNAL PROCESS AND THEIR INFORMATION IS NOT TO BE SHARED WITH CUSTOMERS. ADVISED AS FAR AS I AM AWARE CUSTOMER HAS LIMITED SERVICE HISTORY AND OUT OF WARRANTY. [REDACTED] INDICATED THE SERVICE M 0042012 10 26CRPP106 ANAGER FROM GALPIN HAD FORWARDED INFORMATION AND IS PENDING STATUS FROM DSM. ADVISED IF THAT'S THE CASE TO HAVE GALPIN SERVICE MANAGER REVIEW OR PROVIDE AN UPDATE TO HIM. [REDACTED], OBTAINED VOICE MAIL. ADVISED THAT VEHICLE IS AT GALPIN MAZDA, AND CUSTOMER IS SEEKING AFTER WARRANTY ASSISTANCE. ADVISED SERVICE MANAGER AT GALPIN NEEDS A FOLLOW UP FROM HIM. RECEIVED CALL FROM [REDACTED] WILL REVIEW AND REPLY BY E MAIL AS TO FINAL DECISION. 0052012 11 01CRPP106 DISTRICT SERVICE MANAGER WILL BE RESOLVING AT 50 50. SERVICE DEPARTMENT AND CUSTOMER HAVE BEEN NOTIFIED.

CQIS Recommendations

Tire Information

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

Vehicle Information

VIN	JM3TB3MA3A0 [REDACTED]	Engine Serial Number	CA 10322702
Model Year	2010	Engine Description	3.7L 4V DAMB PFI V6 NA GAS
Transmission	5 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9

Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	04-Feb-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	16-Mar-2010
Build Country Code		Transmission Serial Number	
Mileage	41000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	624162129	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-service brakes-master cylinder/booster/Symptom	administrative cost
Significant Event	hydroboost—	Verified
		N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q1 2013		

Report Details

Source Claim Key	146226700	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	27
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	04-Mar-2013
Version Series Code		Load Date	10-Mar-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	51584
Causal Part Name	unknown	Dealer Name	GIUFFRE MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	BROOKLYN
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7187483636
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	10-Mar-2013		

Customer Comment	CUSTOMER STATES THAT HIS VEHICLE IS AT THE DEALER FOR ISSUES WITH THE BRAKE BOOSTER BUT DEALER IS WAITING ON PARTS. CUSTOMER IS UPSET THAT DEALER HAS BEEN UNABLE TO PROVIDE HIM WITH A RENTAL. [REDACTED]
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB3MV5A0 [REDACTED]	Engine Serial Number	CA 10346753
Model Year	2010	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-Jul-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	22-Dec-2010
Build Country Code		Transmission Serial Number	
Mileage	13500	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer

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Concern Driven Reporting

Report Detail

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

ECI Record	624168762	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	fuse open/blown
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	mod-indicator light/warning chime on
Significant Event				Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2013		

Report Details

Source Claim Key	149069400	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	37
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	08-Aug-2013
Version Series Code		Load Date	11-Aug-2013
Causal Part Prefix- Base - Suffix	-	Dealer Code	51584
Causal Part Name	unknown	Dealer Name	GIUFFRE MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	BROOKLYN
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	7187483636
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	11-Aug-2013		

Customer Comment	CUSTOMER STATED TOOK VEHICLE TO A NON MAZDA SHOP WHERE HE WAS TOLD VEHICLE NEEDED A BRAKE BOOSTER. STATED HE THEN TOOK VEHICLE TO 51584 WHERE HE WAS ADVISED VEHICLE WAS OUT OF WARRANTY FOR BRAKE REPAIR. CUSTOMER ALSO STATED A CHECK ENGINE LIGHT WAS ON AND HE HAS HAD TO REPLACE FUSES ON HIS HEADLAMPS AND STATED 51584 WANTED TO CHARGE FOR DIAGNOSTICS. CUSTOMER INQUIRING ABOUT VEHICLE WARRANTY.
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB3MV7A0	Engine Serial Number	CA 10333378
Model Year	2010	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	16-Apr-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	20-Aug-2010
Build Country Code		Transmission Serial Number	
Mileage	28567	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	624120159	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-service brakes-abs/traction control—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-abs/traction control—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-steering/brake ineffective
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q4 2010		

Report Details

Source Claim Key	133345100	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	2
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	16-Dec-2010
Version Series Code		Load Date	19-Dec-2010
Causal Part Prefix- Base - Suffix	- -	Dealer Code	51486
Causal Part Name	unknown	Dealer Name	GAITHERSBURG MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	GAITHERSBURG
Non Causal Part Numbers		Dealer State/Province	MD
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	19-Dec-2010		

Customer Comment	CUSTOMER RESPONDED DISSATISFIED TO A SALES CARE SURVEY [REDACTED]		
Technician Comment	ADVISED CUSTOMER OF THE FILE NUMBER AND THAT THIS CONCERN HAS BEEN DOCUMENTED HERE IN CAC. ADVISED CUSTOMER I WILL PUT THROUGH HIS RECOMMENDATION REGARDING THE BACK UP CAMERA. 0012010 12 16CRPP206 REQ DESC DISSATISFACTION REPORT CUSTOMER STATES UPON PURCHASE THE BRAKING AND TRACTION CONTROL SYSTEMS WERE NOT WORKING PROPERLY. CUSTOMER STATES DEALER REPLACED THE BRAKE ASSIST PUMP AND THAT SOLVED THE PROBLEM. CUSTOMER STATES HAS A CONCERN THAT THE PROBLEM WILL COME BACK AGAIN WHEN VEHICLE IS OUT OF WARRANTY. CUSTOMER MADE THE SUGGESTION THAT MAZDA PUT BACK UP CAMERAS IN ALL VEHICLES AS A STANDARD FEATURE. ADVISED CUSTOMER OF THE FILE NUMBER AND THAT THIS CONCERN HA 0022010 12 16CRPP206 S BEEN DOCUMENTED HERE IN CAC. ADVISED CUSTOMER I WILL PUT THROUGH HIS RECOMMENDATION REGARDING THE BACK UP CAMERA.		
CQIS Recommendations			

Tire Information

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

Vehicle Information

VIN	JM3TB3MV7A0 [REDACTED]	Engine Serial Number	CA 10348776
Model Year	2010	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	03-Aug-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	31-Oct-2010
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	624167824	Source Code	MAZDA CAC
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Commodity Assignment			
Commodity	chassis-service brakes-master cylinder/booster	Symptom	function-malfunction/inoperative
hydroboost		Verified	N
Significant Event			

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q3 2013		

Report Details			
Source Claim Key	148705280	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	40
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	18-Jul-2013
Version Series Code		Load Date	21-Jul-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	UNKNOW
Causal Part Name	unknown	Dealer Name	
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	21-Jul-2013		

Customer Comment	CUSTOMER'S HUSBAND ██████ STATES THAT HE WAS EXPERIENCING CONCERNS WITH THE BRAKES ON HIS VEHICLE AND HE TOOK HER VEHICLE TO AN INDEPENDENT MECHANIC WHO ADVISED THAT THE BRAKE BOOSTER WOULD NEED REPLACEMENT. CUSTOMER IS INQUIRING IF THIS IS COVERED UNDER WARRANTY.		
Technician Comment			
CQIS Recommendations			

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

Vehicle Information			
VIN	JM31B3MVB8A0 ██████	Engine Serial Number	CA 10320001
Model Year	2010	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	24-Jan-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	13-Apr-2010
Build Country Code		Transmission Serial Number	
Mileage	53000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	624166931	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-service brakes-master cylinder/booster/hydroboost	Symptom	function-malfunction/inoperative
Significant Event		Verified	N

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
Reported in Tread Quarter	Q2 2013		

Report Details

Source Claim Key	148105220	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	43
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	13-Jun-2013
Version Series Code		Load Date	02-Jul-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	UNKNOW
Causal Part Name	unknown	Dealer Name	
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	02-Jul-2013		

Customer Comment	I AM WRITING TO EXPRESS CONCERN ABOUT A SERVIICE ISSUE I AM HAVING. I JUST WOULD LIKE A STRAIGHT ANSWER ABOUT THE TIME FRAME FOR A PARTICULAR PART TO BE INSTALLED AND FOR YOUR CUSTOMERS TO BE BACK IN THEIR OWN VEHICLE. A BRAKE BOOSTER WAS DIAGNOSED AS THE PART NEEDED AND I HAVE BEEN WITHOUT MY CAR FOR MORE THAN A WEEK NOW. CONTINUED
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	*	Engine Serial Number	
Model Year	2011	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	14-Dec-2009	Retail Sale Indicator Code	
Plant Description	Unknown	Reaquired Vehicle	
Build Region		Warranty Start Date	14-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	651958	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-service brakes—	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	function-operates too slowly
Commodity	chassis-service brakes—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes—	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes—	Symptom	nvh-noisy operation
Significant Event		Verified	Y

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
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Report Details

Source Claim Key	001496090	ODI I0512943	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)			Time in Service	
Customer Condition Code			V Function Group (VFG)	
Source System Program Type			Repair/Report/Paid Date	01-May-2013
Version Series Code			Load Date	24-Sep-2013
Causal Part Prefix-Base-Suffix	-		Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE		Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix			Dealer City	
Non Causal Part Numbers			Dealer State/Province	
Fault Code			Dealer Country	USA
Diagnostic Trouble Code			Dealer Phone Number	
Labor Operation Code			Attachment	
Communication Type			VOQ Component Description Code	
Maintenance Date	24-Sep-2013			

Customer Comment	UPON LIGHT BRAKING I HEAR A HISSING SOUND. THE BRAKES ARE INEFFECTIVE AT SLOW SPEEDS. IT TAKES A LONGER TIME AND REQUIRES APPLICATION OF GREATER BRAKING FORCE TO GET THE CAR TO COME TO A COMPLETE STOP. I TOOK THE CAR IN FOR INSPECTION AND AM AWAITING THE RESULTS. I SAW ONLINE THAT THERE ARE KNOWN PROBLEMS WITH THE BRAKING SYSTEM. *TR
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	*JM3TB2BA7B0	Engine Serial Number	
Model Year	2011	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	14-Dec-2009	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	
Build Region		Warranty Start Date	14-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	20000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	494107	Source Code	VOQ Mazda
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Commodity Assignment			
Commodity	chassis-service brakes—	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	function-operates too slowly
Commodity	chassis-service brakes—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes—	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes—	Symptom	nvh-noisy operation
Significant Event		Verified	Y

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes

Report Details			
Source Claim Key	001262949 ODI 10512943	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	01-May-2013
Version Series Code		Load Date	26-Jun-2013
Causal Part Prefix-Base-Suffix	-	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	26-Jun-2013		

Customer Comment	UPON LIGHT BRAKING I HEAR A HISSING SOUND. THE BRAKES ARE INEFFECTIVE AT SLOW SPEEDS. IT TAKES A LONGER TIME AND REQUIRES APPLICATION OF GREATER BRAKING FORCE TO GET THE CAR TO COME TO A COMPLETE STOP. I TOOK THE CAR IN FOR INSPECTION AND AM AWAITING THE RESULTS. I SAW ONLINE THAT THERE ARE KNOWN PROBLEMS WITH THE BRAKING SYSTEM. *T		
Technician Comment			
CQIS Recommendations			

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

Vehicle Information			
VIN	*JM3TB2BA7B0	Engine Serial Number	
Model Year	2011	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	14-Dec-2009	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	
Build Region		Warranty Start Date	14-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	20000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	491674	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-service brakes—	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	function-operates too slowly
Commodity	chassis-service brakes—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes—	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes—	Symptom	nvh-noisy operation
Significant Event		Verified	Y

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
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Report Details

Source Claim Key	001260344 ODI 10512943	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	01-May-2013
Version Series Code		Load Date	29-May-2013
Causal Part Prefix-Base-Suffix	-	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	29-May-2013		

Customer Comment	UPON LIGHT BRAKING I HEAR A HISSING SOUND. THE BRAKES ARE INEFFECTIVE AT SLOW SPEEDS. IT TAKES A LONGER TIME AND REQUIRES APPLICATION OF GREATER BRAKING FORCE TO GET THE CAR TO COME TO A COMPLETE STOP. I TOOK THE CAR IN FOR INSPECTION AND AM AWAITING THE RESULTS. I SAW ONLINE THAT THERE ARE KNOWN PROBLEMS WITH THE BRAKING SYSTEM.
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	*JM3TB2BA7B0	Engine Serial Number	
Model Year	2011	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	14-Dec-2009	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	
Build Region		Warranty Start Date	14-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	20000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	672367	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes—	Symptom	loose
Commodity	chassis-service brakes—	Symptom	mod-driving condition-at cruise
Commodity	chassis-service brakes—	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes—	Symptom	mod-no indication (sudden)
Commodity	chassis-service brakes—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes—	Symptom	pulls/drifts
Significant Event		Verified	Y

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
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Report Details

Source Claim Key	001515301 ODI 10546804	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	02-Oct-2013
Version Series Code		Load Date	08-Jan-2014
Causal Part Prefix- Base - Suffix	- -	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnotic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	08-Jan-2014		

