PE15-022
MAZDA
8/7/2015
APPENDIX 4
MAZDA CAC



Report Detail

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

ECI Record	624081154	Source Code	MAZDA CAC
Commodity Assig	nment		
Commodity	chassis-suspension—	Symptom	no keyword found
Commodity	chassis-suspension—	Symptom	nvh-noisy operation
Commodity	chassis-suspension—	Symptom	separation
Commodity	chassis-suspension-shock	absorbers/struts-frontSymptom	lack of lubrication
•	suspension-	• •	
Commodity	chassis-suspension-shock	absorbers/struts-frontSymptom	nvh-noisy operation
,	suspension-		The state of the s
Commodity	chassis-suspension-shock	absorbers/struts-frontSymptom	nvh-rough ride
Commodity		absorbers/struts-from Symptom	iivii-rougii ride
Commodity	suspension- chassis-suspension-shock	absorbers/struts-frontSymptom	rangir prior rangir mantioned
Commodity		ausoruers/struts-fromusymptom	repair-prior repair mentioned
O:	suspension-		
Significant Event		Verified	N
Tread Informatio	n		
Tread Category Code	02.	Tread Category Description	suspension
Tread Category Code	02 Q3 2008	Tread Category Description	suspension
Tread Category Code Reported in Tread Quarter Report Details		Fread Category Description Warranty Component C	1 A
Tread Category Code Reported in Tread Quarter Report Details Source Claim Key	Q3 2008	, , ,	1 A
Tread Category Code Reported in Tread Quarter Report Details Source Claim Key	Q3 2008	Warranty Component C (WCC)	1 A
Tread Category Code Reported in Tread Quarter Report Details Source Claim Key Corporate Product Systems	Q3 2008	Warranty Component C	lassification
Tread Category Code Reported in Tread Quarter Report Details Source Claim Key Corporate Product Systems (CPSC)	Q3 2008	Warranty Component C (WCC) Time in Service	lassification
Tread Category Code Reported in Tread Quarter Report Details Source Claim Key Corporate Product Systems (CPSC) Customer Condition Code	Q3 2008 119959400 s Classification	Warranty Component C (WCC) Time in Service V Function Group (VFG)	Plassification 20
Tread Category Code Reported in Tread Quarter Report Details Source Claim Key Corporate Product Systems (CPSC) Customer Condition Code Source System Program Typ	Q3 2008 119959400 s Classification	Warranty Component C (WCC) Time in Service V Function Group (VFG) Repair/Report/Paid Date	lassification 20 05-Sep-2008
Tread Category Code Reported in Tread Quarter Report Details Source Claim Key Corporate Product Systems (CPSC) Customer Condition Code Source System Program Typ Version Series Code	Q3 2008 119959400 s Classification pe AAAMQ	Warranty Component C (WCC) Time in Service V Function Group (VFG) Repair/Report/Paid Date Load Date	Plassification 20
Tread Category Code Reported in Tread Quarter Report Details Source Claim Key Corporate Product Systems (CPSC) Customer Condition Code Source System Program Typ Version Series Code Causal Part Prefix- Base - S	Q3 2008 I19959400 S Classification pe	Warranty Component C (WCC) Time in Service V Function Group (VFG) Repair/Report/Paid Date Load Date Dealer Code	05-Sep-2008 07-Oct-2008 51484
Tread Category Code Reported in Tread Quarter Report Details Source Claim Key Corporate Product Systems (CPSC) Customer Condition Code Source System Program Tyj Version Series Code Causal Part Prefix- Base - S Causal Part Name	Q3 2008 I19959400 S Classification pe	Warranty Component C (WCC) Time in Service V Function Group (VFG) Repair/Report/Paid Date Load Date Dealer Code Dealer Name	20 05-Sep-2008 07-Oct-2008 51484 OPEN ROAD MAZDA
Tread Category Code Reported in Tread Quarter Report Details Source Claim Key Corporate Product Systems (CPSC) Customer Condition Code Source System Program Tyl Version Series Code Causal Part Prefix- Base - S Causal Part Name Non Causal Part Prefix-Base	Q3 2008 I19959400 S Classification pe	Warranty Component C (WCC) Time in Service V Function Group (VFG) Repair/Report/Paid Date Load Date Dealer Code Dealer Name Dealer City	20 05-Sep-2008 07-Oct-2008 51484 OPEN ROAD MAZDA EAST BRUNSWICK
Tread Category Code Reported in Tread Quarter Report Details Source Claim Key Corporate Product Systems (CPSC) Customer Condition Code Source System Program Ty Version Series Code Causal Part Prefix- Base - S Causal Part Name Non Causal Part Prefix-Base Non Causal Part Numbers	Q3 2008 I19959400 S Classification pe	Warranty Component C (WCC) Time in Service V Function Group (VFG) Repair/Report/Paid Date Load Date Dealer Code Dealer Name Dealer City Dealer State/Province	20 05-Sep-2008 07-Oct-2008 51484 OPEN ROAD MAZDA EAST BRUNSWICK NJ
Tread Category Code Reported in Tread Quarter Report Details Source Claim Key Corporate Product Systems (CPSC) Customer Condition Code Source System Program Typ Version Series Code Causal Part Prefix- Base - S Causal Part Name Non Causal Part Prefix-Base Non Causal Part Numbers Fault Code	Q3 2008 I19959400 S Classification pe	Warranty Component C (WCC) Time in Service V Function Group (VFG) Repair/Report/Paid Date Load Date Dealer Code Dealer Name Dealer City Dealer State/Province Dealer Country	20 05-Sep-2008 07-Oct-2008 51484 OPEN ROAD MAZDA EAST BRUNSWICK
Tread Category Code Reported in Tread Quarter Report Details Source Claim Key Corporate Product Systems (CPSC) Customer Condition Code Source System Program Typ Version Series Code Causal Part Prefix- Base - S Causal Part Name Non Causal Part Prefix-Base Non Causal Part Numbers Fault Code Diagonstic Trouble Code	Q3 2008 I19959400 S Classification pe	Warranty Component C (WCC) Time in Service V Function Group (VFG) Repair/Report/Paid Date Load Date Dealer Code Dealer Name Dealer City Dealer State/Province	20 05-Sep-2008 07-Oct-2008 51484 OPEN ROAD MAZDA EAST BRUNSWICK NJ
Tread Category Code Reported in Tread Quarter Report Details Source Claim Key Corporate Product Systems (CPSC) Customer Condition Code Source System Program Typ Version Series Code Causal Part Prefix- Base - S	Q3 2008 I19959400 S Classification pe	Warranty Component C (WCC) Time in Service V Function Group (VFG) Repair/Report/Paid Date Load Date Dealer Code Dealer Name Dealer City Dealer State/Province Dealer Country Dealer Phone Number	20 05-Sep-2008 07-Oct-2008 51484 OPEN ROAD MAZDA EAST BRUNSWICK NJ USA

Comment NOISE CUSTOMER STATES VEH NOISE IS BACK

Comment

Technician ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST PLEASE CONTACT THE DCSM FOR POSSIBLE GOODWILL PLEASE CONTACT TECH SUPPORT IF NECESSARY PLEASE CLOSE UPON RESOLUTION THANKS REPAIR VEHICLE AND NOISE NO LONGER HEARD BOTH FRONT BUMP STOP FOR THE FRONT SUSPENSION REPLACED 0012008 09 05CRPP256 REQ DESC SQUEEK DCSM CONTACTED REQUEST FOR GW ASSISTANCE FOR CUSTOMER STATED SHES BEEN BACK 5X FOR THIS CONCERN THE VEHICLE BEEN DOWN LONG TWO MONTHS WOULD BE GOOD 0022008 09 08CRPP256 CRAIGSVC DEPT STATES VEH HAS BEEN IN FOR SERVICE 5 TIMES FOR VEH NOISE CONCERN 2X LUBRICATED BUMP STOPS, REPLACED DRIVERS SIDE FRONT STRUT 2X, BEARING PLATES RUBBER SEATS STRUT ASSEMBLY, ADVISED CUSTOMER STATES NOISE IS REOCURRING ADVISED WOULD CONTACT CUSTOMER 0032008 09 09CRPP256 AT ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST PLEASE CONTACT THE DCSM FOR POSSIBLE GOODWILL PLEASE CONTACT TECH SUPPORT IF NECESSARY PLEASE CLOSE UPON RESOLUTION THANKS CUSTOMER CALLED STATES SHE IS GOING TO BE FAXING PPW TODAY ADVISED TO INCLUDE FILE# AND VIN# ALSO INQUIRED ON DEALER SERVICE CUSTOMER STATED SHE HAS BEEN IN CONTACT WITH CRAIG AT DEALER TO TAKE VEH BACK IN FOR SERVICE 0042008 09 09CRPC777 CST CALLED STD IS AT ATAPLES AND WOULD LIKE TO MAKE SURE AGENT GABRIEL RECEIVES FAX BEFORE LEAVING AGENT ON OTHER LINE. CAS INSTRUCTED CST TO FAX TO AGENT KATIE FAX RECEIVED, HARD COPY AND EMAIL COPY FORWARDED TO AGENT GABRIEL CST REQ A CALL BACK WITH CONFIRMED FAX RECIEVED CONTACTED UPDATE WHEN AGENT IS ABLE 0052008 09 09CRPP256 CONTACTED CUSTOMER INFOMRED FAX RECIEVED, ADVISED WILL REVIEW WITH DCSM AND INQUIRE ON REPAIR WITH TECH AT DEALER ONCE VEH IS BROUGHT IN FOR SERVICE 0062008 09 15CRPP256 FOLLOWED UP WITH CRAIG AT DEALER# 51484 STATES HE IS AWAITING FIELD TECHS AVAILABILITY FOR DIAG VEH STATES HE WILL FOLLOW UP AGAIN EMAILED DCSM REQUEST FOR FOLLOWUP WITH CUSTOMER CRAIG, WORKING WITH DAN AND TOSHI, TO ESTABLISH A TIME TO BRING VEH IN FOR REVIEW ADVISED ON BELOW NOTES STATES HE WILL CALL BACK WITH INFO ON AVAILABILITY 0072008 09 18CRPP256 LM FOR CRAIG SVC IN REGARDS TO CUSTOMER STATUS 0082008 09 19CRPP256 CRAIG SVC MGR CALLED STATES HE IS GOING TO CONTACT CUSTOMER TO SCHEDULE AN APPT TO BRING VEH IN FOR SERVICE 0092008 09 22CRPP256 DCSM CALLED STATES HE IS GOING TO CONTACT CUSTOMER, STATES CUSTOMER NO LONGER WANTS TO BRING VEH IN FOR SERVICE ADVISED ON PRIOR NOTATIONS AND REQUEST FOR CALL BACK STATES HE WOULD FOLLOWUP WITH CUSTOMER DCSM, CALLED STATES HE SPOKE TO CUSTOMER STATES SHE WILL BRING VEH INTO DEALER ON THURSDAY STATES CUSTOMER INFORMED HER SHE DOES WANTS OUT OF HER VEH LEASE AND STATES CUSTOMER SAID SHE WOULD NEVER BUY ANOTHER MAZDA ADVISED WOULD NOTATE STATES HE WILL HAVE TECH ON THURSDAY AT DEALER 0102008 09 29CRPP256 HAD TOSHI REPAIR VEHICLE AND NOISE NO LONGER HEARD BOTH FRONT BUMP STOP FOR THE FRONT SUSPENSION REPLACED 0112008 09 30CRPP256 DCSM CALLED TO AUTH GOODWILL FOR CUSOTMER, AUTH 2 MONTHS PAYMENTS BE ISSUED TO CUSTOMER, VERIFIED I HAVE PAYMENT INFO FROM PREVIOUS CONTACT DCSM STATES HE WOULD ADVISE CUSOTMER ON PROCESSING AND ETA