Customer Comment
 I WAS DRIVING MY SON TO THE DOCTORS OFFICE WHEN I REALIZED THE BRAKES DID NOT FEEL RIGHT. I TOLD MY HUSBAND THAT I FELT A LOT OF RESISTANCE WHEN APPLYING THE BRAKES. SO WHEN I GOT HOME I HAD MY HUSBAND DRIVE THE CAR AND HE SAID HE DID NOT FEEL ANYTHING UNTIL LATER THAT NIGHT WHEN HE WAS DRIVING THE VEHICLE HE FREAKED OUT CAUSE HE SAID HE FELT AS IF THE CAR WASN'T GOING TO STOP AFTER PUSHING ON THE BRAKES. HE HAD TO PULL OFF OF THE HIGHWAY AND TAKE THE BACK ROADS HOME AT A LOW SPEED AND GIVE HIMSELF PLENTY OF DISTANCE FROM THE CAR IN FRONT OF HIM IN ORDER TO BRAKE SO HE WOULD NOT SLAM INTO THEIR CAR. ALSO, WHEN APPLYING ALL THE PRESSURE YOU COULD TO THE BRAKES, A LOUD HISSING SOUND COULD BE HEARD AS WELL. THE CAR WAS TAKEN TO OUR MAZDA DEALER WHERE THE CAR WAS PURCHASED AND AFTER THEY LOOKED AT IT, WE WERE TOLD THAT THE VEHICLE HAD BAD BRAKE BOOSTERS AND THAT WE WERE LUCKY WE WEREN'T IN AN ACCIDENT. AFTER HEARING THIS AND RESEARCHING IT, IT REALLY UPSET US THAT MAZDA HAS HAD THIS ISSUE WITH THE SAME MODEL VEHICLE OF OTHER YEARS.... WHY HASN'T A RECALL BEEN DONE ARE THEY WAITING FOR SOMEONE TO LOSE THEIR LIFE BEFORE SOMETHING IS DONE " I THANK GOD WE WERE ABLE TO STOP OUR CAR BUT THERE WAS NO WARNING OR LEAD UP TO THIS INCIDENT. IT LITERALLY JUST HAPPENED OUT OF NOWHERE"
 *TR

Technician Comment

CQIS Recommendations

Tire Information

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

Vehicle Information

VIN	*JM3TB2DA3B0	Engine Serial Number	
Model Year	2011	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	14-Dec-2009	Retail Sale Indicator Code	
Plant Description	Unknown	Reaquired Vehicle	
Build Region		Warranty Start Date	14-Dec-2009
Build Country Code		Transmission Serial Number	

Mileage	42600	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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

ECI Record	661688	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-service brakes—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes—	Symptom	loose
Commodity	chassis-service brakes—	Symptom	mod-driving condition-at cruise
Commodity	chassis-service brakes—	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes—	Symptom	mod-no indication (sudden)
Commodity	chassis-service brakes—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes—	Symptom	pulls/drifts
Significant Event		Verified	Y

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
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Report Details

Source Claim Key	001507422 ODI 10546804	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	02-Oct-2013
Version Series Code		Load Date	09-Oct-2013
Causal Part Prefix- Base - Suffix	-	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	09-Oct-2013		

Customer Comment
 I WAS DRIVING MY SON TO THE DOCTORS OFFICE WHEN I REALIZED THE BRAKES DID NOT FEEL RIGHT. I TOLD MY HUSBAND THAT I FELT A LOT OF RESISTANCE WHEN APPLYING THE BRAKES. SO WHEN I GOT HOME I HAD MY HUSBAND DRIVE THE CAR AND HE SAID HE DID NOT FEEL ANYTHING UNTIL LATER THAT NIGHT WHEN HE WAS DRIVING THE VEHICLE HE FREAKED OUT CAUSE HE SAID HE FELT AS IF THE CAR WASN'T GOING TO STOP AFTER PUSHING ON THE BRAKES. HE HAD TO PULL OFF OF THE HIGHWAY AND TAKE THE BACK ROADS HOME AT A LOW SPEED AND GIVE HIMSELF PLENTY OF DISTANCE FROM THE CAR IN FRONT OF HIM IN ORDER TO BRAKE SO HE WOULD NOT SLAM INTO THEIR CAR. ALSO, WHEN APPLYING ALL THE PRESSURE YOU COULD TO THE BRAKES, A LOUD HISSING SOUND COULD BE HEARD AS WELL. THE CAR WAS TAKEN TO OUR MAZDA DEALER WHERE THE CAR WAS PURCHASED AND AFTER THEY LOOKED AT IT, WE WERE TOLD THAT THE VEHICLE HAD BAD BRAKE BOOSTERS AND THAT WE WERE LUCKY WE WEREN'T IN AN ACCIDENT. AFTER HEARING THIS AND RESEARCHING IT, IT REALLY UPSET US THAT MAZDA HAS HAD THIS ISSUE WITH THE SAME MODEL VEHICLE OF OTHER YEARS.... WHY HASN'T A RECALL BEEN DONE ARE THEY WAITING FOR SOMEONE TO LOSE THEIR LIFE BEFORE SOMETHING IS DONE " I THANK GOD WE WERE ABLE TO STOP OUR CAR BUT THERE WAS NO WARNING OR LEAD UP TO THIS INCIDENT. IT LITERALLY JUST HAPPENED OUT OF NOWHERE"

Technician Comment

CQIS Recommendations

Tire Information

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

Vehicle Information

VIN	*JM3TB2DA3B0	Engine Serial Number	
Model Year	2011	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	14-Dec-2009	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	
Build Region		Warranty Start Date	14-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	42600	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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

ECI Record	667689	Source Code	VOQ Mazda
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Commodity Assignment			
Commodity	chassis-service brakes-brake pedal—	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes-brake pedal—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake pedal—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-brake pedal—	Symptom	loss of control
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-intermittent/random
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-location-interior
Commodity	chassis-service brakes-brake pedal—	Symptom	repair-similar failures on other vehicles mentioned
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	loss of control
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	mod-intermittent/random
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	repair-similar failures on other vehicles mentioned
Significant Event		Verified	Y

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes

Report Details			
Source Claim Key	001490641 ODI 10486941	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	24-Nov-2012
Version Series Code		Load Date	18-Nov-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	18-Nov-2013		

Customer Comment	<p>I HAD MY CX 9 GT DRIVING ON THE ROAD. THIS HAPPENED WHILE I DROVE ON STREET AND STEPPED ON BRAKE THE PEDAL TO STOP FOR A RED LIGHT. I ALMOST HIT THE CAR IN FRONT OF ME, BECAUSE MY BRAKE AT THIS TIME, ALL OF SUDDEN, TOOK LONGER STOPPING DISTANCE AS I EXPECTED. IT WAS A CLOSE CALL TO HIT THE CAR IN FRONT OF ME WHILE MY BRAKING SYSTEM REACTED DIFFERENTLY. AFTER ALMOST HITTING THE CAR, I DROVE VERY CAUTIOUSLY IN A FEAR THAT I MIGHT LOSE THE CONTROL OF MY BRAKES TOTALLY; THE BAD FEELING FOR THE UNPREDICTABLE BRAKING SYSTEM REALLY PUT MY FAMILY'S SAFETY IN A COMPROMISE. I HAVE ONLY HAD THIS CAR FOR ONE AND HALF YEAR AND DROVE AROUND 24,000 MILES. THIS NEVER HAPPENED TO THE THREE CARS I HAVE DROVE IN MY 20 YEARS OF DRIVING HISTORY. THE BRAKING SYSTEM SHOULD BE DESIGNED AND PROVIDE WHAT IT SHOULD PERFORM WITHOUT ANY COMPROMISE. BUT THIS ONE DIDN'T DO THE JOB IT SHOULD. DON'T EVEN SEE ANY WARNING LIGHT IN THE DASH. TODAY, I TOOK MY CAR TO THE MAZDA SERVICE. THEY RESPONDED THAT ONE OF THE COMPONENTS OF THE BRAKING SYSTEM IS DEFECTIVE. THEY MENTIONED THAT THE BRAKE BOOSTER IS BROKEN. I AM SO SURPRISED AT HOW THESE INSTRUMENTAL SYSTEMS EASILY BREAK IN JUST LESS THAN TWO YEARS, WITHOUT ANY WARNING WOULD THIS BE A SERIOUS ISSUE THAT WOULD AFFECT ANY CX 9 MODELS AND CAUSE FURTHER LIFE THREATENING RESULTS. I LIKE TO POP UP THIS CONCERN TO THE SAFETY AUTHORITY FOR FURTHER INVESTIGATIONS.</p>		
Technician Comment			
CQIS Recommendations			

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

Vehicle Information

VIN	*JM3TB2DA5B0	Engine Serial Number	
Model Year	2011	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	14-Dec-2009	Retail Sale Indicator Code	
Plant Description	Unknown	Reaquired Vehicle	
Build Region		Warranty Start Date	14-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	24000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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

ECI Record	496124	Source Code	VOQ Mazda
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Commodity Assignment			
Commodity	chassis-service brakes-brake pedal—	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes-brake pedal—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake pedal—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-brake pedal—	Symptom	loss of control
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-intermittent/random
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-location-interior
Commodity	chassis-service brakes-brake pedal—	Symptom	repair-similar failures on other vehicles mentioned
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	loss of control
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	mod-intermittent/random
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	repair-similar failures on other vehicles mentioned
Significant Event		Verified	Y

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes

Report Details			
Source Claim Key	001183958 ODI 10486941	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	24-Nov-2012
Version Series Code		Load Date	10-Jul-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	10-Jul-2013		

Customer Comment	<p>I HAD MY CX 9 GT DRIVING ON THE ROAD. THIS HAPPENED WHILE I DROVE ON STREET AND STEPPED ON BRAKE THE PEDAL TO STOP FOR A RED LIGHT. I ALMOST HIT THE CAR IN FRONT OF ME, BECAUSE MY BRAKE AT THIS TIME, ALL OF SUDDEN, TOOK LONGER STOPPING DISTANCE AS I EXPECTED. IT WAS A CLOSE CALL TO HIT THE CAR IN FRONT OF ME WHILE MY BRAKING SYSTEM REACTED DIFFERENTLY. AFTER ALMOST HITTING THE CAR, I DROVE VERY CAUTIOUSLY IN A FEAR THAT I MIGHT LOSE THE CONTROL OF MY BRAKES TOTALLY; THE BAD FEELING FOR THE UNPREDICTABLE BRAKING SYSTEM REALLY PUT MY FAMILY'S SAFETY IN A COMPROMISE. I HAVE ONLY HAD THIS CAR FOR ONE AND HALF YEAR AND DROVE AROUND 24,000 MILES. THIS NEVER HAPPENED TO THE THREE CARS I HAVE DROVE IN MY 20 YEARS OF DRIVING HISTORY. THE BRAKING SYSTEM SHOULD BE DESIGNED AND PROVIDE WHAT IT SHOULD PERFORM WITHOUT ANY COMPROMISE. BUT THIS ONE DIDN'T DO THE JOB IT SHOULD. DON'T EVEN SEE ANY WARNING LIGHT IN THE DASH. TODAY, I TOOK MY CAR TO THE MAZDA SERVICE. THEY RESPONDED THAT ONE OF THE COMPONENTS OF THE BRAKING SYSTEM IS DEFECTIVE. THEY MENTIONED THAT THE BRAKE BOOSTER IS BROKEN. I AM SO SURPRISED AT HOW THESE INSTRUMENTAL SYSTEMS EASILY BREAK IN JUST LESS THAN TWO YEARS, WITHOUT ANY WARNING WOULD THIS BE A SERIOUS ISSUE THAT WOULD AFFECT ANY CX 9 MODELS AND CAUSE FURTHER LIFE THREATENING RESULTS. I LIKE TO POP UP THIS CONCERN TO THE SAFETY AUTHORITY FOR FURTHER INVESTIGATIONS.</p>		
Technician Comment			
CQIS Recommendations			

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

Vehicle Information

VIN	*JM3TB2DA5B0	Engine Serial Number	
Model Year	2011	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	14-Dec-2009	Retail Sale Indicator Code	
Plant Description	Unknown	Reaquired Vehicle	
Build Region		Warranty Start Date	14-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	24000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	669069	Source Code	VOQ Mazda
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Commodity Assignment			
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	field service action
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	leak-fluid
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	mod-driving condition-at cruise
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	field service action
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	leak-loss of vacuum
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	mod-driving condition-at cruise
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	weak/soft/sagged
Significant Event		Verified	Y

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes

Report Details			
Source Claim Key	001511823 ODI 10535955	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	07-Aug-2013
Version Series Code		Load Date	03-Dec-2013
Causal Part Prefix- Base - Suffix	--	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	03-Dec-2013		

Customer Comment	<p>AUGUST 6TH 2013 MY WIFE COMPLAINED ABOUT THE BRAKES ON HER 2011 MAZDA CX9 MAKING A HISSING TYPE SOUND AND BRAKES FEELING MUSHY AND NOT RESPONDING AS NORMAL. THE NEXT DAY SHE ADVISED THE BRAKES WERE WORSE SO WE PARKED THE CAR UNTIL THE 9TH. THE CX9 HAS 46000. MILES. THE CAR RECEIVES REGULAR MAINTENANCE AND WAS TAKEN TO TOM BUSH MAZDA (JACKSONVILLE FL.) FOR DIAGNOSIS OF THE PROBLEM. WE WERE ADVISED THAT THE ISSUE WAS A VACUUM LEAK FROM THE BRAKE BOOSTER AND IT HAD TO BE REPAIRED AT THE COST OF \$695.88. (PART \$130. W/ LABOR \$503.) WE LEARNED THAT OTHERS HAVE HAD THE SAME PROBLEM AND THAT A RECALL MIGHT HAVE BEEN ISSUED FOR THE PREVIOUS YEAR CX9S. THERE WAS NO CONSIDERATION ON REPAIR COSTS. OUR ISSUE IS THE BRAKE VACUUM BOOSTER FAILURE SEEMS TO BE AN ABNORMALLY COMMON COMPLAINT ON MAZDA'S CX9 VEHICLES AND THE FACT THAT THIS INVOLVES BRAKE FAILURES, IS A SAFETY ISSUE THAT MAY LEAD TO A CATASTROPHIC CRASH AT HIGHER SPEEDS. I BELIEVE OTHER SIMILAR COMPLAINTS NOTED ABOUT MAZDA CX9 BRAKE ISSUES IN THE NHTSA WARRANT A THOROUGH INVESTIGATION AND POSSIBLE RECALL. WE WILL RETAIN THE DEFECTIVE PART. FURTHER NOTE, THE MAZDA DEALERSHIP RELEASED THE VEHICLE TO MY FATHER W/O PROPERLY INSPECTING THEIR WORK. THE VEHICLE WAS RELEASED TO US W/O THE BRAKE LINES BEING BLED PROPERLY WHICH CAUSED THE BRAKES TO FAIL WHILE AT THE DEALERSHIP. IT TOOK ANOTHER DAY TO FIX THAT ISSUE. *TR</p>		
Technician Comment			

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

Vehicle Information			
VIN	*JM3TB2DA7B0	Engine Serial Number	
Model Year	2011	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	14-Dec-2009	Retail Sale Indicator Code	
Plant Description	Unknown	Reaquired Vehicle	
Build Region		Warranty Start Date	14-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	45917	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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

ECI Record	657786	Source Code	VOQ Mazda
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Commodity Assignment			
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	field service action
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	leak-fluid
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	mod-driving condition-at cruise
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	field service action
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	leak-loss of vacuum
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-driving condition-at cruise
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	weak/soft/sagged
Significant Event		Verified	Y

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes

Report Details			
Source Claim Key	001502432 ODI 10535955	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	07-Aug-2013
Version Series Code		Load Date	24-Sep-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	24-Sep-2013		

Customer Comment	<p>AUGUST 6TH 2013 MY WIFE COMPLAINED ABOUT THE BRAKES ON HER 2011 MAZDA CX9 MAKING A HISSING TYPE SOUND AND BRAKES FEELING MUSHY AND NOT RESPONDING AS NORMAL. THE NEXT DAY SHE ADVISED THE BRAKES WERE WORSE SO WE PARKED THE CAR UNTIL THE 9TH. THE CX9 HAS 46000. MILES. THE CAR RECEIVES REGULAR MAINTENANCE AND WAS TAKEN TO TOM BUSH MAZDA (JACKSONVILLE FL.) FOR DIAGNOSIS OF THE PROBLEM. WE WERE ADVISED THAT THE ISSUE WAS A VACUUM LEAK FROM THE BRAKE BOOSTER AND IT HAD TO BE REPAIRED AT THE COST OF \$695.88. (PART \$130. W/ LABOR \$503.) WE LEARNED THAT OTHERS HAVE HAD THE SAME PROBLEM AND THAT A RECALL MIGHT HAVE BEEN ISSUED FOR THE PREVIOUS YEAR CX9S. THERE WAS NO CONSIDERATION ON REPAIR COSTS. OUR ISSUE IS THE BRAKE VACUUM BOOSTER FAILURE SEEMS TO BE AN ABNORMALLY COMMON COMPLAINT ON MAZDA'S CX9 VEHICLES AND THE FACT THAT THIS INVOLVES BRAKE FAILURES, IS A SAFETY ISSUE THAT MAY LEAD TO A CATASTROPHIC CRASH AT HIGHER SPEEDS. I BELIEVE OTHER SIMILAR COMPLAINTS NOTED ABOUT MAZDA CX9 BRAKE ISSUES IN THE NHTSA WARRANT A THOROUGH INVESTIGATION AND POSSIBLE RECALL. WE WILL RETAIN THE DEFECTIVE PART. FURTHER NOTE, THE MAZDA DEALERSHIP RELEASED THE VEHICLE TO MY FATHER W/O PROPERLY INSPECTING THEIR WORK. THE VEHICLE WAS RELEASED TO US W/O THE BRAKE LINES BEING BLED PROPERLY WHICH CAUSED THE BRAKES TO FAIL WHILE AT THE DEALERSHIP. IT TOOK ANOTHER DAY TO FIX THAT ISSUE.</p>		
Technician Comment			

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

Vehicle Information			
VIN	*JM3TB2DA7B0	Engine Serial Number	
Model Year	2011	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	14-Dec-2009	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	
Build Region		Warranty Start Date	14-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	45917	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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

ECI Record	P01179		Source Code	VOQ Mazda
Commodity Assignment				
Commodity	chassis-service brakes-brake lines/hoses—		Symptom	field service action
Commodity	chassis-service brakes-brake lines/hoses—		Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake lines/hoses—		Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-brake lines/hoses—		Symptom	leak-fluid
Commodity	chassis-service brakes-brake lines/hoses—		Symptom	mod-driving condition-at cruise
Commodity	chassis-service brakes-brake lines/hoses—		Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-brake lines/hoses—		Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake lines/hoses—		Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster hydroboost—		Symptom	field service action
Commodity	chassis-service brakes-master cylinder/booster hydroboost—		Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—		Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-master cylinder/booster hydroboost—		Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster hydroboost—		Symptom	leak-loss of vacuum
Commodity	chassis-service brakes-master cylinder/booster hydroboost—		Symptom	mod-driving condition-at cruise
Commodity	chassis-service brakes-master cylinder/booster hydroboost—		Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-master cylinder/booster hydroboost—		Symptom	nvh-noisy operation
Commodity	chassis-service brakes-master cylinder/booster hydroboost—		Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster hydroboost—		Symptom	weak/soft/sagged
Significant Event			Verified	Y

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes

Report Details			
Source Claim Key	001270226 ODI 10535955	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	07-Aug-2013
Version Series Code		Load Date	20-Aug-2013
Causal Part Prefix- Base - Suffix	--	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	20-Aug-2013		

Customer Comment	AUGUST 6TH 2013 MY WIFE COMPLAINED ABOUT THE BRAKES ON HER 2011 MAZDA CX9 MAKING A HISSING TYPE SOUND AND BRAKES FEELING MUSHY AND NOT RESPONDING AS NORMAL. THE NEXT DAY SHE ADVISED THE BRAKES WERE WORSE SO WE PARKED THE CAR UNTIL THE 9TH. THE CX9 HAS 46000. MILES. THE CAR RECEIVES REGULAR MAINTENANCE AND WAS TAKEN TO TOM BUSH MAZDA (JACKSONVILLE FL.) FOR DIAGNOSIS OF THE PROBLEM. WE WERE ADVISED THAT THE ISSUE WAS A VACUUM LEAK FROM THE BRAKE BOOSTER AND IT HAD TO BE REPAIRED AT THE COST OF \$695.88. (PART \$130. W/ LABOR \$503.) WE LEARNED THAT OTHERS HAVE HAD THE SAME PROBLEM AND THAT A RECALL MIGHT HAVE BEEN ISSUED FOR THE PREVIOUS YEAR CX9S. THERE WAS NO CONSIDERATION ON REPAIR COSTS. OUR ISSUE IS THE BRAKE VACUUM BOOSTER FAILURE SEEMS TO BE AN ABNORMALLY COMMON COMPLAINT ON MAZDA'S CX9 VEHICLES AND THE FACT THAT THIS INVOLVES BRAKE FAILURES, IS A SAFETY ISSUE THAT MAY LEAD TO A CATASTROPHIC CRASH AT HIGHER SPEEDS. I BELIEVE OTHER SIMILAR COMPLAINTS NOTED ABOUT MAZDA CX9 BRAKE ISSUES IN THE NHTSA WARRANT A THOROUGH INVESTIGATION AND POSSIBLE RECALL. WE WILL RETAIN THE DEFECTIVE PART. FURTHER NOTE, THE MAZDA DEALERSHIP RELEASED THE VEHICLE TO MY FATHER W/O PROPERLY INSPECTING THEIR WORK. THE VEHICLE WAS RELEASED TO US W/O THE BRAKE LINES BEING BLED PROPERLY WHICH CAUSED THE BRAKES TO FAIL WHILE AT THE DEALERSHIP. IT TOOK ANOTHER DAY TO FIX THAT ISSUE.
Technician Comment	

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

Vehicle Information			
VIN	*JM3TB2DA7B0	Engine Serial Number	
Model Year	2011	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	14-Dec-2009	Retail Sale Indicator Code	
Plant Description	Unknown	Reaquired Vehicle	
Build Region		Warranty Start Date	14-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	45917	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	657006	Source Code	VOQ Mazda
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Commodity Assignment			
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom mod-intermittent/random
Significant Event		Verified	Y

Tread Information	
Tread Category Code	03
Tread Category Description	service brakes

Report Details			
Source Claim Key	001501588	ODI 10533815	Warranty Component Classification (WCC)
Corporate Product Systems Classification (CPSC)			Time in Service
Customer Condition Code			V Function Group (VFG)
Source System Program Type			Repair/Report/Paid Date
Version Series Code			Load Date
Causal Part Prefix-Base-Suffix	-		Dealer Code
Causal Part Name	NOT PROVIDED BY SOURCE		Dealer Name
Non Causal Part Prefix-Base-Suffix			Dealer City
Non Causal Part Numbers			Dealer State/Province
Fault Code			Dealer Country
Diagonstic Trouble Code			Dealer Phone Number
Labor Operation Code			Attachment
Communication Type			VOQ Component Description Code
Maintenance Date	24-Sep-2013		

Customer Comment	TL* THE CONTACT OWNS A 2010 MAZDA CX 9. THE CONTACT STATED THAT THE BRAKES WOULD SPORADICALLY FAIL. THE CONTACT HAD TO CONTINUOUSLY PUMP THE BRAKES IN ORDER TO STOP THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DETERMINED THAT THE MASTER CYLINDER AND BRAKE BOOSTER NEEDED TO BE REPLACED. THE FAILURE AND THE CURRENT MILEAGE WAS 42,000.
Technician Comment	
CQIS Recommendations	

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

Vehicle Information			
VIN	*JM3TB2MA6A0	Engine Serial Number	
Model Year	2010	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	19-Nov-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Reaquired Vehicle	
Build Region		Warranty Start Date	19-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	42000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	499995	Source Code	VOQ Mazda
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Commodity Assignment			
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom mod-intermittent/random
Significant Event		Verified	Y

Tread Information	
Tread Category Code	03
Tread Category Description	service brakes

Report Details			
Source Claim Key	001268928	ODI 10533815	Warranty Component Classification (WCC)
Corporate Product Systems Classification (CPSC)			Time in Service
Customer Condition Code			V Function Group (VFG)
Source System Program Type			Repair/Report/Paid Date
Version Series Code			Load Date
Causal Part Prefix-Base-Suffix	-		Dealer Code
Causal Part Name	NOT PROVIDED BY SOURCE		Dealer Name
Non Causal Part Prefix-Base-Suffix			Dealer City
Non Causal Part Numbers			Dealer State/Province
Fault Code			Dealer Country
Diagonstic Trouble Code			Dealer Phone Number
Labor Operation Code			Attachment
Communication Type			VOQ Component Description Code
Maintenance Date	14-Aug-2013		

Customer Comment	TL* THE CONTACT OWNS A 2010 MAZDA CX 9. THE CONTACT STATED THAT THE BRAKES WOULD SPORADICALLY FAIL. THE CONTACT HAD TO CONTINUOUSLY PUMP THE BRAKES IN ORDER TO STOP THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DETERMINED THAT THE MASTER CYLINDER AND BRAKE BOOSTER NEEDED TO BE REPLACED. THE FAILURE AND THE CURRENT MILEAGE WAS 42,000.
Technician Comment	
CQIS Recommendations	

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

Vehicle Information			
VIN	*JM3TB2MA6A0	Engine Serial Number	
Model Year	2010	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	19-Nov-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Reaquired Vehicle	
Build Region		Warranty Start Date	19-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	42000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	643813	Source Code	VOQ Mazda
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Commodity Assignment			
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom mod-driving condition-while driving
Significant Event		Verified	Y

Tread Information	
Tread Category Code	03
Tread Category Description	service brakes

Report Details			
Source Claim Key	001487478 ODI 10471567	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	18-Aug-2012
Version Series Code		Load Date	24-Sep-2013
Causal Part Prefix-Base-Suffix	-	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	24-Sep-2013		

Customer Comment	TL* THE CONTACT OWNS A 2010 MAZDA CX 9. THE CONTACT STATED THAT WHILE DRIVING 25 MPH, THERE WAS A DELAY IN STOPPING DISTANCE ONCE THE BRAKES WERE ENGAGED. THE CONTACT MENTIONED THAT HE HAD TO DEPRESS THE BRAKES REPEATEDLY IN ORDER TO BRING THE VEHICLE TO A COMPLETE STOP. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE VACUUM BOOSTER AND MASTER CYLINDER WERE DEFECTIVE AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 50,000 AND THE CURRENT MILEAGE WAS 50,040.
Technician Comment	
CQIS Recommendations	