COIS Reco mmendatio

DOT Spare

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		

Vehicle Information					
VIN	JM3TB38C17	Engine Serial Number	CY 202968		
Model Year	2007	6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	35L 4V DOHC VCT SMPI V6 GAS		
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9		
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE		
Production Date	11-Dec-2006	Retail Sale Indicator Code			
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle			
Build Region		Warranty Start Date	03-Feb-2007		
Build Country Code		Transmission Serial Number			
Mileage	12000	Vehicle Axle Ratio			
Vehicle Restraint Code					

Disclaimer:

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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	6240945	77	Source Code	MAZI	DA CAC
Commodity Assignm	nent				
Commodity		suspension—	Symptom	mod-d	riving condition-over bump(s)
Commodity		suspension—	Symptom		riving condition-while driving
Commodity		suspension—	Symptom		riving condition-while turning
Commodity		suspension—	Symptom		hift reverse
Commodity		suspension—	Symptom		word found
Commodity	chassis-s	suspension—	Symptom		oisy operation
Significant Event			Verified	N	
Tread Information					
Tread Category Code	02		Tread Category Description	suspen	sion
Reported in Tread Quarter	O3 2009		, in 1	II	
1					
Report Details					
Source Claim Key		125262440	Warranty Component Classi	fication	
			(WCC)		
Corporate Product Systems Cla	ssification		Time in Service		25
(CPSC)					
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date		14-Aug-2009
Version Series Code		AAAAR	Load Date		18 -Aug-2009
		MAAAK			
Causal Part Prefix- Base - Suffix		 	Dealer Code		UNKNOW
Causal Part Name		unknown	Dealer Name		
Non Causal Part Prefix-Base-Sut	ffix		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		18 -Aug-2009	, o & component Description	Code	
Comment CUSTOMER Technician CUSTOMER	ALSO STA	ATES REAR WHEN GOING FROM RE	VERSE MAKES A LOUD NOIS A DEALER FOR INSPECTION	E NO J	D OR GOING OVER SPEED BUMPS, ERK, JUST A LOUD NOISE 009 08 14CRPP235 REQ DESC NOISE
CQIS Recomme					
ndations					
Tire Information					
Tire Manufacturer	Unknow	n	Tire Size	Unkno	NIT PA
	OHKHOW			UIIKIIO	/W11
Tire Brand Series			Wheel		
DOT Left Front			DOT Right Front		
DOT Left Rear			DOT Right Rear		
DOT Left Inner			DOT Right Inner		
DOT Spare					
Vehicle Information					
VIN	ЈМ3ТВ2	28Y27	Engine Serial Number	CY 21	0649
Model Year	2007		Engine Description	35L 4V	V DOHC VCT SMPI V6 GAS
Transmission	6 SPD A	UTO TRANS AISIN F21	Vehicle Description	CX 9	
Body Cab Style		5 DOOR LIGHT TRUCK	Drive Line		L L/H FRONT DRIVE
Production Date	31-Jan-2		Retail Sale Indicator Code	_ ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
Plant Description		IIMA ASSEMBLY PLANT JAPAN	Reaguired Vehicle		
	пкозн	IIIVIA ASSENIDLI FLANI JAPAN		04 4	~ 2007
Build Region			Warranty Start Date	04-Au	g-2007
Build Country Code			Transmission Serial Number		
Mileage	51000		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 624108	481	Source Code	MAZDA CAC			
Commodity Assignment						
	suspension—	Symptom	damage-cracked/fractured/split			
	suspension—	Symptom	function-malfunction/inoperative			
Commodity chassis-	suspension—	Symptom	no keyword found			
Commodity chassis-	suspension—	Symptom	nvh-noisy operation			
Commodity chassis-	suspension—	Symptom	repair-prior repair mentioned			
	suspension—	Symptom	separation			
	suspension-stabilizers-front suspension-	Symptom	mod-aftermarket			
Significant Event		Verified	N			
Tread Information						
Tread Category Code 02		Tread Category Description	suspension			
Reported in Tread Quarter Q2 201	0		*			
Report Details						
Source Claim Key	1129570220	Warranty Component Class:	ification			
,		(WCC)				
Corporate Product Systems Classification	n	Time in Service	27			
(CPSC)		Time in Service				
Customer Condition Code		V Function Group (VFG)				
Source System Program Type		Repair/Report/Paid Date	20-May-2010			
Version Series Code		Load Date	13 -Jun-2010			
Causal Part Prefix- Base - Suffix		Dealer Code	23725			
Causal Part Name	unknown	Dealer Name	ANDY JONES MAZDA			
Non Causal Part Prefix-Base-Suffix		Dealer City	NORTH AUGUSTA			
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	13 -Jun-2010		'			
Customer CUSTOMER (MR) STATES THE VEHICLE HAS A DE	OCCUPRING OF ACVADORIA	IG NOISE FROM FRONT END DEALER HAS			
			STOMER STATES IT SOUNDS AS IF THE CV			
			SITUATION OR WILL HE NEED TO CONTACT			
AN ATTORNEY CUSTOMI	ER STATES THERE IS A CRACKING N	IOISE IN DOORS AS WELL MR	S CELL #			
		!				

Comment

Technician ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST, PLEASE CLOSE UPON RESOLUTION THANKS CUSTOMER HAS AGREED TO TAKE VEHICLE BACK TO DEALER FOR TEST DRIVE TO IDENTIFY THE FRONT END NOISE CUSTOMER STATES CONSIDERING CONTACTING ATTORNEY DEALER REPAIRED VEHICLE CUSTOMER WAS ADVISED TO CALL WITH RESULTS OF THE REPAIR, BUT WILL NOT RETURN CALLS 0012010 05 20CRPP235 AT ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST, PLEASE CLOSE UPON RESOLUTION THANKS CUSTOMER HAS AGREED TO TAKE VEHICLE BACK TO DEALER FOR TEST DRIVE TO IDENTIFY THE FRONT END NOISE CUSTOMER STATES CONSIDERING CONTACTING ATTORNEY REQ DESC FRONT END NOISE/DOOR NOISE AGENT CONTACTED SERVICE MANAGER JOHN LANDIS WHO STATES THEY FOUND PROBLEM MADE REPAIRS AND CUSTOMER CALLED BACK ADVISED THE NOISE IS LESS THIS WAS CLOSE TO A MONTH AGO DEALER P 0022010 05 20CRPP235 RIMARY CONTACT IS THE WIFE, BUT THE HUSBAND CLAIMS HE CAN REPRODUCE THE NOISE AT WILL DEALER REQUESTED THE HUSBAND TO BRING THE VEHICLE IN AND TEST DRIVE WITH TECHNICIAN TO IDENTIFY THE SOUND, CUSTOMER AGREED AND HAS NOT BROUGHT THE VEHICLE IN DEALE HAS CONTACTED THE WIFE EVERY 10 DAYS REQUEST UPDATE ON WHEN VEHICLE COMING IN AGENT INQUIRED IF TECH HOTLINE CONTACTED IN THE PAST, DEALER STATES NO AGENT REQUESTED TECH HOTLINE BE INCLUDED, AND AGENT WILL INFORM CUSTOMER VEHICLE NEEDS TO BE TAKEN IN AND THE SAME PLAN AT THIS POINT 0032010 05 20CRPP235 TO HAVE HUSBAND TEST DRIVE WITH DEALER AGENT PROVIDED MR AGENT ADVISED CUSTOMER OF CONVERSATION WITH SERVICE MANAGER AND CUSTOMER CONFIRMED THE LAST AGREED ACTION WAS FOR MR RYDER TO TAKE THE VEHICLE IN TO DEALER AND TEST DRIVE CUSTOMER STATES HOW OFTEN HE MUST TAKE THE VEHICLE TO A DEALER BEFORE SOMETHING IS DONE TO RESOLVE ISSUE BEFORE HE CONTACTS ATTORNEY FOR LEMON LAW AGENT ADVISED CUSTOMER THIS IS THE FIRST CALL TO MNAO AND AGENT CAN ONLY MOVE FORWARD AND HAVE VE 0042010 05 20CRPP235 HICLE TAKEN TO A MAZDA DEALER, AGENT CAN HAVE TECH HOTLINE INVOLVED AND WILL CONTACT A DSM, BUT IT IS THE CHOICE OF CUSTOMER WHAT DIRECTION TO GO CUSTOMER REQUESTED A SUPERVISOR STATING AGENT CUSTOMER SERVICE SKILLS NOT SATISFACTORYAGENT ADVISED A SUPERVISOR CAN BE REQUESTED, AND AGENT INQUIRED WHAT DIRECTION CUSTOMER IS CHOOSING TO GO BACK TO DEALER OR LEMON LAW CUSTOMER STATES DEALER, BUT STILL WANTS A SUPERVISOR CUSTOMER WAS ADVISED SUPERVISOR WILL BE NOTIFIED AND WILL CALL CUSTOMER BACK AT CELL