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

Vehicle Information			
VIN	*JM3TB2MA7A0	Engine Serial Number	
Model Year	2010	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	19-Nov-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Reaquired Vehicle	
Build Region		Warranty Start Date	19-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	50000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	657266	Source Code	VOQ Mazda
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Commodity Assignment			
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	nvh-noisy operation
Significant Event	Property Damage;	Verified	Y

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes

Report Details			
Source Claim Key	001501871 ODI 10534545	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	27-Jul-2012
Version Series Code		Load Date	24-Sep-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	24-Sep-2013		

Customer Comment	I PURCHASED THIS CAR FROM A DEALER THIS YEAR WITH \$48,000 MILES. IT WAS IN TIP TOP SHAPE. RECENTLY THE BRAKES ARE NOT WORKING. IT IS NOT THE BRAKE PADS, BUT A HISSING SOUND IN THE LINE AND NO BRAKES. THE COST TO FIX IS AROUND \$1500 AND I DON'T HAVE A CREDIT CARD OR THE MONEY TO FIX AT THIS TIME. IN RESEARCHING I AM NOT ALONE WITH THIS PROBLEM. THERE ARE GOING TO BE SOME BAD WRECKS AND PROBLEMS IF THIS IS NOT ADDRESSED ASAP. I PRAY EVERYTIME I HAVE TO GO OUT AND STOP REALLY FAR BEHIND PUMPING AND TRYING TO MAKE THEM WORK.		
Technician Comment			
CQIS Recommendations			

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

Vehicle Information			
VIN	*JM3TB2MA7A0	Engine Serial Number	
Model Year	2010	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	19-Nov-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	
Build Region		Warranty Start Date	19-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	55000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	667942	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-service brakes-brake lines/hoses—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	nvh-noisy operation
Significant Event		Verified	Y

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
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Report Details

Source Claim Key	001510611 ODI 10534545	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	27-Jul-2012
Version Series Code		Load Date	19-Nov-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnotic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	19-Nov-2013		

Customer Comment	I PURCHASED THIS CAR FROM A DEALER THIS YEAR WITH \$48,000 MILES. IT WAS IN TIP TOP SHAPE. RECENTLY THE BRAKES ARE NOT WORKING. IT IS NOT THE BRAKE PADS, BUT A HISSING SOUND IN THE LINE AND NO BRAKES. THE COST TO FIX IS AROUND \$1500 AND I DON'T HAVE A CREDIT CARD OR THE MONEY TO FIX AT THIS TIME. IN RESEARCHING I AM NOT ALONE WITH THIS PROBLEM. THERE ARE GOING TO BE SOME BAD WRECKS AND PROBLEMS IF THIS IS NOT ADDRESSED ASAP. I PRAY EVERYTIME I HAVE TO GO OUT AND STOP REALLY FAR BEHIND PUMPING AND TRYING TO MAKE THEM WORK. *TR
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Technician Comment	
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CQIS Recommendations	
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Tire Information

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

Vehicle Information

VIN	*JM3TB2MA7A0	Engine Serial Number	
Model Year	2010	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	19-Nov-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	
Build Region		Warranty Start Date	19-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	55000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	500253	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-service brakes-brake lines/hoses—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	nvh-noisy operation
Significant Event		Verified	Y

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
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Report Details

Source Claim Key	001269210 ODI 10534545	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	27-Jul-2012
Version Series Code		Load Date	14-Aug-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	14-Aug-2013		

Customer Comment	I PURCHASED THIS CAR FROM A DEALER THIS YEAR WITH \$48,000 MILES. IT WAS IN TIP TOP SHAPE. RECENTLY THE BRAKES ARE NOT WORKING. IT IS NOT THE BRAKE PADS, BUT A HISSING SOUND IN THE LINE AND NO BRAKES. THE COST TO FIX IS AROUND \$1500 AND I DON'T HAVE A CREDIT CARD OR THE MONEY TO FIX AT THIS TIME. IN RESEARCHING I AM NOT ALONE WITH THIS PROBLEM. THERE ARE GOING TO BE SOME BAD WRECKS AND PROBLEMS IF THIS IS NOT ADDRESSED ASAP. I PRAY EVERYTIME I HAVE TO GO OUT AND STOP REALLY FAR BEHIND PUMPING AND TRYING TO MAKE THEM WORK.
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Technician Comment	
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CQIS Recommendations	
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Tire Information

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

Vehicle Information

VIN	*JM3TB2MA7A0	Engine Serial Number	
Model Year	2010	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	19-Nov-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	
Build Region		Warranty Start Date	19-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	55000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	435362	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	mod-driving condition-while driving
Significant Event				Verified	Y

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
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Report Details

Source Claim Key	001183775 ODI 10471567	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	18-Aug-2012
Version Series Code		Load Date	07-May-2013
Causal Part Prefix-Base-Suffix	-	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	07-May-2013		

Customer Comment	TL* THE CONTACT OWNS A 2010 MAZDA CX 9. THE CONTACT STATED THAT WHILE DRIVING 25 MPH, THERE WAS A DELAY IN STOPPING DISTANCE ONCE THE BRAKES WERE ENGAGED. THE CONTACT MENTIONED THAT HE HAD TO DEPRESS THE BRAKES REPEATEDLY IN ORDER TO BRING THE VEHICLE TO A COMPLETE STOP. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE VACUUM BOOSTER AND MASTER CYLINDER WERE DEFECTIVE AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 50,000 AND THE CURRENT MILEAGE WAS 50,040.
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	*JM3TB2MA7A0	Engine Serial Number	
Model Year	2010	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	19-Nov-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Reaquired Vehicle	
Build Region		Warranty Start Date	19-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	50000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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

ECI Record	654311	Source Code	VOQ Mazda
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Commodity Assignment			
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom leak-fluid
Significant Event		Verified	Y

Tread Information	
Tread Category Code	03
Tread Category Description	service brakes

Report Details			
Source Claim Key	001498661	ODI 10522088	Warranty Component Classification (WCC)
Corporate Product Systems Classification (CPSC)			Time in Service
Customer Condition Code			V Function Group (VFG)
Source System Program Type			Repair/Report/Paid Date
Version Series Code			Load Date
Causal Part Prefix-Base-Suffix	-		Dealer Code
Causal Part Name	NOT PROVIDED BY SOURCE		Dealer Name
Non Causal Part Prefix-Base-Suffix			Dealer City
Non Causal Part Numbers			Dealer State/Province
Fault Code			Dealer Country
Diagonstic Trouble Code			Dealer Phone Number
Labor Operation Code			Attachment
Communication Type			VOQ Component Description Code
Maintenance Date	24-Sep-2013		

Customer Comment	BRAKE SYSTEM FAILURE INVOLVING MASTER CYLINDER AND BOOSTER. LEAKING INTERNALLY. REPLACEMENT COST OF \$1500 RESEARCHED CX9 AND FOUND THIS PROBLEM IS WIDESPREAD AND NOT BEING ADDRESSED.WE HAD A MINOR FENDER BENDER THAT COULD HAVE BEEN MUCH WORSE. MAZDA USA HAS NOT ISSUED ANY BULLETINS AS OF YET. *TR
Technician Comment	
CQIS Recommendations	

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

Vehicle Information			
VIN	*JM3TB2MAOAO	Engine Serial Number	
Model Year	2010	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	19-Nov-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Reaquired Vehicle	
Build Region		Warranty Start Date	19-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	52000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	501482	Source Code	VOQ Mazda
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Commodity Assignment			
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom leak-fluid
Significant Event		Verified	Y

Tread Information	
Tread Category Code	03
Tread Category Description	service brakes

Report Details			
Source Claim Key	001270549	ODI 10522088	Warranty Component Classification (WCC)
Corporate Product Systems Classification (CPSC)			Time in Service
Customer Condition Code			V Function Group (VFG)
Source System Program Type			Repair/Report/Paid Date
Version Series Code			Load Date
Causal Part Prefix-Base-Suffix	-		Dealer Code
Causal Part Name	NOT PROVIDED BY SOURCE		Dealer Name
Non Causal Part Prefix-Base-Suffix			Dealer City
Non Causal Part Numbers			Dealer State/Province
Fault Code			Dealer Country
Diagonstic Trouble Code			Dealer Phone Number
Labor Operation Code			Attachment
Communication Type			VOQ Component Description Code
Maintenance Date	27-Aug-2013		

Customer Comment	BRAKE SYSTEM FAILURE INVOLVING MASTER CYLINDER AND BOOSTER. LEAKING INTERNALLY. REPLACEMENT COST OF \$1500 RESEARCHED CX9 AND FOUND THIS PROBLEM IS WIDESPREAD AND NOT BEING ADDRESSED.WE HAD A MINOR FENDER BENDER THAT COULD HAVE BEEN MUCH WORSE. MAZDA USA HAS NOT ISSUED ANY BULLETINS AS OF YET. *T
Technician Comment	
CQIS Recommendations	

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

Vehicle Information			
VIN	*JM3TB2MAOAO	Engine Serial Number	
Model Year	2010	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	19-Nov-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Reaquired Vehicle	
Build Region		Warranty Start Date	19-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	52000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	495230	Source Code	VOQ Mazda
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Commodity Assignment			
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom leak-fluid
Significant Event		Verified	Y

Tread Information	
Tread Category Code	03
Tread Category Description	service brakes

Report Details			
Source Claim Key	001264178	ODI 10522088	Warranty Component Classification (WCC)
Corporate Product Systems Classification (CPSC)			Time in Service
Customer Condition Code			V Function Group (VFG)
Source System Program Type			Repair/Report/Paid Date
Version Series Code			Load Date
Causal Part Prefix-Base-Suffix	-		Dealer Code
Causal Part Name	NOT PROVIDED BY SOURCE		Dealer Name
Non Causal Part Prefix-Base-Suffix			Dealer City
Non Causal Part Numbers			Dealer State/Province
Fault Code			Dealer Country
Diagonstic Trouble Code			Dealer Phone Number
Labor Operation Code			Attachment
Communication Type			VOQ Component Description Code
Maintenance Date	02-Jul-2013		

Customer Comment	BRAKE SYSTEM FAILURE INVOLVING MASTER CYLINDER AND BOOSTER. LEAKING INTERNALLY. REPLACEMENT COST OF \$1500 RESEARCHED CX9 AND FOUND THIS PROBLEM IS WIDESPREAD AND NOT BEING ADDRESSED.WE HAD A MINOR FENDER BENDER THAT COULD HAVE BEEN MUCH WORSE. MAZDA USA HAS NOT ISSUED ANY BULLETINS AS OF YET
Technician Comment	
CQIS Recommendations	

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

Vehicle Information			
VIN	*JM3TB2MAOAO	Engine Serial Number	
Model Year	2010	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	19-Nov-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Reaquired Vehicle	
Build Region		Warranty Start Date	19-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	52000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	655039	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-service brakes-brake lines/hoses—	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	repair-similar failures on other vehicles mentioned
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	appearance-scratches/nicks
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	repair-similar failures on other vehicles mentioned
Significant Event		Verified	Y

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
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Report Details

Source Claim Key	001499435 ODI 10523719	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	08-Jul-2013
Version Series Code		Load Date	24-Sep-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	24-Sep-2013		

Customer Comment
 I JUST STATED NOTICING ISSUES WITH MY BRAKES, I STARTED HEARING A LOW HISSING NOISE AND NOTICED THAT I WAS HAVING A HARD TIME COMING TO A COMPLETE STOP. I NEED TO PUMP THE BRAKES SEVERAL TIMES TO SLOW DOWN AND THEN ONCE STOPPED THE BRAKES GO ALL THE WAY TO THE FLOOR. I TOOK MY CX9 IN TODAY JULY 8, 2013 TO HAVE THE BRAKES CHECKED AND THE OIL CHANGED. I WAS TOLD THE BREAKS AND PADS ARE FINE BUT THERE IS SOMETHING WRONG WITH THE BRAKES. THEY TRIED FLUSHING THE LINES AND THAT DID NOT HELP. THEY TOLD ME THEY COULD NOT LOOK AT THE CAR FURTHER UNTIL WEDNESDAY JULY 10TH. I ASKED IF THE CAR WAS SAFE TO DRIVE THEY SAID IT WAS AND TO GO SLOWLY UPON REACHING A LIGHT AND MAKE SURE TO PUMP THE BREAKS SO I CAN STOP IN TIME AND NOT GO THROUGH THE INTERSECTION. THIS IS VERY ALARMING TO ME SINCE AN ACCIDENT CAN OCCUR THIS IS MY ONLY VEHICLE AND I NEED TO GET BACK AND FORTH TO WORK. THEY TOLD ME THEY NEEDED TO CALL THE MAZDA HELP LINE TO FIND OUT WHAT IS WRONG WITH THE BREAKS. AFTER RESEARCHING ON LINE TODAY MAZDA CX9 BRAKE ISSUES AM VERY INTERESTED TO SEE WHAT THEY SAY AND IF IT IS THE SAME PROBLEM THAT HAS BEEN REPORTED SINCE 2008 WITH THIS MODEL. I AM VERY UPSET SINCE I TAKE VERY GOOD CARE OF MY CAR AND ALWAYS TAKE IT TO THE MAZDA DEALER FOR SERVICE. MY VEHICLE IS AT THE 37,000 MARK WHICH APPEARS TO BE THE POINT WHEN THIS HAS BEEN A PROBLEM FOR OTHER VEHICLES. I HOPE THAT MAZDA WILL COVER THE COSTS TO FIX THE CAR AND THAT I DON'T GET INTO AN ACCIDENT BETWEEN NOW AND WEDNESDAY. *TR

Technician Comment

CQIS Recommendations

Tire Information

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

Vehicle Information

VIN	*JM3TB3DA2B0	Engine Serial Number	
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Model Year	2011	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	14-Dec-2009	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	
Build Region		Warranty Start Date	14-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	37849	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	503098	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-service brakes-brake lines/hoses—	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	repair-similar failures on other vehicles mentioned
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	appearance-scratches/nicks
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	repair-similar failures on other vehicles mentioned
Significant Event		Verified	Y

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
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Report Details

Source Claim Key	001272291 ODI 10523719	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	08-Jul-2013
Version Series Code		Load Date	10-Sep-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	10-Sep-2013		

Customer Comment
 I JUST STATED NOTICING ISSUES WITH MY BRAKES, I STARTED HEARING A LOW HISSING NOISE AND NOTICED THAT I WAS HAVING A HARD TIME COMING TO A COMPLETE STOP. I NEED TO PUMP THE BRAKES SEVERAL TIMES TO SLOW DOWN AND THEN ONCE STOPPED THE BRAKES GO ALL THE WAY TO THE FLOOR. I TOOK MY CX9 IN TODAY JULY 8, 2013 TO HAVE THE BRAKES CHECKED AND THE OIL CHANGED. I WAS TOLD THE BREAKS AND PADS ARE FINE BUT THERE IS SOMETHING WRONG WITH THE BRAKES. THEY TRIED FLUSHING THE LINES AND THAT DID NOT HELP. THEY TOLD ME THEY COULD NOT LOOK AT THE CAR FURTHER UNTIL WEDNESDAY JULY 10TH. I ASKED IF THE CAR WAS SAFE TO DRIVE THEY SAID IT WAS AND TO GO SLOWLY UPON REACHING A LIGHT AND MAKE SURE TO PUMP THE BREAKS SO I CAN STOP IN TIME AND NOT GO THROUGH THE INTERSECTION. THIS IS VERY ALARMING TO ME SINCE AN ACCIDENT CAN OCCUR THIS IS MY ONLY VEHICLE AND I NEED TO GET BACK AND FORTH TO WORK. THEY TOLD ME THEY NEEDED TO CALL THE MAZDA HELP LINE TO FIND OUT WHAT IS WRONG WITH THE BREAKS. AFTER RESEARCHING ON LINE TODAY MAZDA CX9 BRAKE ISSUES AM VERY INTERESTED TO SEE WHAT THEY SAY AND IF IT IS THE SAME PROBLEM THAT HAS BEEN REPORTED SINCE 2008 WITH THIS MODEL. I AM VERY UPSET SINCE I TAKE VERY GOOD CARE OF MY CAR AND ALWAYS TAKE IT TO THE MAZDA DEALER FOR SERVICE. MY VEHICLE IS AT THE 37,000 MARK WHICH APPEARS TO BE THE POINT WHEN THIS HAS BEEN A PROBLEM FOR OTHER VEHICLES. I HOPE THAT MAZDA WILL COVER THE COSTS TO FIX THE CAR AND THAT I DONT GET INTO AN ACCIDENT BETWEEN NOW AND WEDNESDAY. *T

Technician Comment

CQIS Recommendations

Tire Information

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

Vehicle Information

VIN	*JM3TB3DA2B0	Engine Serial Number	
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Model Year	2011	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	14-Dec-2009	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	
Build Region		Warranty Start Date	14-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	37849	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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

ECI Record	496019	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-service brakes-brake lines/hoses—	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-brake lines/hoses—	Symptom	repair-similar failures on other vehicles mentioned
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	appearance-scratches/nicks
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	damage-cracked/fractured/split
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-pads/shoes/linings—	Symptom	repair-similar failures on other vehicles mentioned
Significant Event		Verified	Y

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
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Report Details

Source Claim Key	001265017 ODI 10523719	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	08-Jul-2013
Version Series Code		Load Date	09-Jul-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	09-Jul-2013		

Customer Comment
 I JUST STATED NOTICING ISSUES WITH MY BRAKES, I STARTED HEARING A LOW HISSING NOISE AND NOTICED THAT I WAS HAVING A HARD TIME COMING TO A COMPLETE STOP. I NEED TO PUMP THE BRAKES SEVERAL TIMES TO SLOW DOWN AND THEN ONCE STOPPED THE BRAKES GO ALL THE WAY TO THE FLOOR. I TOOK MY CX9 IN TODAY JULY 8, 2013 TO HAVE THE BRAKES CHECKED AND THE OIL CHANGED. I WAS TOLD THE BREAKS AND PADS ARE FINE BUT THERE IS SOMETHING WRONG WITH THE BRAKES. THEY TRIED FLUSHING THE LINES AND THAT DID NOT HELP. THEY TOLD ME THEY COULD NOT LOOK AT THE CAR FURTHER UNTIL WEDNESDAY JULY 10TH. I ASKED IF THE CAR WAS SAFE TO DRIVE THEY SAID IT WAS AND TO GO SLOWLY UPON REACHING A LIGHT AND MAKE SURE TO PUMP THE BREAKS SO I CAN STOP IN TIME AND NOT GO THROUGH THE INTERSECTION. THIS IS VERY ALARMING TO ME SINCE AN ACCIDENT CAN OCCUR THIS IS MY ONLY VEHICLE AND I NEED TO GET BACK AND FORTH TO WORK. THEY TOLD ME THEY NEEDED TO CALL THE MAZDA HELP LINE TO FIND OUT WHAT IS WRONG WITH THE BREAKS. AFTER RESEARCHING ON LINE TODAY MAZDA CX9 BRAKE ISSUES AM VERY INTERESTED TO SEE WHAT THEY SAY AND IF IT IS THE SAME PROBLEM THAT HAS BEEN REPORTED SINCE 2008 WITH THIS MODEL. I AM VERY UPSET SINCE I TAKE VERY GOOD CARE OF MY CAR AND ALWAYS TAKE IT TO THE MAZDA DEALER FOR SERVICE. MY VEHICLE IS AT THE 37,000 MARK WHICH APPEARS TO BE THE POINT WHEN THIS HAS BEEN A PROBLEM FOR OTHER VEHICLES. I HOPE THAT MAZDA WILL COVER THE COSTS TO FIX THE CAR AND THAT I DON'T GET INTO AN ACCIDENT BETWEEN NOW AND WEDNESDAY

Technician Comment

CQIS Recommendations

Tire Information

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

Vehicle Information

VIN	*JM3TB3DA2B0	Engine Serial Number	
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Model Year	2011	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	14-Dec-2009	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	
Build Region		Warranty Start Date	14-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	37849	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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

ECI Record	645906	Source Code	VOQ Mazda
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Commodity Assignment			
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom appearance-scratches/nicks
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom field service action
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom flaw in material
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom mod-driving condition-while driving
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom mod-no indication (sudden)
Significant Event		Verified	Y

Tread Information	
Tread Category Code	03
Tread Category Description	service brakes

Report Details			
Source Claim Key	001489680 ODI 10482005	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	19-Oct-2012
Version Series Code		Load Date	24-Sep-2013
Causal Part Prefix- Base - Suffix	-	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	24-Sep-2013		

Customer Comment	I HAVE A 2010 MAZDA CX 9 WITH APPROXIMATELY 41,000 MILES. I HAVE BEEN DILIGENT IN MY MAINTENANCE ALWAYS WITH A MAZDA DEALER. THE CAR STARTED TO EXHALE SLIGHTLY WHEN BRAKING. THE CAR THEN DID NOT WANT TO BRAKE/STOP WITHOUT PUMPING THE BRAKES REPEATEDLY. I WAS ABLE TO STOP SUDDENLY BUT UNABLE TO STOP WITHOUT AMPLE WARNING AT STOP SIGNS, ETC. THE VEHICLE WAS TAKEN TO MAZDA DEALERSHIP WHERE THEY TOLD ME THAT THE VACUUM BOOSTER AND MASTER CYLINDER WERE DEFECTIVE. I WAS NOT ALLOWED TO DRIVE THE CAR BECAUSE IT WAS NOT SAFE. THEY THEN TOLD ME THE NEXT MORNING THAT MAZDA/DEALERSHIP FOUND NO WARRANTY COVERING SUCH A MALFUNCTION/FACTORY DEFECT B/C I HAD PASSED THE 36,000 MILES MARK. I WILL HAVE TO PAY \$839 FOR A REPAIR TO DRIVE MY CAR THAT IS AN ISSUE WITH THE MANUFACTURING OF MY CAR. THE DEALER TOLD ME I MUST CONTACT MAZDA USA DIRECTLY TO SEE IF THEY WILL PAY FOR IT OTHERWISE I AM RESPONSIBLE. I HAVE READ OTHER COMPLAINTS AND AN ARTICLE IN THE WALL STREET JOURNAL BOTH SITTING THE EXISTENCE AND EXPERIENCE OF THIS MALFUNCTION. THE NHTSA WAS SAID TO BE INVESTIGATING THE ISSUE. MAZDA SHOULD BE FORCED TO RECALL THE VEHICLES AND FIX THE MALFUNCTIONING BRAKE SYSTEM. IT IS NOT THE FAULT OF THE CONSUMER BUT OF THE CAR MANUFACTURER. *TR		
Technician Comment			
CQIS Recommendations			

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

Vehicle Information			
VIN	*JM3TB3MA3A0	Engine Serial Number	
Model Year	2010	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	19-Nov-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	

Build Region		Warranty Start Date	19-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	40500	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	435489	Source Code	VOQ Mazda
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Commodity Assignment			
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom appearance-scratches/nicks
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom field service action
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom flaw in material
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom mod-driving condition-while driving
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom mod-no indication (sudden)
Significant Event		Verified	Y

Tread Information	
Tread Category Code	03
Tread Category Description	service brakes

Report Details			
Source Claim Key	00118390/ ODI 10482005	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	19-Oct-2012
Version Series Code		Load Date	07-May-2013
Causal Part Prefix- Base - Suffix	-	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	07-May-2013		

Customer Comment	<p>I HAVE A 2010 MAZDA CX 9 WITH APPROXIMATELY 41,000 MILES. I HAVE BEEN DILIGENT IN MY MAINTENANCE ALWAYS WITH A MAZDA DEALER. THE CAR STARTED TO EXHALE SLIGHTLY WHEN BRAKING. THE CAR THEN DID NOT WANT TO BRAKE/STOP WITHOUT PUMPING THE BRAKES REPEATEDLY. I WAS ABLE TO STOP SUDDENLY BUT UNABLE TO STOP WITHOUT AMPLE WARNING AT STOP SIGNS, ETC. THE VEHICLE WAS TAKEN TO MAZDA DEALERSHIP WHERE THEY TOLD ME THAT THE VACUUM BOOSTER AND MASTER CYLINDER WERE DEFECTIVE. I WAS NOT ALLOWED TO DRIVE THE CAR BECAUSE IT WAS NOT SAFE. THEY THEN TOLD ME THE NEXT MORNING THAT MAZDA/DEALERSHIP FOUND NO WARRANTY COVERING SUCH A MALFUNCTION/FACTORY DEFECT B/C I HAD PASSED THE 36,000 MILES MARK. I WILL HAVE TO PAY \$839 FOR A REPAIR TO DRIVE MY CAR THAT IS AN ISSUE WITH THE MANUFACTURING OF MY CAR. THE DEALER TOLD ME I MUST CONTACT MAZDA USA DIRECTLY TO SEE IF THEY WILL PAY FOR IT OTHERWISE I AM RESPONSIBLE. I HAVE READ OTHER COMPLAINTS AND AN ARTICLE IN THE WALL STREET JOURNAL BOTH SITTING THE EXISTENCE AND EXPERIENCE OF THIS MALFUNCTION. THE NHTSA WAS SAID TO BE INVESTIGATING THE ISSUE. MAZDA SHOULD BE FORCED TO RECALL THE VEHICLES AND FIX THE MALFUNCTIONING BRAKE SYSTEM. IT IS NOT THE FAULT OF THE CONSUMER BUT OF THE CAR MANUFACTURER. *T</p>		
Technician Comment			
CQIS Recommendations			

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

Vehicle Information			
VIN	*JM3TB3MA3A0	Engine Serial Number	
Model Year	2010	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	19-Nov-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	

Build Region		Warranty Start Date	19-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	40500	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	663715	Source Code	VOQ Mazda
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Commodity Assignment			
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom mod-driving condition-while driving
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom nvh-noisy operation
Significant Event		Verified	Y

Tread Information	
Tread Category Code	03
Tread Category Description	service brakes

Report Details	
Source Claim Key	001509620 ODI 10550555
Corporate Product Systems Classification (CPSC)	
Customer Condition Code	
Source System Program Type	
Version Series Code	
Causal Part Prefix- Base - Suffix	-
Causal Part Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix	
Non Causal Part Numbers	
Fault Code	
Diagnostic Trouble Code	
Labor Operation Code	
Communication Type	
Maintenance Date	05-Nov-2013
Warranty Component Classification (WCC)	
Time in Service	
V Function Group (VFG)	
Repair/Report/Paid Date	30-Oct-2013
Load Date	05-Nov-2013
Dealer Code	
Dealer Name	NOT PROVIDED BY SOURCE
Dealer City	
Dealer State/Province	
Dealer Country	USA
Dealer Phone Number	
Attachment	
VOQ Component Description Code	