AGENT PROVID 0052010 05 20CRPP235 ED SUPERVISORS NAME AND REFERENCE # FOR FILE SUPERVISOR NOTIFIED OF CUSTOMER REQUEST FOR ESCALATE, CUSTOMER REQUESTED CONACT CALL BE MADE TO CELL REC'D ESCALATIONCALLED CUSTOMER AND DISCUSSED CONCERNSAT THIS POINT VEH IS AT THE DEALER FOR REPAIRS AND HOPES THEY WILL RESOLVE VEH PROBLEMS 0072010 06 04CRPP235 AGENT CALLED DEALER REQUESTING SERVICE MANAGER FOR UPDATE SERVICE MANAGER NOT AVAILABLE MESSAGE LEFT WITH RECEPTIONIST REQUESTING CALL BACK SERVICE MANAGER JOHN CALLED AGENT BACK AND ADVISED THE VEHICLE HAS BEEN REPAIRED AND NO OTHER PROBLEMS FOUND, BUT CUSTOMER CALLED BACK ADVISING THE PROBLEMS CONTINUES DEALER REQUESTED THE VEHICLE BE BROUGHT BACK TO THE DEALER FOR INSPECTION AND TO DATE CUSTOMER HAS NOT RETURN TO DEALER DEALER HAS LEFT SEVERAL MESSAGES REQUESTING CUSTOMER TO COME IN AND DE 0082010 06 04CRPP235 ALER HAS UPDATE DSM AGENT ADVISED DEALER TO DOCUMENT REPAIRS AND ACTION IN FILE CUSTOM DID BRING VEH IN FOR INSPECTION WITH SHOP FOREMAN, FOREMAN VERIFIED NOISE CONCERNS WITH MR RYDER, REPLACED BOTH DOOR CHECKS AND BOTH FR LOWER CONTROL ARMS, TEST DROVE, NO NOISE PRESENT, RELEASED VEH TO CUST, CUST CALLED BACK TO STATE NOISE STILL THERE, PENDING CUST RETURN TO INS AGAIN WITH SER MAN, CUST DID NOT RETURN FOR 6/2 APPT, HAS NOT RETURNED CALLS EITHER SVC MAN STILL TRYING TO REACH CUST, CUST HAS BU 0092010 06 04CRPP235 SY WK SCHED 0102010 06 08CRPP235 AGENT SENT E MAIL TO DSM REQUESTING DSM REVIEW AND CLOSING CUSTOMER NOT RESPONDING TO DEALER DEALER REPAIRED VEHICLE CUSTOMER WAS ADVISED TO CALL WITH RESULTS OF THE REPAIR, BUT WILL NOT RETURN CALLS

COIS Reco mmendatio

ns		
Tire	In	for

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	JM3TB28Y270		CY 200681		
Model Year	2007	0	35L 4V DOHC VCT SMPI V6 GAS		
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9		
Body Cab Style	Unknown		2 WHL L/H FRONT DRIVE		
Production Date	16-Dec-2006	Retail Sale Indicator Code			
Plant Description	Unknown	Reaquired Vehicle			
Build Region		· · · · · · · · · · · · · · · · · · ·	26-Mar-2008		
Build Country Code		Transmission Serial Number			
Mileage	39000	Vehicle Axle Ratio			
Vehicle Restraint Code					

Disclaimer:

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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	6241246	38	Source Code	MAZDA CAC		
Commodity Assignm	Commodity Assignment					
		uspension—	Symptom	damage-cracked/fractured/split		
Commodity	chaccie-c			function-malfunction/inoperative		
Commodity		uspension—		high effort		
Commodity				loose		
Commodity				no keyword found		
Commodity				nvh-noisy operation		
Commodity	chassis-s			separation		
Significant Event			Verified	N		
Tread Information						
	02		Tread Category Description	suspension		
Reported in Tread Quarter	Q1 2011					
Report Details						
Source Claim Key		134821680	Warranty Component Classifi	ication		
Source Claim Rey		10.021000	(WCC)			
Company Duodunt Continue Cl	oifio-ti-			22		
Corporate Product Systems Clas	sincation		Time in Service	22		
(CPSC)						
Customer Condition Code			V Function Group (VFG)			
Source System Program Type			Repair/Report/Paid Date	21-Mar-2011		
Version Series Code			Load Date	27 -Mar-2011		
Causal Part Prefix- Base - Suffix			Dealer Code	42150		
Causal Part Name		unknown	Dealer Name	MAZDA OF PUENTE HILLS		
Non Causal Part Prefix-Base-Suff	ix		Dealer City	CITY OF INDUSTRY		
Non Causal Part Numbers	.17		Dealer State/Province	CA		
Fault Code			Dealer State/110VIIICE Dealer Country	USA		
Diagonstic Trouble Code			Dealer Phone Number			
				6269236477		
Labor Operation Code			Attachment			
Communication Type			VOQ Component Description C	Code		
Maintenance Date		27 -Mar-2011				
Customer Customer STAT	те тил	T WHEN THEID IS IIN EVEN DAVME	NT HE HEADS A METAL TO M	METAL SOUND THE SECOND CONCERN IS		
THE BROKEN E			ADVISED THAT THEY CAN	NOT DO ANYTHING, AND TO CONTACT		
MNAODEALER # 8	877 408 2	2565				
T1						
Technician AGENT WILL CL	OSE FIL	E, SINCE CUSTOMER NEVER CALI	LED BACK 0012011 03 22crpc3	330 REQ DESC ABNORMAL NOISE AGENT		
Comment CALLED 42150 AN	ND TALK	KED TO THE SERVICE MANAGER, RIC	CKEY, THE CUSTOMER BROU	GHT THE VEHICLE IN ON SATURDAY, AND		
				N REGARDS TO THE SIDE STEP PANEL, IT		
				ALLED CUSTOMER AND LEFT A MESSAGE,		
ADVISING HIM T	HAT HE	WOULD NEED TO TAKE THE VEHIC	LE IN TO BE DIAGNOSED, M I	F SINCE THEY ONLY DO OIL CHANGES ON		
SATURDAY IN RE	GARDS	TO THE 0022011 03 22crpc330 SIDE ST	TEP, RICKEY WILL CALL HIM	, ONCE THEY HEAR BACK FROM THE DSM		
				50 CALLED AND STATES THAT HE WOULD		
				THE STEP PANEL FOR THE VEHICLE; BUT		
THAT IS IT AND	NO FUE	RTHER ASSISTANCE WILL PROVIDE	ED 0032011 03 23crpc330 AGE	NT WILL CLOSE FILE, SINCE CUSTOMER		
NEVER CALLED I	NEVER CALLED BACK					
1.2 , Ex Cribbes 1	INEVER CALLED DACK					
COIS Reco						
mmendation						
8						
Tire Information						
Tire Manufacturer	Unknow	n	Tire Size	Unknown		
Tire Brand Series			Wheel			
DOT Left Front			DOT Right Front			
DOT Left Rear			DOT Right Rear			

Unknown	Tire Size	Unknown
	11 - 1 -	
	DOT Right Inner	
		Unknown Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner

Vehicle Information			
VIN	JM3TB28V890	Engine Serial Number	CA 10290966
Model Year	2009	B 1	37L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown		2 WHL L/H FRONT DRIVE
Production Date	06-May-2009	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	18-Jun-2009
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

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624127579

ECI Record

Concern Driven Reporting

Report Detail

MAZDA CAC

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

Source Code

ECI Record	024127379	pource Code	WIAZDA CAC
Commodity Assigni	ment		
Commodity	chassis-suspension—	Symptom	administrative cost
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	mod-vehicle towed in
Commodity	chassis-suspension—	Symptom	no keyword found
Commodity	chassis-suspension—	Symptom	nvh-noisy operation
Significant Event	chassis suspension	Verified	N
Tread Information		1.000000	== r'
Tread Category Code	102	Total Catalana Danasintian	
	02	Tread Category Description	suspension
Reported in Tread Quarter	Q2 2011		
Report Details			
Source Claim Key	135575900	Warranty Component Clas	sification
		(WCC)	
Corporate Product Systems Cl	lassification	Time in Service	9
(CPSC)			
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	05-May-2011
Version Series Code		Load Date	15 -May-2011
Causal Part Prefix- Base - Suffi	v	Dealer Code	51610
Causal Part Name	unknown	Dealer Name	COMPASS MAZDA
Non Causal Part Prefix-Base-Si		Dealer City	MIDDLETOWN
Non Causal Part Numbers	uiiix	Dealer State/Province	NY
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	8453444440
Labor Operation Code		Attachment	0433444440
Communication Type		VOQ Component Description	n Code
Maintenance Date	15 -May-2011	VOQ Component Description	ii Code
Maintenance Date	15 -May-2011		
Customer EMAIL CUSTO	MER STATES HEAR NOISE IN VE	HICLE TOWED TO DEALER WHO ADVI	SED FRONT JOINT NEEDING REPLACEMENT,
Comment STATES THEN	WAS ADVISED THAT DIFFERENT	IAL NEEDS TO BE DEDLACED AND WILL	L TAKE ANOTHER WEEK FOR PART TO COME
IN STATES WAS	S NOT PROVIDED A LOANER VEH	ICLE AND IS NOT SATISFIED WITH SERV	VICE RECEIVED
Technician AGENT CLOSI	ING FILE SEE FILE#135573160 00	012011 05 05crpc037 REO DESC DIFFERE	ENTIAL REPLACEMENT 0022011 05 06crpc037
Comment AGENT SPOKE	E WITH SERVICE ADVISOR STAT	TES DADT WILL ADDIVE ON MONDAY	STATES DEALER DOES NOT HAVE LOANERS
AGENT STORE			
			GENT EMAILED CUSTOMER ADVISING PART
WOULD ARRI	VE ON MONDAY, OFFERED TO P	ROVIDE LOANER IF CUSTOMER STILL	REQUESTS ONE AGENT CLOSING FILE, SEE
FILE#135573160			
COIS Recom			
mendations			
mendadons			
Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series	2	Wheel	
DOT Laft Frank		DOT Disk Esset	

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	JM3TB3MV7A		CA 10341150				
Model Year	2010	Engine Description	37L 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-Jun-2010	Retail Sale Indicator Code					
	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle					
Build Region			21-Aug-2010				
Build Country Code		Transmission Serial Number					
Mileage	8000	Vehicle Axle Ratio					
Vehicle Restraint Code							

Disclaimer:

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62/11/206/10

Concern Driven Reporting

Report Detail

MAZDA CAC

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

Source Code

ECI Record	624129649	Source Code	MAZDA CAC
Commodity Assi	gnment		
Commodity	chassis-suspension—	Symptom	administrative cost
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	mod-weather-cold
Commodity	chassis-suspension—	Symptom	no keyword found
Significant Event		Verified	N
Tread Information	on		
Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q2 2011		
Report Details	·		
Source Claim Key	136198560	Warranty Component C	Massification
Source Claim Key	130198300	•	Liassification
	Cl. 'C '	(WCC)	36
Corporate Product System	is Classification	Time in Service	30
(CPSC)			
Customer Condition Code		V Function Group (VFG)	
Source System Program T	ype	Repair/Report/Paid Date	10-Jun-2011
Version Series Code		Load Date	19 -Jun-2011
Causal Part Prefix- Base -		Dealer Code	42057
Causal Part Name	unknown	Dealer Name	BAKERSFIELD MAZDA
Non Causal Part Prefix-Ba		Dealer City	BAKERSFIELD
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	6613288000
Labor Operation Code		Attachment	
Communication Type		VOQ Component Descrip	otion Code
Maintenance Date	19 -Jun-2011		

Customer CUSTOMER'S WIFE, CARRIE, STATES THE LEFT FRONT AXLE HAS FAILED AND WOULD LIKE TO REQUEST ASSISTANCE661 833 8075 Comment CELL

Comment

ECI Decord

Technician CUSTOMER ADVISED OF MAZDA'S ONE TIME GOODWILL 0012011 06 10CRPP102 REQ DESC AWA AXLE CALLED DEALER SPOKE TO SERVICE ADVISOR MARGARITA STATES SERVICE ADVISOR KATRINA IS OUT TO LUNCH BUT CONFIRMED THE PART JUST GOT IN AND THEY HOPE TO HAVE THE EPAIR DONE BY CLOSING TODAY ADVISED CUSTOMER OF MAZDA'S ONE TIME GOODWILL TO COVER THE PARTS COST CUSTOMER THANKED AND VERY APPRECIATIVE OF OFFER SERVICE MANAGER JOSE CALLED BACK T CONFIRM GOODWILL OFFER AND ASKED WHY WE WERE COVERING THE PARTS COST AS THE DEALER HA 0022011 06 10CRPP102 S DISCOUNTED THE LABOR ADVISED SVM THE SERVICE ADVISOR DID NOT TELL ME THE DEALER WAS ALSO OFFERING GOODWILL SVM STATES WOULD LIKE AGENTS TO CONTACT HIM PERSONALLY WHEN OFFERING GOODWILL STATES HE AGRESS THAT THS IS A GOOD CUSTOMER BUT WOULD LIKE TO KNOW EVERYTHING THAT IS GOING ON STATES WILL CALL BACK WITH WARRANTY PRICING 0032011 06 14CRPP102 SERVICE MANAGER JOSE CALLED BACK TO CONFIRM GOODWILL OFFER AND ASKED WHY WE WERE COVERING THE PARTS COST AS THE DEALER HAS DISCOUNTED THE LABOR ADVISED SVM THE SERVICE ADVISOR DID NOT TELL ME THE DEALER WAS ALSO OFFERING GOODWILL SVM STATES WOULD LIKE AGENTS TO CONTACT HIM PERSONALLY WHEN OFFERING GOODWILL STATES HE AGREES THAT THIS IS A GOOD CUSTOMER BUT WOULD LIKE TO KNOW EVERYTHING THAT IS GOING ON STATES WILL CALL BACK WITH WARRANTY PRICING CALLED DEALER SPOKE TO SERVICE ADVISOR MARGARITA STATES SERV 0042011 06 14CRPP102 ICE ADVISOR KATRINA IS OUT TO LUNCH BUT CONFIRMED THE PART JUST GOT IN AND THEY HOPE TO HAVE THE REPAIR DONE BY CLOSING TODAY

CQIS Reco mmendatio

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

Vehicle Information							
VIN	JM3TB38V280	Engine Serial Number	CA 10251166				
Model Year	2008	Engine Description	37L 4V DAMB PFI V6 NA GAS				
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9				
Body Cab Style	Unknown		ALL 4 WHEEL LEFT HAND DRIVE				
Production Date	02-Jun-2008	Retail Sale Indicator Code					
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle					
Build Region		· · · · · · · · · · · · · · · · · · ·	22-Jul-2008				
Build Country Code		Transmission Serial Number					
Mileage	58000	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	6241331	93	Source Code	MAZDA CAC		
Commodity Assignment						
		spension-shock absorbers/struts—	Symptom	no problem found		
	chassis-sus	ispension-shock absorbers/struts-r		administrative cost		
,	suspension	1	J I			
Commodity	chassis-su	ispension-shock absorbers/struts-r	earSymptom	damage-cracked/fractured/split		
	suspension					
Commodity	chassis-su	spension-shock absorbers/struts-r	earSymptom	frozen/seized		
·	suspension	1-				
Commodity	chassis-su	spension-shock absorbers/struts-r	earSymptom	function-malfunction/inoperative		
	suspension					
Commodity	chassis-su	spension-shock absorbers/struts-r	ear Symptom	function-wheel lock up (not steering)		
	suspension	l-				
Significant Event			Verified	N		
Tread Information						
Tread Category Code	02		Tread Category Description	suspension		
Reported in Tread Quarter	Q3 2011		Tread Category Description	puspension		
-						
Report Details						
Source Claim Key		137225260	Warranty Component Classif	ication		
			(WCC)			
Corporate Product Systems Cla	ssification		Time in Service	46		
(CPSC)			V. Franction Current (VEC)			
Customer Condition Code			V Function Group (VFG) Repair/Report/Paid Date	12 Aug 2011		
Source System Program Type Version Series Code			Load Date	12-Aug-2011 14 -Aug-2011		
Causal Part Prefix- Base - Suffix			Dealer Code	71020		
Causal Part Name	•	unknown	Dealer Name	STAN OLSEN MAZDA		
Non Causal Part Prefix-Base-Su	ffix		Dealer City	OMAHA		
Non Causal Part Numbers			Dealer State/Province	NE		
Fault Code			Dealer Country	USA		
Diagonstic Trouble Code			Dealer Phone Number	4023978200		
Labor Operation Code Communication Type			Attachment VOQ Component Description C	2-1-		
Maintenance Date		14 -Aug-2011	VOQ Component Description C	ode		
NEEDED REPLA REIMBURSEME Technician Comment FOR VERIFICAT CANT REVIEW CUSTOMER OF VERIFICATION CANT REVIEW CANT REVIEW COUSTOMER OF	OMER OF THE PROOF THE PROO	USTOMER STATES FEELS UNSURE AS THE REPAIRS CUSTOMER STATES SING FETHE PROCEDURE FOR AWA ADVISOR WORK DONE AND IS OUT OF WATAGNOSED BY A MAZDA DEALER COCEDURE FOR AWA ADVISED I CA	ABOUT THE QUALITY OF THE REAR SHOCKS ED I CANT REIMBURSE AS TARRANTY ADVISED CUSTOMI 1012011 08 12CRPP206 REQ DE NT REIMBURSE AS THE VE	E AND THE LEFT REAR WHEEL BEARING E VEHICLE CUSTOMER INQUIRED ABOUT S NEED REPLACING712 487 3169 HM THE VEHICLE IS NO LONGER AT A DEALER ER FOR ASSISTANCE WITH THE SHOCK WE ESC AWA FOR WHEEL BEARINGS ADVISED HICLE IS NO LONGER AT A DEALER FOR R FOR ASSISTANCE WITH THE SHOCK WE		
mendations						
Tire Information						
Tire Manufacturer	Unknow		Tire Size	Unknown		
Tire Brand Series			Wheel			
DOT Left Front			DOT Right Front			
DOT Left Rear DOT Left Inner			DOT Right Rear DOT Right Inner			
DOT Left inner DOT Spare			DOT KIGHT HIHEF			
Vehicle Information						
VIN	JM3TB2	8A38		CA 10203718		
Model Year	2008	LITE TO A NO. A TOIN FOR		37L 4V DAMB PFI V6 NA GAS		
Transmission Body Cab Style	Unknowi		Vehicle Description Drive Line	CX 9 2 WHL L/H FRONT DRIVE		
Production Date	09-Jul-20		Retail Sale Indicator Code	Z WILL L/II PRONT DRIVE		
Plant Description			Reaguired Vehicle			
Build Region	пиозп		Warranty Start Date	10-Nov-2007		
Build Country Code			Transmission Serial Number			
Mileage	62000		Vehicle Axle Ratio			
Vehicle Restraint Code						

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Report Detail

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ECI Record	6241392	85	Source Code	MAZD	A CAC	
		504100 5040	r.17 12 D.			
Commodity Assignment						
					n-malfunction/inoperative	
Commodity				leak-flu		
Commodity				mod-driving condition-while driving		
Commodity					word found	
Commodity	chassis-s			nvh-noi	isy operation	
Significant Event		vermed	ļΝ			
Tread Information						
Tread Category Code	02		Fread Category Description	suspens	sion	
Reported in Tread Quarter	Q4 2011		<u> </u>			
Report Details						
Source Claim Key		138771500	Warranty Component Classif	heation		
			(WCC)			
Corporate Product Systems Clas	sification		Time in Service	[-	24	
(CPSC)						
Customer Condition Code			V Function Group (VFG)		00.15	
Source System Program Type			Repair/Report/Paid Date		02-Dec-2011	
Version Series Code Causal Part Prefix- Base - Suffix			Load Date		04 -Dec-2011 42127	
Causal Part Name		 unknown	Dealer Code Dealer Name		SOUTH TACOMA MAZDA	
Non Causal Part Prefix-Base-Suff	iv	ulikilowii	Dealer City		TACOMA MAZDA	
Non Causal Part Numbers	17		Dealer State/Province		WA	
Fault Code			Dealer Country		USA	
Diagonstic Trouble Code			Dealer Phone Number		2537222888	
Labor Operation Code			Attachment			
Communication Type			VOQ Component Description C	Code		
Maintenance Date		04 -Dec-2011				
Customer Customer STAT	EC IC II	NUADDV WITH THE DELIADILITY (NE THE VEHICLE SINCE LAS	T MON	NTH HE WAS OUT OF THE VEHICLE	
COSTONIER STAT		OR A TRANSFER CASE, SWAY BAR BU				
MOST OF THE MC	MIHIC	OK A TRANSFER CASE, SWAT BAK BU	SHINGS AND LOWER CONTR	XOL AK	IN REPLACEMEN 13233 303 4119 HM	
TALKED TO CUS	TOMER	AND ADVISED I HAVE DOCUMEN	T THESE CONCERNS FOR H	HIM AN	ND VERIFIED HE WAS OUT OF THE	
Comment VEHICLE FOR 18	DAYS A	Γ THE END OF OCT AND FIRST OF N	OV ADVISED CUSTOMER I W	/OULD	LIKE TO SEND MAZDA GIFT CARDS	
FOR THE FRUSTI	RATION	OF BEING OUT OF THE VEHICLE	CUSTOMER STATED HE DII	D NOT	WANT THE GIFT CARDS HE ONLY	
WANTED MAZDA	TO KNO	OW HE IS UNHAPPY WITH THE VEHIC	CLE AND HAS LOST CONFIDE	ENCE II	N IT 0012011 12 02CRPP206 REQ DESC	
MULTIPE CONCE	RNS TAI	KED TO SCOTT, SERVICE MANAGER	AT DEALERSHIP WHO STATI	ES DEA	ALER FOUND OIL LEAK ON ROUTINE	
					R CASE SCOTT STATES CUSTOMER	
					AY BAR BUSHING AND THE LOWER	
					JRCHASED NEW FROM DEALERSHIP	
					R AND ADVISED I HAVE DOCUMENT	
					HE END OF OCT AND FIRST OF NOV	
					N OF BEING OUT OF THE VEHICLE	
CUSTOMER STAT	ED HE D	OID NOT WANT THE GIFT CARDS HE	ONLY WANTED MAZDA TO F	KNOW	HE IS UNHAPPY WITH THE VEHICLE	
AND HAS LOST C	ONFIDE	NCE IN IT				
CQIS Reco						
mmendation						
Tire Information						
Tire Manufacturer	Unknow		Γire Size	Unknov	wn	
Tire Brand Series			Wheel			
DOT Loft Front			OOT Dight Front			