Customer Comment	<p>BRAKES WOULD NOT WORK AS USUAL. AFTER STOMPING ON BRAKE, CAR CONTINUED TO MOVE FOR SEVERAL FEET. THERE WERE NO WARNING LIGHTS OF BRAKE FAILURE WHATSOEVER. TOOK VEHICLE TO DEALER TO BE INFORMED THE MASTER CYLINDER AND BRAKE POWER BOOSTER WERE OUT AND THE CAR WAS DANGEROUS TO DRIVE. VERY GLAD NOBODY GOT HURT. COUPLE ISSUES THIS BRAKE FAILURE IS FAIRLY WIDESPREAD WITH THIS MAKE/MODEL/YEAR AS I'VE FOUND FROM RESEARCH. WHY IS THERE NO RECALL THERE'S NOT EVEN A TECHNICAL ADVISORY FROM MAZDA ABOUT THIS SERIOUS THREAT TO DRIVERS OF THIS CAR. DOES SOMEBODY HAVE TO GET HURT FIRST SECOND, I GET THAT PARTS GO BAD BUT ON SOMETHING AS IMPORTANT AS THE BRAKE SYSTEM, THE CAR SHOULD SOUND SOME SORT OF ALARM, LIGHT A DUMMY LIGHT.... SOMETHING TO TELL THE DRIVER TO STOP DRIVING THE CAR AS THEY ARE IN IMMINENT DANGER. TO NOT ADDRESS AT LEAST THIS SECOND ISSUES IS NEGLECTFUL OF MAZDA AND THE NTSB. TO NOT ADDRESS THE MECHANICAL FAILURES BY WAY OF RECALL IS ALSO EXTREMELY NEGLIGENT.</p>
Technician Comment	
CQIS Recommendations	

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

Vehicle Information	
VIN	*JM3TB3MA6A0
Model Year	2010
Transmission	Unknown
Body Cab Style	Unknown
Production Date	19-Nov-2008
Plant Description	Unknown
Build Region	
Build Country Code	
Mileage	52000
Vehicle Restraint Code	
Engine Serial Number	
Engine Description	Unknown
Vehicle Description	CX9
Drive Line	Unknown
Retail Sale Indicator Code	
Required Vehicle	
Warranty Start Date	19-Nov-2008
Transmission Serial Number	
Vehicle Axle Ratio	

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Report Detail

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ECI Record	659036	Source Code	VOQ Mazda
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Commodity Assignment			
Commodity	chassis-service brakes-brake pedal—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake pedal—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-driving condition-at cruise
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-driving condition-at cruise
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-driving condition-while driving
Significant Event		Verified	Y

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes

Report Details			
Source Claim Key	001503780 ODI 10542334	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	04-Sep-2013
Version Series Code		Load Date	24-Sep-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	24-Sep-2013		

Customer Comment	AS I WAS DRIVING DOWN AN ONRAMP TO A FREEWAY, I DEPRESSED THE BRAKE PEDAL AND THE CAR DID NOT RESPOND NORMALLY. I HAD TO PUSH FULL FORCE ON THE PEDAL TO GET THE CAR TO STOP JUST BEFORE REAR ENDING ANOTHER VEHICLE. THIS OCCURRED SEVERAL TIMES AFTER WITHOUT ANY WARNING LIGHT OR ANYTHING. I TOOK THE CAR TO THE DEALER AND FOUND OUT THAT THE BRAKE BOOSTER HAS STOPPED WORKING. THEY ARE GOING TO REPLACE THE BRAKE BOOSTER AND I HAVE TO PAY FOR IT. THIS CAR IS NO LONGER UNDER FACTORY WARRANTY BUT HAS BEEN WELL MAINTAINED BY A MAZDA DEALER ON A REGULAR SCHEDULE.		
Technician Comment			
CQIS Recommendations			

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

Vehicle Information			
VIN	*JM3TB3MVXA0	Engine Serial Number	
Model Year	2010	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	19-Nov-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	
Build Region		Warranty Start Date	19-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	71000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	P03576	Source Code	VOQ Mazda
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Commodity Assignment			
Commodity	chassis-service brakes-brake pedal—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake pedal—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-driving condition-at cruise
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-driving condition-at cruise
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-driving condition-while driving
Significant Event		Verified	Y

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes

Report Details			
Source Claim Key	001272808 ODI 10542334	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	04-Sep-2013
Version Series Code		Load Date	10-Sep-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	10-Sep-2013		

Customer Comment	AS I WAS DRIVING DOWN AN ONRAMP TO A FREEWAY, I DEPRESSED THE BRAKE PEDAL AND THE CAR DID NOT RESPOND NORMALLY. I HAD TO PUSH FULL FORCE ON THE PEDAL TO GET THE CAR TO STOP JUST BEFORE REAR ENDING ANOTHER VEHICLE. THIS OCCURRED SEVERAL TIMES AFTER WITHOUT ANY WARNING LIGHT OR ANYTHING. I TOOK THE CAR TO THE DEALER AND FOUND OUT THAT THE BRAKE BOOSTER HAS STOPPED WORKING. THEY ARE GOING TO REPLACE THE BRAKE BOOSTER AND I HAVE TO PAY FOR IT. THIS CAR IS NO LONGER UNDER FACTORY WARRANTY BUT HAS BEEN WELL MAINTAINED BY A MAZDA DEALER ON A REGULAR SCHEDULE		
Technician Comment			
CQIS Recommendations			

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

Vehicle Information			
VIN	*JM3TB3MVXA0	Engine Serial Number	
Model Year	2010	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	19-Nov-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	
Build Region		Warranty Start Date	19-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	71000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	435572	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-service brakes-master cylinder/booster/Symptom	function-malfunction/inoperative
hydroboost		
Significant Event	Verified	Y

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
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Report Details

Source Claim Key	001183992 ODI 10487938	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	07-Dec-2012
Version Series Code		Load Date	07-May-2013
Causal Part Prefix- Base - Suffix	--	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	07-May-2013		

Customer Comment	POWER BRAKE BOOSTER FAILURE. *T
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	*	Engine Serial Number	
Model Year	2011	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	14-Dec-2009	Retail Sale Indicator Code	
Plant Description	Unknown	Reaquired Vehicle	
Build Region		Warranty Start Date	14-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	55002	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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

ECI Record	435633	Source Code	VOQ Mazda
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Commodity Assignment			
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom function-steering/brake ineffective
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom leak-fluid
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom mod-intermittent/random
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom nvh-noisy operation
Significant Event		Verified	Y

Tread Information	
Tread Category Code	03
Tread Category Description	service brakes

Report Details			
Source Claim Key	001184062 ODI 10493043	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	15-Jan-2013
Version Series Code		Load Date	07-May-2013
Causal Part Prefix-Base-Suffix	-	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	07-May-2013		

Customer Comment
 IN JUNE OF 2012 I NOTICED THAT MY BRAKES MADE A HISSING SOUND AT RANDOM TIMES. I BROUGHT THE CAR INTO THE DEALER FOR A COMPLETE SERVICE AND BRAKE CHECK. I WAS TOLD THAT THE BREAKS WERE IN PERFECT CONDITION BUT THEY DID DO A BRAKE FLUSH. THE HISSING CONTINUED AT RANDOM TIME UNTIL THE WEEK OF 1/13/13 AT WHICH TIME THE HISSING WAS AT EVERY OCCASION THE BRAKES WERE ENGAGED. AND ON 1/15/13 THE BRAKES FAILED TO STOP THE VEHICLE. I BROUGHT THE CAR DIRECTLY INTO THE DEALERSHIP AND WAS INFORMED THAT IT WAS A LEAK IN THE BRAKE BOOSTER INTO THE MASTER CYLINDER. AFTER RESEARCHING THIS I HAVE FOUND THAT THIS IS A COMMON MALFUNCTION WITH THE CX9 AND I AM EXTREMELY FRUSTRATED. ALTHOUGH MAZDA ACKNOWLEDGED THE ISSUE ON EARLIER MODELS THEY ARE NOT ACKNOWLEDGING THE ISSUE ON THE LATER MODELS. THEY SHOULD HAVE TO STAND BEHIND THE PARTS AND VEHICLES THAT THEY MAKE. AND WHEN THEY KNOW THAT A CERTAIN PART OR SYSTEM HAS A HISTORY OF FAILING THEY SHOULD TAKE RESPONSIBILITY FOR THE ISSUE INSTEAD OF MAKING THEIR CUSTOMERS PAY FOR THEIR MISTAKES AND FAULTY PARTS. *T

Technician Comment	
CQIS Recommendations	

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

Vehicle Information			
VIN	*	Engine Serial Number	
Model Year	2010	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	19-Nov-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Reaquired Vehicle	
Build Region		Warranty Start Date	19-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	52000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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

ECI Record	495959	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	function-steering/brake ineffective
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	repair-similar failures on other vehicles mentioned
Significant Event				Verified	Y

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
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Report Details

Source Claim Key	001264955 ODI 10523477	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	03-Jul-2013
Version Series Code		Load Date	09-Jul-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	09-Jul-2013		

Customer Comment BRAKES FAILED DUE TO FAULTY BRAKE BOOSTER. TWO OTHERS AT THE DEALERSHIP HAD THE SAME PROBLEM. MAZDA COULD NOT IMMEDIATELY FIX THE PROBLEM BECAUSE THEY ARE OUT OF BRAKE BOOSTERS AND ARE NOT SURE WHEN ANY WILL BE AVAILABLE. INDICATIONS ARE THAT THIS IS A WIDE SPREAD ISSUE AND SHOULD BE INVESTIGATED

Technician Comment

CQIS Recommendations

Tire Information

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

Vehicle Information

VIN	*	Engine Serial Number	
Model Year	2010	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	19-Nov-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	
Build Region		Warranty Start Date	19-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	42000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	500946	Source Code	VOQ Mazda
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Commodity Assignment			
Commodity	chassis-service brakes-master cylinder/booster/hydroboost	Symptom	field service action
Commodity	chassis-service brakes-master cylinder/booster/hydroboost	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes-pads/shoes/linings	Symptom	field service action
Commodity	chassis-service brakes-pads/shoes/linings	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-pads/shoes/linings	Symptom	mod-driving condition-on deceleration/braking
Significant Event		Verified	Y

Tread Information	
Tread Category Code	03
Tread Category Description	service brakes

Report Details			
Source Claim Key	001269975 ODI 10535301	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	14-Aug-2013
Version Series Code		Load Date	20-Aug-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	20-Aug-2013		

Customer Comment	SIMILAR TO OTHER COMPLAINTS HERE, I RECENTLY STARTED NOTICING HISSING WHEN I PRESSED MY BRAKES..... I NOTICED THAT I WAS HAVING A HARD TIME COMING TO A COMPLETE STOP. I TOOK MY CX9 IN TODAY AUGUST 14, 2013 TO GUNTHER MAZDA IN FORT LAUDERDALE. I THOUGHT IT WAS GOING TO BE A SIMPLE CHANGE OF BRAKE PADS, LITTLE DID I KNOW I WAS IN FOR \$700***** APPARENTLY THIS IS NOTHING NEW FOR MAZDA, THERE WAS AN INVESTIGATION GOING ON BY THE NHTSA FOR THE 2008 CX9 MODEL AND GUESS WHAT THE 2011 SEEMS TO BE HAVING THE SAME EXACT ISSUE. THE MECHANIC SAID THE PADS ARE FINE BUT THE MASTER CYLINDER AND BOOSTER NEED TO BE REPLACED. I'M GOING TO CALL MAZDA USA TO SEE WHAT THEY CAN DO BUT UNLESS EVERYONE STARTS DEMANDING ANSWERS THEY'RE GOING TO BE LAUGHING ALL THE WAY TO THE BANK. IT'LL TAKE A STRONG EFFORT TO MAKE THEM ISSUE A RECALL. THIS IS MY LAST MAZDA. I'M GOING BACK TO MY LEXUS, MORE EXPENSIVE BY A LOT BUT I DIDN'T HAVE TO WORRY ABOUT PUTTING MY LIFE AND MY DAUGHTER'S LIFE AT RISK. THIS IS RIDICULOUS		
Technician Comment			
CQIS Recommendations			

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

Vehicle Information			
VIN	*	Engine Serial Number	
Model Year	2011	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	14-Dec-2009	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	
Build Region		Warranty Start Date	14-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	57000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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

ECI Record	03033	Source Code	VOQ Mazda
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Commodity Assignment					
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	function-steering/brake ineffective
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	repair-similar failures on other vehicles mentioned
Significant Event				Verified	Y

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes

Report Details			
Source Claim Key	001272222 ODI 10523477	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	03-Jul-2013
Version Series Code		Load Date	10-Sep-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	10-Sep-2013		

Customer Comment	BRAKES FAILED DUE TO FAULTY BRAKE BOOSTER. TWO OTHERS AT THE DEALERSHIP HAD THE SAME PROBLEM. MAZDA COULD NOT IMMEDIATELY FIX THE PROBLEM BECAUSE THEY ARE OUT OF BRAKE BOOSTERS AND ARE NOT SURE WHEN ANY WILL BE AVAILABLE. INDICATIONS ARE THAT THIS IS A WIDE SPREAD ISSUE AND SHOULD BE INVESTIGATED. *T
Technician Comment	
CQIS Recommendations	

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

Vehicle Information			
VIN	*	Engine Serial Number	
Model Year	2010	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	19-Nov-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	
Build Region		Warranty Start Date	19-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	42000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	647211	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-service brakes-master cylinder/booster/Symptom	function-malfunction/inoperative
hydroboost		
Significant Event	Verified	Y