Tire Information						
Tire Manufacturer		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							
	JM3TB3MV2A	0	CA 10304558				
Model Year	2010	Engine Description	37L 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	06-Oct-2009	Retail Sale Indicator Code					
	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle					
Build Region		Training Start Bate	29-Dec-2009				
Build Country Code		Transmission Serial Number					
Mileage	27418	Vehicle Axle Ratio					
Vehicle Restraint Code							

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Report Detail

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ECI Record		6241415	65	Source Code	MAZI	DA CAC
Commodity Assignment						
	ty mosignin			C	domoo	a one alread/functione d/amlit
Commodity			suspension—	Symptom	damage-cracked/fractured/split	
Commodity			suspension—	Symptom	function-malfunction/inoperative	
Commodity			suspension—	Symptom	mod-driving condition-while driving	
Commodity		cnassis-s	suspension—	Symptom	repair-	prior repair mentioned
Significant Ever	nt			Verified	N	
Tread Info	ormation					
Tread Category	Code	02		Tread Category Description	suspen	sion
Reported in Tre		Q1 2012				
Report Details						
Source Claim K	Key		139308560	Warranty Component Class	ification	1
G . D				(WCC)		7.1
	luct Systems Clas	ssification	4	Time in Service		51
(CPSC)						
Customer Cond				V Function Group (VFG)		
Source System				Repair/Report/Paid Date		13-Jan-2012
Version Šeries (Code			Load Date		16 -Jan-2012
Causal Part Pre	fix- Base - Suffix			Dealer Code		34576
Causal Part Nar			unknown	Dealer Name		MAZDA OF CLEAR LAKE
	t Prefix-Base-Suf	fix		Dealer City		WEBSTER
Non Causal Par		/1		Dealer State/Province		TX
Fault Code	t rumbers			Dealer Country		USA
Diagonstic Trou	uble Code			Dealer Phone Number		2818236000
						2818230000
Labor Operation				Attachment	<u> </u>	
Communication			17 1 2012	VOQ Component Description	Code	
Maintenance Date 16 -Jan-2012						
ADVISED CUSTOMER TO CONTACT INSURANCE COMPANY SINCE THEY PAID FOR REPAIRS APOLOGIZED FOR POOR DEALER SERVICE EXPERIENCE ADVISED CUSTOMER TO FIRST CONTACT HER INSURANCE COMPANY FOR REVIEW OF POSSIBLE ASSISTANCE SINCE THEY HANDLE HER PREVIOUS REPAIRS 0012012 01 13CRPP251 REQ DESC DEALER SERVICE ADVISED CUSTOMER TO CONTACT INSURANCE COMPANY SINCE THEY PAID FOR REPAIRS APOLOGIZED FOR POOR DEALER SERVICE EXPERIENCE ADVISED CUSTOMER TO FIRST CONTACT HER INSURANCE COMPANY FOR REVIEW OF POSSIBLE ASSISTANCE SINCE						
A C E	CUSTOMER TO EXPERIENCE AD	INCE TH CONTAC OVISED (IEY HANDLE HER PREVIOUS RI CT INSURANCE COMPANY SINCI	T CONTACT HER INSURANC EPAIRS 0012012 01 13CRPP25 E THEY PAID FOR REPAIRS A	CE COM 51 REQ APOLOG	MPANY FOR REVIEW OF POSSIBLI DESC DEALER SERVICE ADVISEI GIZED FOR POOR DEALER SERVICI
A C E T T CQIS Recommendations	CUSTOMER TO EXPERIENCE AD THEY HANDLE I	INCE TH CONTAC OVISED (IEY HANDLE HER PREVIOUS RI CT INSURANCE COMPANY SINCE CUSTOMER TO FIRST CONTACT HI	T CONTACT HER INSURANC EPAIRS 0012012 01 13CRPP25 E THEY PAID FOR REPAIRS A	CE COM 51 REQ APOLOG	MPANY FOR REVIEW OF POSSIBLE DESC DEALER SERVICE ADVISED GIZED FOR POOR DEALER SERVICE
CQIS Recommendations Tire Infor	CUSTOMER TO EXPERIENCE AD THEY HANDLE I	INCE TH CONTAC OVISED C HER PRE	IEY HANDLE HER PREVIOUS RI CT INSURANCE COMPANY SINCE CUSTOMER TO FIRST CONTACT HI VIOUS REPAIRS	T CONTACT HER INSURANC EPAIRS 0012012 01 13CRPP25 E THEY PAID FOR REPAIRS A ER INSURANCE COMPANY FO	CE COM 51 REQ APOLOG R REVI	MPANY FOR REVIEW OF POSSIBLE DESC DEALER SERVICE ADVISED GIZED FOR POOR DEALER SERVICE EW OF POSSIBLE ASSISTANCE SINCE
CQIS Recommendations Tire Infor	CUSTOMER TO EXPERIENCE AD THEY HANDLE I THEY HANDLE I	INCE TH CONTAC OVISED (IEY HANDLE HER PREVIOUS RI CT INSURANCE COMPANY SINCE CUSTOMER TO FIRST CONTACT HI VIOUS REPAIRS	T CONTACT HER INSURANC EPAIRS 0012012 01 13CRPP25 E THEY PAID FOR REPAIRS A ER INSURANCE COMPANY FO	CE COM 51 REQ APOLOG	MPANY FOR REVIEW OF POSSIBLE DESC DEALER SERVICE ADVISED GIZED FOR POOR DEALER SERVICE EW OF POSSIBLE ASSISTANCE SINCE
CQIS Recommendations Tire Infor Tire Manufactu Tire Brand Seri	CUSTOMER TO EXPERIENCE AD THEY HANDLE I THEY HANDLE I	INCE TH CONTAC OVISED C HER PRE	IEY HANDLE HER PREVIOUS RI CT INSURANCE COMPANY SINCE CUSTOMER TO FIRST CONTACT HI VIOUS REPAIRS	T CONTACT HER INSURANC EPAIRS 0012012 01 13CRPP25 E THEY PAID FOR REPAIRS A ER INSURANCE COMPANY FO Tire Size Wheel	CE COM 51 REQ APOLOG R REVI	MPANY FOR REVIEW OF POSSIBLE DESC DEALER SERVICE ADVISED GIZED FOR POOR DEALER SERVICE EW OF POSSIBLE ASSISTANCE SINCE
CQIS Recommendations Tire Infor Tire Manufactut Tire Brand Seri DOT Left Front	CUSTOMER TO EXPERIENCE AD THEY HANDLE I THEY HANDLE I THEY HANDLE I	INCE TH CONTAC OVISED C HER PRE	IEY HANDLE HER PREVIOUS RI CT INSURANCE COMPANY SINCE CUSTOMER TO FIRST CONTACT HI VIOUS REPAIRS	T CONTACT HER INSURANC EPAIRS 0012012 01 13CRPP25 E THEY PAID FOR REPAIRS A ER INSURANCE COMPANY FO Tire Size Wheel DOT Right Front	CE COM 51 REQ APOLOG R REVI	MPANY FOR REVIEW OF POSSIBLE DESC DEALER SERVICE ADVISED GIZED FOR POOR DEALER SERVICE EW OF POSSIBLE ASSISTANCE SINCE
CQIS Recommendations Tire Infor Tire Manufactur Tire Brand Seri DOT Left Front DOT Left Rear	CUSTOMER TO EXPERIENCE AD THEY HANDLE I THEY HANDLE I THEY HANDLE I	INCE TH CONTAC OVISED C HER PRE	IEY HANDLE HER PREVIOUS RI CT INSURANCE COMPANY SINCE CUSTOMER TO FIRST CONTACT HI VIOUS REPAIRS	T CONTACT HER INSURANC EPAIRS 0012012 01 13CRPP25 E THEY PAID FOR REPAIRS A ER INSURANCE COMPANY FO Tire Size Wheel DOT Right Front DOT Right Rear	CE COM 51 REQ APOLOG R REVI	MPANY FOR REVIEW OF POSSIBLE DESC DEALER SERVICE ADVISED GIZED FOR POOR DEALER SERVICE EW OF POSSIBLE ASSISTANCE SINCE
CQIS Recommendations Tire Infor Tire Manufactur Tire Brand Seri DOT Left Front DOT Left Rear DOT Left Inner	CUSTOMER TO EXPERIENCE AD THEY HANDLE I THEY HANDLE I THEY HANDLE I	INCE TH CONTAC OVISED C HER PRE	IEY HANDLE HER PREVIOUS RI CT INSURANCE COMPANY SINCE CUSTOMER TO FIRST CONTACT HI VIOUS REPAIRS	T CONTACT HER INSURANC EPAIRS 0012012 01 13CRPP25 E THEY PAID FOR REPAIRS A ER INSURANCE COMPANY FO Tire Size Wheel DOT Right Front	CE COM 51 REQ APOLOG R REVI	MPANY FOR REVIEW OF POSSIBLE DESC DEALER SERVICE ADVISED GIZED FOR POOR DEALER SERVICE EW OF POSSIBLE ASSISTANCE SINCE
CQIS Recommendations Tire Infor Tire Manufactur Tire Brand Seri DOT Left Front DOT Left Rear DOT Left Inner	CUSTOMER TO EXPERIENCE AD THEY HANDLE I THEY HANDLE I THEY HANDLE I	INCE TH CONTAC OVISED C HER PRE	IEY HANDLE HER PREVIOUS RI CT INSURANCE COMPANY SINCE CUSTOMER TO FIRST CONTACT HI VIOUS REPAIRS	T CONTACT HER INSURANC EPAIRS 0012012 01 13CRPP25 E THEY PAID FOR REPAIRS A ER INSURANCE COMPANY FO Tire Size Wheel DOT Right Front DOT Right Rear	CE COM 51 REQ APOLOG R REVI	MPANY FOR REVIEW OF POSSIBLE DESC DEALER SERVICE ADVISED GIZED FOR POOR DEALER SERVICE EW OF POSSIBLE ASSISTANCE SINCE
CQIS Recommendations Tire Infor Tire Manufactur Tire Brand Seri DOT Left Front DOT Left Inner DOT Spare Vehicle In	CUSTOMER TO EXPERIENCE AD THEY HANDLE I THEY HANDLE I THEY HANDLE I	INCE TH CONTAC OVISED C HER PRE	IEY HANDLE HER PREVIOUS RI CT INSURANCE COMPANY SINCE CUSTOMER TO FIRST CONTACT HI VIOUS REPAIRS	T CONTACT HER INSURANC EPAIRS 0012012 01 13CRPP25 E THEY PAID FOR REPAIRS A ER INSURANCE COMPANY FO Tire Size Wheel DOT Right Front DOT Right Rear	CE COM 51 REQ APOLOG R REVI	MPANY FOR REVIEW OF POSSIBLE DESC DEALER SERVICE ADVISED GIZED FOR POOR DEALER SERVICE EW OF POSSIBLE ASSISTANCE SINCE
CQIS Recommendations Tire Infort Tire Manufacturine Brand Seri DOT Left Front DOT Left Rear DOT Left Inner DOT Spare	CUSTOMER TO EXPERIENCE AD THEY HANDLE I THEY HANDLE I THEY HANDLE I THEY HANDLE I	INCE TH CONTAC OVISED C HER PRE	IEY HANDLE HER PREVIOUS RICT INSURANCE COMPANY SINCE CUSTOMER TO FIRST CONTACT HIVIOUS REPAIRS	T CONTACT HER INSURANC EPAIRS 0012012 01 13CRPP25 E THEY PAID FOR REPAIRS A ER INSURANCE COMPANY FO Tire Size Wheel DOT Right Front DOT Right Rear	CE COM 51 REQ APOLOG R REVI	MPANY FOR REVIEW OF POSSIBLE DESC DEALER SERVICE ADVISED GIZED FOR POOR DEALER SERVICE EW OF POSSIBLE ASSISTANCE SINCE WITH THE POSSIBLE SINCE WITH THE POSSIBLE SINCE WITH THE POSSIBLE SINCE WITH THE POSSIB
CQIS Recommendations Tire Infor Tire Manufacturing Brand Seri DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle In VIN	CUSTOMER TO EXPERIENCE AD THEY HANDLE I THEY HANDLE I THEY HANDLE I THEY HANDLE I	Unknow	IEY HANDLE HER PREVIOUS RICT INSURANCE COMPANY SINCE CUSTOMER TO FIRST CONTACT HIVIOUS REPAIRS	T CONTACT HER INSURANC EPAIRS 0012012 01 13CRPP25 E THEY PAID FOR REPAIRS A ER INSURANCE COMPANY FO Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner	CE COM 51 REQ APOLOG R REVI	MPANY FOR REVIEW OF POSSIBLE DESC DEALER SERVICE ADVISED GIZED FOR POOR DEALER SERVICE EW OF POSSIBLE ASSISTANCE SINCE WITH THE POSSIBLE SINCE WITH THE POSSIBLE SINCE WITH THE POSSIBLE SINCE WITH THE POSSIB
CQIS Recommendations Tire Infor Tire Manufactur Tire Brand Seri DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle In VIN Model Year	CUSTOMER TO EXPERIENCE AD THEY HANDLE I THEY HANDLE I THEY HANDLE I THEY HANDLE I	Unknow JM3TB2 2008	IEY HANDLE HER PREVIOUS RICT INSURANCE COMPANY SINCE CUSTOMER TO FIRST CONTACT HIVIOUS REPAIRS	T CONTACT HER INSURANC EPAIRS 0012012 01 13CRPP25 E THEY PAID FOR REPAIRS A ER INSURANCE COMPANY FO Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description	CA 10	MPANY FOR REVIEW OF POSSIBLI DESC DEALER SERVICE ADVISEI GIZED FOR POOR DEALER SERVICI EW OF POSSIBLE ASSISTANCE SINCI
CQIS Recommendations Tire Infor Tire Manufactu Tire Brand Seri DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle In VIN Model Year Transmission	CUSTOMER TO EXPERIENCE AD THEY HANDLE IS THEY HAVE TO THE THEY HANDLE IS THEY HAVE TO THEY HAVE THE THEY HAVE TO THEY HAVE THE THEY HAVE THEY HAVE THE THEY HAVE THE THEY HAVE THE THEY HAVE THE THEY HAVE THEN THE THEY HAVE THE THEY THEN THE THEY HAVE THE THE THEY HAVE THE THEY HAVE THE THE THEY HAVE THE THE THEY HAVE THE THE THE THE THE THE THE THE THE TH	Unknow Unknow UM3TB2 2008 6 SPD A	IEY HANDLE HER PREVIOUS RICT INSURANCE COMPANY SINCE CUSTOMER TO FIRST CONTACT HIVIOUS REPAIRS 18438 UTO TRANS AISIN F21	T CONTACT HER INSURANCE PAIRS 0012012 01 13CRPP25 E THEY PAID FOR REPAIRS A ER INSURANCE COMPANY FO Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description	CA 100 37L 44 CX 9	MPANY FOR REVIEW OF POSSIBLE DESC DEALER SERVICE ADVISEE GIZED FOR POOR DEALER SERVICE EW OF POSSIBLE ASSISTANCE SINCE WITH THE POSSIBLE SINCE WITH THE POSSIBLE SINCE WITH THE POSSIBLE SINCE WITH THE POSSIB
CQIS Recommendations Tire Infor Tire Manufactur Tire Brand Seri DOT Left Front DOT Left Inner DOT Spare Vehicle In VIN Model Year Transmission Body Cab Style	emation rer es t	Unknow JM3TB2 2008 6 SPD A Unknow	IEY HANDLE HER PREVIOUS RICT INSURANCE COMPANY SINCE CUSTOMER TO FIRST CONTACT HIVIOUS REPAIRS IN IT	T CONTACT HER INSURANCE EPAIRS 0012012 01 13CRPP25 E THEY PAID FOR REPAIRS A ER INSURANCE COMPANY FO Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line	CA 100 37L 44 CX 9	MPANY FOR REVIEW OF POSSIBLE DESC DEALER SERVICE ADVISED GIZED FOR POOR DEALER SERVICE EW OF POSSIBLE ASSISTANCE SINCE SWITCH SERVICE STANDARD SWITCH STANDARD STANDARD STANDARD SERVICE STANDARD SWITCH STANDARD STANDARD STANDARD SERVICE STANDARD STANDARD STANDARD STANDARD STANDARD STANDARD SERVICE STANDARD ST
CQIS Recommendations Tire Infor Tire Manufactu Tire Brand Seri DOT Left Front DOT Left Inner DOT Spare Vehicle In VIN Model Year Transmission Body Cab Style Production Date	energy control of the	Unknow Unknow Unknow Unknow 2088 6 SPD A Unknow 23-Jun-2	IEY HANDLE HER PREVIOUS RICT INSURANCE COMPANY SINCE CUSTOMER TO FIRST CONTACT HIVIOUS REPAIRS IN INSURANCE COMPANY SINCE CUSTOMER TO FIRST CONTACT HIVIOUS REPAIRS IN IN INSURANCE COMPANY SINCE CO	T CONTACT HER INSURANCE EPAIRS 0012012 01 13CRPP25 E THEY PAID FOR REPAIRS A ER INSURANCE COMPANY FO Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Vehicle Description Drive Line Retail Sale Indicator Code	CA 100 37L 44 CX 9	MPANY FOR REVIEW OF POSSIBLE DESC DEALER SERVICE ADVISED GIZED FOR POOR DEALER SERVICE EW OF POSSIBLE ASSISTANCE SINCE SINCE TO SERVICE OF POSSIBLE ASSISTANCE SINCE OF POSSIBLE ASSISTANCE OF POSSIBLE OF POSS
CQIS Recommendations Tire Infor Tire Manufacturine Brand Seri DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle In VIN Model Year Transmission Body Cab Style Production Date Plant Description	energy control of the	Unknow Unknow Unknow Unknow 2088 6 SPD A Unknow 23-Jun-2	IEY HANDLE HER PREVIOUS RICT INSURANCE COMPANY SINCE CUSTOMER TO FIRST CONTACT HIVIOUS REPAIRS IN IT	T CONTACT HER INSURANCE EPAIRS 0012012 01 13CRPP25 E THEY PAID FOR REPAIRS A ER INSURANCE COMPANY FO Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	CA 10 37L 44 CX 9 2 WHI	MPANY FOR REVIEW OF POSSIBLE DESC DEALER SERVICE ADVISED GIZED FOR POOR DEALER SERVICE EW OF POSSIBLE ASSISTANCE SINCE SINCE TO SERVICE OF POSSIBLE ASSISTANCE SINCE OF POSSIBLE OF POSSIBLE ASSISTANCE SINCE OF POSSIBLE OF POS
CQIS Recommendations Tire Infor Tire Manufactu Tire Brand Seri DOT Left Front DOT Left Rear DOT Left Innor DOT Spare Vehicle In VIN Model Year Transmission Body Cab Style Production Dat Plant Descriptic Build Region	CUSTOMER TO EXPERIENCE AD THEY HANDLE IS THEY HAVE IN THE THE THEY HAVE IN THE THE THEY HAVE IN THE THE THEY HAVE IN THE THEY HAVE IN THE THEY HAVE IN THE THE THE THEY HAVE IN THE THE THE THE THEY HAVE IN THE THE THE THE THE THE THE THE THEY HAVE IN THE	Unknow Unknow Unknow Unknow 2088 6 SPD A Unknow 23-Jun-2	IEY HANDLE HER PREVIOUS RICT INSURANCE COMPANY SINCE CUSTOMER TO FIRST CONTACT HIVIOUS REPAIRS IN INSURANCE COMPANY SINCE CUSTOMER TO FIRST CONTACT HIVIOUS REPAIRS IN IN INSURANCE COMPANY SINCE CO	T CONTACT HER INSURANCE EPAIRS 0012012 01 13CRPP25 E THEY PAID FOR REPAIRS A ER INSURANCE COMPANY FO Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	CA 10 37L 44 CX 9 2 WHI	MPANY FOR REVIEW OF POSSIBLE DESC DEALER SERVICE ADVISED GIZED FOR POOR DEALER SERVICE EW OF POSSIBLE ASSISTANCE SINCE SWITTER SERVICE OF POSSIBLE ASSISTANCE SWITTER SERVICE OF POSSIBLE ASSISTANCE SWITTER SERVICE OF POSSIBLE ASSISTANCE SWITTER SERVICE OF POSSIBLE OF POS
CQIS Recommendations Tire Infor Tire Manufactu Tire Brand Seri DOT Left Front DOT Left Inner DOT Spare Vehicle In VIN Model Year Transmission Body Cab Style Production Datt Plant Descriptor Build Region Build Country (CUSTOMER TO EXPERIENCE AD THEY HANDLE IS THEY HAVE IN THE THE THEY HAVE IN THE THE THEY HAVE IN THE THE THEY HAVE IN THE THE THE THEY HAVE IN THE THE THE THE THEY HAVE IN THE THE THE THE THE THE THE THE THEY HAVE IN THE	Unknow JM3TB2 2008 6 SPD A Unknow 23-Jun-2 HIROSF	IEY HANDLE HER PREVIOUS RICT INSURANCE COMPANY SINCE CUSTOMER TO FIRST CONTACT HIVIOUS REPAIRS IN INSURANCE COMPANY SINCE CUSTOMER TO FIRST CONTACT HIVIOUS REPAIRS IN IN INSURANCE COMPANY SINCE CO	T CONTACT HER INSURANCE EPAIRS 0012012 01 13CRPP25 E THEY PAID FOR REPAIRS A ER INSURANCE COMPANY FO Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Description Vehicle Description Orive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	CA 10 37L 44 CX 9 2 WHI	MPANY FOR REVIEW OF POSSIBLE DESC DEALER SERVICE ADVISED GIZED FOR POOR DEALER SERVICE EW OF POSSIBLE ASSISTANCE SINCE SINCE OF POSSIBLE ASSISTANCE SINCE OF POSSIBLE OF POSSIBLE ASSISTANCE SINCE OF POSSIBLE OF PO
CQIS Recommendations Tire Infor Tire Manufactu Tire Brand Seri DOT Left Front DOT Left Rear DOT Left Innor DOT Spare Vehicle In VIN Model Year Transmission Body Cab Style Production Dat Plant Descriptic Build Region	customer to experience and they handle in the control of the customer research to the customer research tof the customer research to the customer research to the customer	Unknow Unknow Unknow Unknow 2088 6 SPD A Unknow 23-Jun-2	IEY HANDLE HER PREVIOUS RICT INSURANCE COMPANY SINCE CUSTOMER TO FIRST CONTACT HIVIOUS REPAIRS IN INSURANCE COMPANY SINCE CUSTOMER TO FIRST CONTACT HIVIOUS REPAIRS IN IN INSURANCE COMPANY SINCE CO	T CONTACT HER INSURANCE EPAIRS 0012012 01 13CRPP25 E THEY PAID FOR REPAIRS A ER INSURANCE COMPANY FO Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	CA 10 37L 44 CX 9 2 WHI	MPANY FOR REVIEW OF POSSIBLE DESC DEALER SERVICE ADVISED GIZED FOR POOR DEALER SERVICE EW OF POSSIBLE ASSISTANCE SINCE SINCE SERVICE OF POSSIBLE ASSISTANCE SINCE OF POSSIBLE ASSISTANCE OF POSSIBLE OF POSSIBLE ASSISTANCE SINCE OF POSSIBLE ASSISTANCE OF POSSIBLE OF POS