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
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Report Details

Source Claim Key	001491053 ODI 10487938	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	07-Dec-2012
Version Series Code		Load Date	24-Sep-2013
Causal Part Prefix- Base - Suffix	--	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	24-Sep-2013		

Customer Comment	POWER BRAKE BOOSTER FAILURE. *TR
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	*	Engine Serial Number	
Model Year	2011	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	14-Dec-2009	Retail Sale Indicator Code	
Plant Description	Unknown	Reaquired Vehicle	
Build Region		Warranty Start Date	14-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	55002	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	648018	Source Code	VOQ Mazda
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Commodity Assignment			
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom function-steering/brake ineffective
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom leak-fluid
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom mod-intermittent/random
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom nvh-noisy operation
Significant Event		Verified	Y

Tread Information	
Tread Category Code	03
Tread Category Description	service brakes

Report Details			
Source Claim Key	001491911 ODI 10493043	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	15-Jan-2013
Version Series Code		Load Date	24-Sep-2013
Causal Part Prefix-Base-Suffix	-	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	24-Sep-2013		

Customer Comment	<p>IN JUNE OF 2012 I NOTICED THAT MY BRAKES MADE A HISSING SOUND AT RANDOM TIMES. I BROUGHT THE CAR INTO THE DEALER FOR A COMPLETE SERVICE AND BRAKE CHECK. I WAS TOLD THAT THE BREAKS WERE IN PERFECT CONDITION BUT THEY DID DO A BRAKE FLUSH. THE HISSING CONTINUED AT RANDOM TIME UNTIL THE WEEK OF 1/13/13 AT WHICH TIME THE HISSING WAS AT EVERY OCCASION THE BRAKES WERE ENGAGED. AND ON 1/15/13 THE BRAKES FAILED TO STOP THE VEHICLE. I BROUGHT THE CAR DIRECTLY INTO THE DEALERSHIP AND WAS INFORMED THAT IT WAS A LEAK IN THE BRAKE BOOSTER INTO THE MASTER CYLINDER. AFTER RESEARCHING THIS I HAVE FOUND THAT THIS IS A COMMON MALFUNCTION WITH THE CX9 AND I AM EXTREMELY FRUSTRATED. ALTHOUGH MAZDA ACKNOWLEDGED THE ISSUE ON EARLIER MODELS THEY ARE NOT ACKNOWLEDGING THE ISSUE ON THE LATER MODELS. THEY SHOULD HAVE TO STAND BEHIND THE PARTS AND VEHICLES THAT THEY MAKE. AND WHEN THEY KNOW THAT A CERTAIN PART OR SYSTEM HAS A HISTORY OF FAILING THEY SHOULD TAKE RESPONSIBILITY FOR THE ISSUE INSTEAD OF MAKING THEIR CUSTOMERS PAY FOR THEIR MISTAKES AND FAULTY PARTS. *TR</p>		
Technician Comment			
CQIS Recommendations			

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

Vehicle Information			
VIN	*	Engine Serial Number	
Model Year	2010	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	19-Nov-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Reaquired Vehicle	
Build Region		Warranty Start Date	19-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	52000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	654969	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	function-steering/brake ineffective
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	repair-similar failures on other vehicles mentioned
Significant Event				Verified	Y

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
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Report Details

Source Claim Key	001499361 ODI 10523477	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	03-Jul-2013
Version Series Code		Load Date	24-Sep-2013
Causal Part Prefix- Base - Suffix	-	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	24-Sep-2013		

Customer Comment BRAKES FAILED DUE TO FAULTY BRAKE BOOSTER. TWO OTHERS AT THE DEALERSHIP HAD THE SAME PROBLEM. MAZDA COULD NOT IMMEDIATELY FIX THE PROBLEM BECAUSE THEY ARE OUT OF BRAKE BOOSTERS AND ARE NOT SURE WHEN ANY WILL BE AVAILABLE. INDICATIONS ARE THAT THIS IS A WIDE SPREAD ISSUE AND SHOULD BE INVESTIGATED. *TR

Technician Comment

CQIS Recommendations

Tire Information

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

Vehicle Information

VIN	*	Engine Serial Number	
Model Year	2010	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	19-Nov-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	
Build Region		Warranty Start Date	19-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	42000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	657555	Source Code	VOQ Mazda
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Commodity Assignment				
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom	field service action
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom	function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes-pads/shoes/linings—		Symptom	field service action
Commodity	chassis-service brakes-pads/shoes/linings—		Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-pads/shoes/linings—		Symptom	mod-driving condition-on deceleration/braking
Significant Event			Verified	Y

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes

Report Details			
Source Claim Key	001502183 ODI 10535301	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	14-Aug-2013
Version Series Code		Load Date	24-Sep-2013
Causal Part Prefix- Base - Suffix	--	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	24-Sep-2013		

Customer Comment	SIMILAR TO OTHER COMPLAINTS HERE, I RECENTLY STARTED NOTICING HISsing WHEN I PRESSED MY BRAKES..... I NOTICED THAT I WAS HAVING A HARD TIME COMING TO A COMPLETE STOP. I TOOK MY CX9 IN TODAY AUGUST 14, 2013 TO GUNTHER MAZDA IN FORT LAUDERDALE. I THOUGHT IT WAS GOING TO BE A SIMPLE CHANGE OF BRAKE PADS, LITTLE DID I KNOW I WAS IN FOR \$700!!!!!! APPARENTLY THIS IS NOTHING NEW FOR MAZDA, THERE WAS AN INVESTIGATION GOING ON BY THE NHTSA FOR THE 2008 CX9 MODEL AND GUESS WHAT THE 2011 SEEMS TO BE HAVING THE SAME EXACT ISSUE. THE MECHANIC SAID THE PADS ARE FINE BUT THE MASTER CYLINDER AND BOOSTER NEED TO BE REPLACED. I'M GOING TO CALL MAZDA USA TO SEE WHAT THEY CAN DO BUT UNLESS EVERYONE STARTS DEMANDING ANSWERS THEY'RE GOING TO BE LAUGHING ALL THE WAY TO THE BANK. IT'LL TAKE A STRONG EFFORT TO MAKE THEM ISSUE A RECALL. THIS IS MY LAST MAZDA. I'M GOING BACK TO MY LEXUS, MORE EXPENSIVE BY A LOT BUT I DIDN'T HAVE TO WORRY ABOUT PUTTING MY LIFE AND MY DAUGHTER'S LIFE AT RISK. THIS IS RIDICULOUS.		
Technician Comment			
CQIS Recommendations			

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

Vehicle Information			
VIN	*	Engine Serial Number	
Model Year	2011	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	14-Dec-2009	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	
Build Region		Warranty Start Date	14-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	57000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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

ECI Record	660833	Source Code	VOQ Mazda
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Commodity Assignment			
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom function-steering/brake ineffective
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom repair-similar failures on other vehicles mentioned
Significant Event		Verified	Y

Tread Information	
Tread Category Code	03
Tread Category Description	service brakes

Report Details			
Source Claim Key	001506503 ODI 10523477	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	03-Jul-2013
Version Series Code		Load Date	01-Oct-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	01-Oct-2013		

Customer Comment	BRAKES FAILED DUE TO FAULTY BRAKE BOOSTER. TWO OTHERS AT THE DEALERSHIP HAD THE SAME PROBLEM. MAZDA COULD NOT IMMEDIATELY FIX THE PROBLEM BECAUSE THEY ARE OUT OF BRAKE BOOSTERS AND ARE NOT SURE WHEN ANY WILL BE AVAILABLE. INDICATIONS ARE THAT THIS IS A WIDE SPREAD ISSUE AND SHOULD BE INVESTIGATED. *TR
Technician Comment	
CQIS Recommendations	

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

Vehicle Information			
VIN	*	Engine Serial Number	
Model Year	2010	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	19-Nov-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	
Build Region		Warranty Start Date	19-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	42000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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

ECI Record	661705	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	field service action
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	function-steering/brake ineffective
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	high effort
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	nvh-noisy operation
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	sticks/binds/grabs
Significant Event				Verified	Y

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
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Report Details

Source Claim Key	001507443 ODI 10546841	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	03-Oct-2013
Version Series Code		Load Date	09-Oct-2013
Causal Part Prefix- Base - Suffix	-	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	09-Oct-2013		

Customer Comment
 THIS INDIVIDUAL BROUGHT THE CAR IN TO THE DEALER COMPLAINING OF HIGH PITCHED SQUEAKING SOUND FROM BRAKES. DEALERSHIP CHECKED BRAKES AND SAID NOTHING WRONG. PICKED UP CAR NEXT DAY AND FELT THAT CAR NOT RIDING WELL AND LET IT SIT IN DRIVEWAY FOR 2 DAYS. WENT TO DRIVE AGAIN AND PEDAL WAS HARD AS IF IT WAS ON THE FLOOR. THEN WHENEVER I PRESSED ON THE PEDAL, I HEARD A HISSING SOUND AS IF AIR WAS LETTING OUT OF TIRES. CAR RESPONSE FOR SLOWING TO A STOP MUCH LONGER. CALLED DEALER ASAP AND ARRANGED TO DROP CAR OFF THAT NIGHT. DEALER CALLED NEXT DAY TO SAY GOOD THING WE DROPPED CAR OFF NIGHT BEFORE AS THERE WAS LITTLE TO NO BRAKES LEFT DUE TO POWER BOOSTER FAILURE. HOW WAS IT THAT I COULD TELL BRAKES WERE GOING BUT DEALER COULD NOT THIS IS A LEASED CAR. 10 WEEKS LEFT ON LEASE. PAST WARRANTY. \$800 REPAIR. CLEARLY MAZDA IS HAVING AN ISSUE WITH THE 2010 CX 9 POWER BOOSTER DUE TO THE NUMBER OF COMPLAINTS LODGED ON THIS SITE. THE SERVICE DEPARTMENT FOR THE DEALER WORKED VERY HARD ON MY BEHALF AND WAS ABLE TO GET MAZDA TO COVER MOST OF THE REPAIR. THE DEALER PICKED UP ANOTHER \$200 AND I HAD TO PAY \$100. FAIR I GUESS BUT SINCE THIS IS A SERIOUS ISSUE MAZDA SHOULD RECALL THE CARS AND DO THE FIX FOR FREE.

Technician Comment

CQIS Recommendations

Tire Information

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

Vehicle Information

VIN	*	Engine Serial Number	
Model Year	2010	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9

Body Cab Style	Unknown	Drive Line	Unknown
Production Date	19-Nov-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Reaquired Vehicle	
Build Region		Warranty Start Date	19-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	38000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	662080	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	Symptom	function-malfunction/inoperative
chassis-service brakes-brake pedal—	Symptom	high effort
chassis-service brakes-brake pedal—	Symptom	mod-driving condition-while driving
chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	high effort
chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-driving condition-while driving
chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	pedal concerns-service brake pedal
Significant Event	Verified	Y

Tread Information

Tread Category Code	03	Tread Category Description	service brakes
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Report Details

Source Claim Key	001507856 ODI 10547859	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	11-Oct-2013
Version Series Code		Load Date	15-Oct-2013
Causal Part Prefix-Base-Suffix	--	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	15-Oct-2013		

Customer Comment	BRAKE PEDAL BECAME INCREASING HARD TO DEPRESS REQUIRING AN EXCESSIVE AMOUNT OF FORCE TO ENGAGE BRAKES. STOPPING POWER DECREASED AND DISTANCE TO A FULL STOP INCREASED LEADING TO VERY DANGEROUS SITUATIONS WHEN DRIVING THE VEHICLE. MECHANIC SAYS THE BRAKE BOOSTER NEEDS TO BE REPLACED.		
Technician Comment			
CQIS Recommendations			

Tire Information

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

Vehicle Information

VIN	*	Engine Serial Number	
Model Year	2011	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	14-Dec-2009	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	
Build Region		Warranty Start Date	14-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	50000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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

ECI Record	668540	Source Code	VOQ Mazda
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Commodity Assignment				
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom	field service action
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom	function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom	mod-driving condition-on deceleration/braking
Commodity	chassis-service brakes-pads/shoes/linings—		Symptom	field service action
Commodity	chassis-service brakes-pads/shoes/linings—		Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-pads/shoes/linings—		Symptom	mod-driving condition-on deceleration/braking
Significant Event			Verified	Y

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes

Report Details			
Source Claim Key	001511252 ODI 10535301	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	14-Aug-2013
Version Series Code		Load Date	26-Nov-2013
Causal Part Prefix- Base - Suffix	--	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	26-Nov-2013		

Customer Comment	SIMILAR TO OTHER COMPLAINTS HERE, I RECENTLY STARTED NOTICING HISSING WHEN I PRESSED MY BRAKES..... I NOTICED THAT I WAS HAVING A HARD TIME COMING TO A COMPLETE STOP. I TOOK MY CX9 IN TODAY AUGUST 14, 2013 TO GUNTHER MAZDA IN FORT LAUDERDALE. I THOUGHT IT WAS GOING TO BE A SIMPLE CHANGE OF BRAKE PADS, LITTLE DID I KNOW I WAS IN FOR \$700***** APPARENTLY THIS IS NOTHING NEW FOR MAZDA, THERE WAS AN INVESTIGATION GOING ON BY THE NHTSA FOR THE 2008 CX9 MODEL AND GUESS WHAT THE 2011 SEEMS TO BE HAVING THE SAME EXACT ISSUE. THE MECHANIC SAID THE PADS ARE FINE BUT THE MASTER CYLINDER AND BOOSTER NEED TO BE REPLACED. I'M GOING TO CALL MAZDA USA TO SEE WHAT THEY CAN DO BUT UNLESS EVERYONE STARTS DEMANDING ANSWERS THEY'RE GOING TO BE LAUGHING ALL THE WAY TO THE BANK. IT'LL TAKE A STRONG EFFORT TO MAKE THEM ISSUE A RECALL. THIS IS MY LAST MAZDA. I'M GOING BACK TO MY LEXUS, MORE EXPENSIVE BY A LOT BUT I DIDN'T HAVE TO WORRY ABOUT PUTTING MY LIFE AND MY DAUGHTER'S LIFE AT RISK. THIS IS RIDICULOUS. *TR		
Technician Comment			
CQIS Recommendations			