Disclaimer:

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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	6241470	98	Source Code	MAZDA CAC			
Commodity /	Commodity Assignment						
Commodity		suspension—	Symptom	function-malfunction/inoperative			
Commodity		suspension—	Symptom	mod-driving condition-while driving			
Significant Event	CHubbib b	Suspension	Verified	N			
<u> </u>	4.		vermou	- 1			
Tread Inforn							
Tread Category Code			Tread Category Description	suspension			
Reported in Tread Q	uarter Q2 2012						
Report Detai	ils						
Source Claim Key		140754540	Warranty Component Class	sification			
Source Claim 120)		1.070.10.10	(WCC)				
Corporate Product S	Systems Classification	1	Time in Service	47			
(CPSC)	o j stemis Classification			.,			
Customer Condition	Code		V Function Group (VFG)				
Source System Progr			Repair/Report/Paid Date	02-Apr-2012			
Version Series Code			Load Date	08 -Apr-2012			
Causal Part Prefix- E			Dealer Code	UNKNOW			
Causal Part Name	Jase - Bullix	unknown	Dealer Name	CIVILION			
Non Causal Part Pre	fix_Base_Suffix	unknown	Dealer City				
Non Causal Part Nu			Dealer State/Province				
Fault Code	moers		Dealer State/170vinee	USA			
Diagonstic Trouble (Code		Dealer Phone Number	USA			
Labor Operation Cod	de		Attachment				
Communication Typ			VOQ Component Description	a Code			
Maintenance Date		08 -Apr-2012	VOQ Component Description	il Code			
		1					
Comment CUST WARF Technician Comment MILE SHE M CUST	WARRANTY AND WHAT NEEDS TO BE DONE CUSTOMER PURCHASED VEHICLE USED Technician AGENT ADVISED CUSTOMER OF THE WARRANTY AND URGED HER TO MAKE AN APPOINTMENT WITH A DEALER BEFORE 60,00						
CQIS Recommendations							
Tire Informa							
Tire Manufacturer	Unknow	n	Tire Size	Unknown			
Tire Brand Series			Wheel				
DOT Left Front			DOT Right Front				
DOT Left Rear			DOT Right Rear				
DOT Left Inner			DOT Right Inner				
DOT Spare							
	Vehicle Information						
VIN	JM3ТВ3	38V58	Engine Serial Number	CA 10235647			
Model Year	2008		Engine Description	37L 4V DAMB PFI V6 NA GAS			
Transmission	6 SPD A	UTO TRANS AISIN F21	Vehicle Description	CX 9			
Body Cab Style	Unknow		Drive Line	ALL 4 WHEEL LEFT HAND DRIVE			
Dreduction Date 02 Man			Poteil Colo Indicator Codo				

HIROSHIMA ASSEMBLY PLANT JAPAN

59200

03-Mar-2008

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Contact CDR HELP
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Production Date Plant Description

Mileage

Build Region
Build Country Code

Vehicle Restraint Code

Retail Sale Indicator Code

Transmission Serial Number

02-Jun-2008

Reaquired Vehicle

Warranty Start Date

Vehicle Axle Ratio



Mileage Vehicle Restraint Code

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.

presently comprehen					
ECI Record	62414723	6	Source Code	MAZI	DA CAC
Commodity Assignm	ent				
Commodity		ispension—	Symptom	function	on-malfunction/inoperative
Commodity		ispension—	Symptom	high et	
Significant Event			Verified	N	
Tread Information					
Tread Category Code	02		Tread Category Description	suspen	nsion
Reported in Tread Quarter	Q2 2012		Tread Category Description	Buspen	ision
Report Details	1.5	10707570	NV 0		
Source Claim Key		140797560	Warranty Component Class (WCC)	sification	1
Corporate Product Systems Class	ssification		Time in Service		52
(CPSC)					
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date		03-Apr-2012
Version Series Code Causal Part Prefix- Base - Suffix			Load Date Dealer Code		08 -Apr-2012 61561
Causal Part Name		ınknown	Dealer Code Dealer Name		OAK LAWN MAZDA
Non Causal Part Prefix-Base-Suf		***************************************	Dealer City		OAK LAWN MAZDA
Non Causal Part Numbers			Dealer State/Province		IL
Fault Code			Dealer Country		USA
Diagonstic Trouble Code			Dealer Phone Number		7082337700
Labor Operation Code Communication Type			Attachment VOQ Component Description	Code	
Maintenance Date	1	6 -Apr-2012	voQ Component Description	Code	1
Customer Customer Stated He Just Purchase the Vehille Cusotmer State He took the Vehicle to 3rd Party Shop and Was					
Technician ADVISED THE BUSHINGS NEED TO BE REPLACED ADVISED WARRANTY HAS REALREADY EXPIRED AND THERE ARE NOT RECALLS OR SSP ISSUED ADVISED AWA CAN BE REVIEW BUT VEHICLE NEED TO BE AT MAZDA DEALERSHIP ADVISED IT IS REVIEW PROCESS AND CAN NOT GUARANTEE ASSISTANCE WILL BE PROVIDED ADVISED CUSTOMER MAY BE RESPONSIBLE FOR DIAGNOSITIC FEE CUSTOMER SAID HE WILL THINK ABOUT IT IT AND CALL BACK WILL APPROVE ONCE IN THE SYSTEM 0012012 04 03crpc816 REQ DESC CONTROL ARMS AND BUSHING AWA ADVISED WARRANTY HAS REALREADY EXPIRED AND THERE ARE NOT RECALLS OR SSP ISSUED ADVISED AWA CAN BE REVIEW BUT VEHICLE NEED TO BE AT MAZDA DEALERSHIP ADVISED IT IS REVIEW PROCESS AND CAN NOT GUARANTEE ASSISTANCE WILL BE PROVIDED ADVISED CUSTOMER MAY BE RESPONSIBLE FOR DIAGNOSITIC FEE CUSTOMER SAID HE WILL THINK ABOUT IT IT AND CALL BACK 0022012 04 12crpc816 CUSTOMER CALLED BACK STATING HE TOOK VEHICLE IN FOR DIAGNOSIS AND WAS GIVEN \$785 AS TOTAL PRICE FOR REPAIRSAGENT CONTACTED SARA AT DEALERSHIP WHO CONFIRMED THE RIGHT AND LEFT BALL JOINT AND THE ROD NEED TO BE REPLACED SARA STATED THERE WERE NO SIGNS OF ACCIDENT SARA STATED THE PRICE FOR THE PART TOTALS \$475 AGENT PROVIDED AUTHORIZATION TO COVER THE PARTS ONLY SARA WILL CALL CUSTOMER AND ADVISE INPUTTING GOODWILL WILL APPROVE ONCE IN THE SYSTEM					
Tire Information					
Tire Manufacturer	Unknown		Tire Size	Unkno	own
Tire Brand Series			Wheel		
DOT Left Front DOT Left Rear			DOT Right Front DOT Right Rear		
DOT Left Inner			DOT Right Inner		
DOT Spare					
Vehicle Information					
VIN VIN	ЈМ3ТВ38	7	Engine Serial Number	CA 10	2220969
Model Year	2008	7 7	Engine Serial Number Engine Description		V DAMB PFI V6 NA GAS
Transmission		TO TRANS AISIN F21	Vehicle Description	CX 9	TOTAL TIT YOUR OAD
Body Cab Style	Unknown		Drive Line		WHEEL LEFT HAND DRIVE
Production Date	21-Nov-2	007	Retail Sale Indicator Code		
Plant Description	HIROSHI	MA ASSEMBLY PLANT JAPAN	Reaquired Vehicle		
Build Region			Warranty Start Date	02-Jan	1-2008
Build Country Code	45000		Transmission Serial Number		
Mileage Vehicle Restraint Code	45000		Vehicle Axle Ratio		

Disclaimer:

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Production Date

Build Region

Plant Description

Build Country Code

09-Dec-2006

HIROSHIMA ASSEMBLY PLANT JAPAN

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.