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

Vehicle Information			
VIN	*	Engine Serial Number	
Model Year	2011	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	14-Dec-2009	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	
Build Region		Warranty Start Date	14-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	57000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	672389	Source Code	VOQ Mazda
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Commodity Assignment					
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	field service action
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	function-steering/brake ineffective
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	high effort
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	nvh-noisy operation
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service hydroboost—	brakes-master	cylinder/booster	Symptom	sticks/binds/grabs
Significant Event				Verified	Y

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes

Report Details			
Source Claim Key	001515329 ODI 10546841	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	03-Oct-2013
Version Series Code		Load Date	08-Jan-2014
Causal Part Prefix- Base - Suffix	--	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	08-Jan-2014		

Customer Comment	THIS INDIVIDUAL BROUGHT THE CAR IN TO THE DEALER COMPLAINING OF HIGH PITCHED SQUEAKING SOUND FROM BRAKES. DEALERSHIP CHECKED BRAKES AND SAID NOTHING WRONG. PICKED UP CAR NEXT DAY AND FELT THAT CAR NOT RIDING WELL AND LET IT SIT IN DRIVEWAY FOR 2 DAYS. WENT TO DRIVE AGAIN AND PEDAL WAS HARD AS IF IT WAS ON THE FLOOR. THEN WHENEVER I PRESSED ON THE PEDAL, I HEARD A HISSING SOUND AS IF AIR WAS LETTING OUT OF TIRES. CAR RESPONSE FOR SLOWING TO A STOP MUCH LONGER. CALLED DEALER ASAP AND ARRANGED TO DROP CAR OFF THAT NIGHT. DEALER CALLED NEXT DAY TO SAY GOOD THING WE DROPPED CAR OFF NIGHT BEFORE AS THERE WAS LITTLE TO NO BRAKES LEFT DUE TO POWER BOOSTER FAILURE. HOW WAS IT THAT I COULD TELL BRAKES WERE GOING BUT DEALER COULD NOT THIS IS A LEASED CAR. 10 WEEKS LEFT ON LEASE. PAST WARRANTY. \$800 REPAIR. CLEARLY MAZDA IS HAVING AN ISSUE WITH THE 2010 CX 9 POWER BOOSTER DUE TO THE NUMBER OF COMPLAINTS LODGED ON THIS SITE. THE SERVICE DEPARTMENT FOR THE DEALER WORKED VERY HARD ON MY BEHALF AND WAS ABLE TO GET MAZDA TO COVER MOST OF THE REPAIR. THE DEALER PICKED UP ANOTHER \$200 AND I HAD TO PAY \$100. FAIR I GUESS BUT SINCE THIS IS A SERIOUS ISSUE MAZDA SHOULD RECALL THE CARS AND DO THE FIX FOR FREE. *TR		
Technician Comment			
CQIS Recommendations			

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

Vehicle Information			
VIN	*	Engine Serial Number	
Model Year	2010	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9

Body Cab Style	Unknown	Drive Line	Unknown
Production Date	19-Nov-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Reaquired Vehicle	
Build Region		Warranty Start Date	19-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	38000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	672999	Source Code	VOQ Mazda
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Commodity Assignment			
Commodity	chassis-service brakes-brake pedal—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	high effort
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	Y

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes

Report Details			
Source Claim Key	001516011 ODI 10547859	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	11-Oct-2013
Version Series Code		Load Date	15-Jan-2014
Causal Part Prefix-Base-Suffix	--	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	15-Jan-2014		

Customer Comment	BRAKE PEDAL BECAME INCREASING HARD TO DEPRESS REQUIRING AN EXCESSIVE AMOUNT OF FORCE TO ENGAGE BRAKES. STOPPING POWER DECREASED AND DISTANCE TO A FULL STOP INCREASED LEADING TO VERY DANGEROUS SITUATIONS WHEN DRIVING THE VEHICLE. MECHANIC SAYS THE BRAKE BOOSTER NEEDS TO BE REPLACED. *TR		
Technician Comment			
CQIS Recommendations			

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

Vehicle Information			
VIN	*	Engine Serial Number	
Model Year	2011	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	14-Dec-2009	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	
Build Region		Warranty Start Date	14-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	50000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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

ECI Record	673753	Source Code	VOQ Mazda
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Commodity Assignment			
Commodity	chassis-service brakes-brake pedal—	Symptom	damage
Commodity	chassis-service brakes-brake pedal—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake pedal—	Symptom	function-stays on
Commodity	chassis-service brakes-brake pedal—	Symptom	leak-fluid
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-brake pedal—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	damage
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	fluid level-insufficient fluid
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-stays on
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	nvh-noisy operation
Significant Event		Verified	Y

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes

Report Details			
Source Claim Key	001516824 ODI 10560699	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	18-Jan-2014
Version Series Code		Load Date	21-Jan-2014
Causal Part Prefix- Base - Suffix	- -	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	21-Jan-2014		

Customer Comment	I WAS DRIVING TO THE GROCERY STORE WITH MY TWO YEAR OLD AND MY SEVEN YEAR OLD. WHEN I APPLIED MY BRAKES AT A STOPLIGHT MY CAR DID NOT SLOW DOWN UNTIL I PUT BOTH FEET ON THE BRAKE PEDDLE AND PUSH WITH ALL MY MIGHT. THERE WAS NO WARNING LIGHT FOR A BRAKE PROBLEM. THE CAR WAS MAKING A HIGH PITCH SCREAMING NOISE WHEN I APPLIED THE BRAKE. MY FATHER WHO IS AN ENGINEER CHECK THE CAR AND FOUND THE BRAKE FLUID LOW AND IT HAD LEAKED INTO THE BOOSTER AND RUINED IT. I LOOKED ON LINE AND FOUND SEVERAL MAZDA OWNERS HAD REPORTED THE SAME PROBLEM. MY FAMILY, I AND ANYONE ELSE ON THE ROAD LIVES ARE IN DANGER IF THIS IS NOT RECALLED AND CORRECTED IMMEDIATELY		
Technician Comment			
CQIS Recommendations			

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

Vehicle Information			
VIN	*	Engine Serial Number	
Model Year	2011	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX9

Body Cab Style	Unknown	Drive Line	Unknown
Production Date	14-Dec-2009	Retail Sale Indicator Code	
Plant Description	Unknown	Reaquired Vehicle	
Build Region		Warranty Start Date	14-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	36000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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

ECI Record	675067	Source Code	VOQ Mazda
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Commodity Assignment			
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom function-malfunction/inoperative
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom mod-driving condition-while driving
Commodity	chassis-service hydroboost—	brakes-master cylinder/booster	Symptom nvh-noisy operation
Significant Event		Verified	Y

Tread Information	
Tread Category Code	03
Tread Category Description	service brakes

Report Details			
Source Claim Key	003303309 ODI 10550555	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	30-Oct-2013
Version Series Code		Load Date	22-Feb-2014
Causal Part Prefix- Base - Suffix	-	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	22-Feb-2014		

Customer Comment	BRAKES WOULD NOT WORK AS USUAL. AFTER STOMPING ON BRAKE, CAR CONTINUED TO MOVE FOR SEVERAL FEET. THERE WERE NO WARNING LIGHTS OF BRAKE FAILURE WHATSOEVER. TOOK VEHICLE TO DEALER TO BE INFORMED THE MASTER CYLINDER AND BRAKE POWER BOOSTER WERE OUT AND THE CAR WAS DANGEROUS TO DRIVE. VERY GLAD NOBODY GOT HURT. COUPLE ISSUES THIS BRAKE FAILURE IS FAIRLY WIDESPREAD WITH THIS MAKE/MODEL/YEAR AS I'VE FOUND FROM RESEARCH. WHY IS THERE NO RECALL THERE'S NOT EVEN A TECHNICAL ADVISORY FROM MAZDA ABOUT THIS SERIOUS THREAT TO DRIVERS OF THIS CAR. DOES SOMEBODY HAVE TO GET HURT FIRST SECOND, I GET THAT PARTS GO BAD BUT ON SOMETHING AS IMPORTANT AS THE BRAKE SYSTEM, THE CAR SHOULD SOUND SOME SORT OF ALARM, LIGHT A DUMMY LIGHT.... SOMETHING TO TELL THE DRIVER TO STOP DRIVING THE CAR AS THEY ARE IN IMMINENT DANGER. TO NOT ADDRESS AT LEAST THIS SECOND ISSUES IS NEGLECTFUL OF MAZDA AND THE NTSB. TO NOT ADDRESS THE MECHANICAL FAILURES BY WAY OF RECALL IS ALSO EXTREMELY NEGLIGENT. *TR		
Technician Comment			
CQIS Recommendations			

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

Vehicle Information			
VIN	*JM3TB3MA6A0	Engine Serial Number	
Model Year	2010	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	19-Nov-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	
Build Region		Warranty Start Date	19-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	52000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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

ECI Record	675885	Source Code	VOQ Mazda
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Commodity Assignment			
Commodity	chassis-service brakes-brake pedal—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake pedal—	Symptom	high effort
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-brake pedal—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	high effort
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	mod-driving condition-while driving
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-master cylinder/booster/hydroboost—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	Y

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes

Report Details			
Source Claim Key	003304186 ODI 10564520	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	01-Jan-2014
Version Series Code		Load Date	22-Feb-2014
Causal Part Prefix-Base-Suffix	--	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	22-Feb-2014		

Customer Comment	MY WIFE COMPLAINED THAT THE BRAKES DIDN'T SEEM TO BE STOPPING THE VEHICLE VERY WELL. I DROVE THE CAR AND ALMOST HAD AN ACCIDENT. AT SLOW SPEED THE BRAKE PEDAL WAS VERY HARD TO DEPRESS AND MADE A HISSING SOUND, BUT CONTINUED TO TRAVEL SLOWLY TOWARD THE FLOOR. I LIMPED IT TO THE MAZDA DEALER AND I WAS TOLD THAT THE BOOSTER AND MASTER CYLINDER NEEDED TO BE REPLACED. WHEN I QUESTIONED THE SERVICE MANAGER ABOUT MAZDA'S PROBLEMS WITH CX 9 BRAKES, HE SAID MINE WAS THE FIRST ONE HE HAD HEARD OF. I DROVE AWAY AS FAST, CAREFULLY AND SAFELY AS I COULD.		
Technician Comment			
CQIS Recommendations			

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

Vehicle Information			
VIN	*JM3TB2DA1B0	Engine Serial Number	
Model Year	2011	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	14-Dec-2009	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	
Build Region		Warranty Start Date	14-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	55000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	676211	Source Code	VOQ Mazda
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Commodity Assignment			
Commodity	chassis-service brakes-brake pedal—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-brake pedal—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-brake pedal—	Symptom	leak-air/dust
Commodity	chassis-service brakes-brake pedal—	Symptom	leak-fluid
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-intermittent/random
Commodity	chassis-service brakes-brake pedal—	Symptom	mod-location-interior
Commodity	chassis-service brakes-brake pedal—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-brake pedal—	Symptom	pedal concerns-service brake pedal
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-malfunction/inoperative
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	function-steering/brake ineffective
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	leak-air/dust
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	leak-fluid
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	mod-intermittent/random
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	nvh-noisy operation
Commodity	chassis-service brakes-master cylinder/booster hydroboost—	Symptom	pedal concerns-service brake pedal
Significant Event		Verified	Y

Tread Information			
Tread Category Code	03	Tread Category Description	service brakes

Report Details			
Source Claim Key	003304532 ODI 10565646	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPS)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	23-Feb-2014
Version Series Code		Load Date	25-Feb-2014
Causal Part Prefix-Base-Suffix	--	Dealer Code	
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	25-Feb-2014		

Customer Comment	VEHICLE MAKES A HISSING SOUND (HEARD INSIDE THE VEHICLE) WHEN DEPRESSING THE BRAKE PEDAL. SOUNDS LIKE AN AIR LEAK. OCCASIONALLY THE PEDAL WILL GO HARD AS IF POWER ASSISTED BRAKING FEATURE IS LOST. VERY DANGEROUS SITUATION" VEHICLE TAKEN TO DEALER TODAY (02/24/14) AND WAS TOLD REPLACEMENT BRAKE BOOSTER IS REQUIRED.
Technician Comment	
CQIS Recommendations	

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

Vehicle Information			
VIN	*JM3TB2MA6A0	Engine Serial Number	
Model Year	2010	Engine Description	Unknown
Transmission	Unknown	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	Unknown
Production Date	19-Nov-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	
Build Region		Warranty Start Date	19-Nov-2008

Build Country Code		Transmission Serial Number	
Mileage	50100	Vehicle Axle Ratio	
Vehicle Restraint Code			

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