EQ. D	162 41 502	0.7		D 4 4 77 F	24.64.6
ECI Record	6241503	91	Source Code	MAZL	DA CAC
Commodity Assignm	ent				
Commodity		uspension—	Symptom	damag	e-road hazard
Commodity		uspension—	Symptom		riving condition-over bump(s)
Commodity		uspension—	Symptom	mod-d	riving condition-while driving
Commodity		uspension—	Symptom		word found
Commodity	chassis-s	uspension-shock absorbers/struts—	Symptom		on-malfunction/inoperative
Significant Event			Verified	N	
Tread Information					
Tread Category Code	02		Tread Category Description	suspen	ision
Reported in Tread Quarter	O2 2012		riedd Category Beseription	puspen	
	Q2 2012				
Report Details					
Source Claim Key		141184900	Warranty Component Classi	ification	
			(WCC)		
Corporate Product Systems Clas	sification		Time in Service		58
(CPSC)					
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date		26-Apr-2012
Version Series Code		AAAMR	Load Date		03 -Jun-2012
Causal Part Prefix- Base - Suffix Causal Part Name			Dealer Code		61432 BUGLMAZDA
Non Causal Part Prefix-Base-Suff		unknown	Dealer Name Dealer City		PUGI MAZDA DOWNERS GROVE
Non Causal Part Numbers			Dealer State/Province		IL IL
Fault Code			Dealer Country		USA
Diagonstic Trouble Code			Dealer Phone Number		6309649500
Labor Operation Code			Attachment		
Communication Type			VOQ Component Description	Code	
Maintenance Date		03 -Jun-2012			
CLOSE UPON RES ATTN DCSM/SVM CLOSE UPON RE REVIEW AND COI DID NOT LET ME ADVISED WILL RI IS NOT COMMON DSMHI ED,THANI ALSO OWNS A MA BALL JOINT, STR HOULD HAVE AN AT DEALER WILL	OLUTIO PER CO SOLUTI NTACT E KNOW V EVIEW V , BUT CO KS FOR T AZDA3 V RUTSTHA ANSWE L BE ASS	ON THANKS CLOSING CASE 0012012 INVERSATION, PLEASE REVIEW RE ON THANKS ADVISED CUSTOME BACK CALLED CHUCK AT PUGI MA WHAT WAS GOING ON PARTS ARE WITH CHUCK, DO KNOW TH 003201 DULD BE GOING OVER BUMPS/POT TAKING A LOOK AT IT LET ME KNO VIN ON FILE, OWNERSHIP DOCUME ANKS, CALLED CUSTOMER, LEF ER IN THE NEXT DAY OR SO 005201	204 26crpc155 REQ DESC BALL QUEST PLEASE CONTACT TH R CAN REVIEW FOR AWA A ZDA, HE ADVISED ED AND E ORDERED, BUT WE ARE ON I 2 04 30crpc155 AT FTR DID LO CHOLES FAST WILL RESPOND OW WHAT YOU DECIDE AND I ENTEDCUSTOMER JULIE SWA T MESSAGE ADVISING STIL 2 05 01crpc155 CUSTOMER CA DISTS FOR THIS VEHICLE IS V	JOINT	M FOR POSSIBLE GOODWILL PLEASE SUSPENSION 0022012 04 30crpc155 AT M FOR POSSIBLE GOODWILL PLEASE ANCE, ADVISED PROCEDURE, WILL ER STEVE LOOKED AT THE CAR BUT WITH THIS ONE CALLED DSM ED, HE THE CAR AND SAID THIS CERTAINLY MAIL WITH MY DECISION EMAIL TO ADVISE THE CUSTOMER CUSTOMER BTB28Y47 65,000 MILESLOWER IEWING BUT S 0042012 04 30crpc155 BACK, ADVISED SERVICE MANAGER IAPPY AND WANTED TO LET AGENT 5 31crpc155 CLOSING CASE
CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series	Unknowi	n	Tire Size Wheel	Unkno	wn
DOT Left Front			DOT Right Front		
DOT Left Rear			DOT Right Rear		
DOT Left Inner			DOT Right Inner		
DOT Spare					
Vehicle Information					
	ЈМ3ТВ2	8V470	Engine Serial Number	CY 20	0605
	2007	017/0	Engine Description		V DOHC VCT SMPI V6 GAS
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX 9	
Body Cab Style		5 DOOR LIGHT TRUCK	Drive Line		L L/H FRONT DRIVE
Production Data	00 Dec 2	2002	Patail Sala Indicator Code		

Retail Sale Indicator Code

09-Aug-2007

Reaquired Vehicle Warranty Start Date Transmission Serial Number

Mileage	65000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	624150415	Source Code	MAZDA CAC
Commodity Assignr	nent		
Commodity	chassis-suspension—	Symptom	administrative cost
Commodity	chassis-suspension—	Symptom	corroded/rusted
Commodity	chassis-suspension—	Symptom	damage
Commodity	chassis-suspension—	Symptom	damage-cracked/fractured/split
Commodity	chassis-suspension—	Symptom	damage-terminal/connector
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	high effort
Commodity	chassis-suspension—	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-suspension—	Symptom	mod-driving condition-at high rpm
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension—	Symptom	mod-weather-cold
Commodity	chassis-suspension—	Symptom	no keyword found
Commodity	chassis-suspension—	Symptom	nvh-noisy operation
Commodity	chassis-suspension—	Symptom	separation
Commodity	chassis-suspension—	Symptom	sticks/binds/grabs
Commodity	chassis-suspension-shock absorbers/struts—	Symptom	lack of lubrication
Commodity	chassis-suspension-shock absorbers/struts—	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension-shock absorbers/struts—	Symptom	mod-driving condition-while turning
Commodity	chassis-suspension-shock absorbers/struts—	Symptom	nvh-noisy operation
Significant Event	1	Verified	Y
Tread Information Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	O2 2012	fread Category Description	suspension
	Q2 2012		
Report Details			
Source Claim Key	141574380	Warranty Component Classis (WCC)	
Corporate Product Systems Cl (CPSC)	assification	Time in Service	63
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	21-May-2012
Version Series Code	AAAMR	Load Date	03 -Jun-2012
Causal Part Prefix- Base - Suffix	x	Dealer Code	34302
Causal Part Name	unknown	Dealer Name	FREEMAN MAZDA
Non Causal Part Prefix-Base-Su	ıffix	Dealer City	IRVING
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	03 -Jun-2012		

Comment

Customer Customer Advises axle on vehicle broke and states 34302 would not provide customer loaner vehicle and she WOULD BE RESPONSIBLE FOR THE REPAIRS TO HER VEHICLE AS IT IS OUT OF WARRANTY CUSTOMER STATES SHE HAS BROUGHT NOISE CONCERN TO THE ATTENTION OF THE DEALERSHIP SEVERAL TIMES BUT NO ASSISTANCE WAS PROVIDED TO RESOLVE ISSUE CUSTOMER INQUIRING IF THIS IS A KNOWN CONCERN WITH OUR VEHICLES AND IS REQUIRING ASSISTANCE REGARDING CONCERN

Comment

Technician ATTN DSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST PLEASE CONTACT THE DSM FOR POSSIBLE GOODWILL REGARDING CUSTOMER'S BALL JOINT CONCERN PLEASE CLOSE UPON RESOLUTION THANKS JASON MOSER CUSTOMER ASSISTANCE REP 949 727 6832 THE BODY SHOP STATES THERE RUST ON THE BALL JOINT THE VEHICLE HAS NEVER BEEN INTO THE SERVICE DEPARTMENT AT FREEMAN MAZDA IT WENT STRAIGHT TO THE BODY SHOP THERE IS NO IMPACT DAMAGE TO THE BALL JOINT AND THE BALL JOINT DID COME APART & CAUSED THIS DAMAGE THE CAR IS OUT OF WARRANTY BY TIME THERE WILL BE NO ASSISTANCE OFFERED THE VEHICLE ORIGINATED IN THE NORTH EAST AND THIS IS THE SECOND OWNER THERE IS NO WAY TO DETERMINE THE HISTORY OF THIS VEHICLE DUE TO LACK OF 0012012 05 21crpp117 REQ DESC AXLE CONCERN/AWA AGENT CONTACTED 34302 AND SPOKE WITH CHRIS WHO ADVISES VEHICLE IS AT THE BODY SHOP AND HAS NOT BEEN LOOKED AT BY THE SERVICE DEPARTMENT AGENT CONTACTED 51027 AND SPOKE WITH ALAN WHO ADVISED LAST TIME VEHICLE WAS AT DEALERSHIP WAS AT 17,000 MILES 51027 ADVISES CUSTOMER STATED WHEN TURNING STEERING TO EXTREME RIGHT/LEFT, THERE IS A NOISE FROM THE RIGHT STRUT BUMPER STOP STRUT STOP WAS LUBRICATED AND THE NOISE WENT AWAY NO CONCER 0022012 05 21crpp117 NS WITH THE AXLE HAVE BEEN REPORTED TO THE DEALERSHIP AT ANY TIME AGENT LEFT MESSAGE FOR CUSTOMER AND ADVISED THAT HER VEHICLE NEEDS TO BE SEEN AT THE SERVICE DEPARTMENT PRIOR TO REVIEWING FOR AWA OR TO DETERMINE IF THE CONCERN IS COVERED UNDER WARRANTY 0032012 05 21crpp274 RECEIVED CALL FROM CUSTOMERS HUSBAND STATING HE WOULD LIKE TO SPEAK WITH A SUPERVISOR AGENT ATTEMPTED TO DE ESCALATE INFORMED CUSTOMER THAT THE VEHICLE WOULD NEED TO BE DIAGNOSED INORDER TO PROCEED CUSTOMER STATES THAT AXLE NOISE WAS A CONCERN SINCE PURCHASE OF THE VEHICLE CUSTOMER REQUESTED A SUPERVISOR AGENT TRANSFERED TO TIM EVEHICLE PURCHASED IN DALLAS 0042012 05 21crpp117 AGENT CONTACTED JOSH IN THE COLLISION DEPARTMENT AT 34302 WHO ADVISES VEHICLE IS NOT DRIVEABLE AS THE RIGHT FRONT AXLE BROKE JOSH ADVISES VEHICLE DOES NOT APPEAR TO BE INVOLVED IN AN ACCIDENT BUT HAS NO FURTHER INFORMATION REGARDING DIAGNOSIS 0052012 05 21CRPC606 REC'D ESCALATION VEHICLE IS AT DEALER BODY SHOPCUSTOMER STATED WHEEL FELL OFFNEEDS AXLE CUSTOMER STATED WHEEL/SUSPENSION NOISE HAS REPEATEDLY BEEN ADDRESSED BY THE DEALER OVER THE YEARS CUSTOMER BELIEVES MAZDA SHOULD COVER REPAIRS EVENTHOUGH OUT OF WARRANTY DUE TO PREVIOUS COMPLAINTS ADVISED CUSTOMER AS VEHICLE IS CURRENTLY AT THE BODY SHOP, VEHICLE WOULD NEED TO BE DIAG'D BY DEALER SERVICE DEPT ADVISED CUSTOMER ACCORDING TO OUR RECORDS, VEHICLE HAS NOT BEEN SEEN BY MAZDA SINCE 2009 ADV'D CUSTOMER AUTO INSURANCE COMP 0062012 05 21CRPC606 ANY MAY NEED TO BE INVOLVED DUE TO BODY SHOP REPAIRSDAMAGEACCIDENT CUSTOMER WANTS FURTHER ESCALATIONADV'D CUSTOMER NO FURTHER ESCALATION AVAIL 0072012 05 21crpp117 AGENT CONTACTED 34302 AND SPOKE WITH CHRIS WHO ADVISED THE VEHICLE WAS MOST LIKELY BROUGHT TO THE DEALERSHIP'S BODY SHOP BECAUSE IT INCURRED SOME KIND OF DAMAGE FROM AN ACCIDENTCHRIS ADVISES THE SHOP THE FOREMAN WILL PERSONALLY GO TO THE BODY COLLISION DEPARTMENT ONCE THE VEHICLE IS IN THE AIR TO ASSIST WITH DIAGNOSIS CHRIS ADVISES VEHICLE CANNOT BE MOVED FROM THE BODY DEPARTMENT WITHOUT INCURRING MORE DAMAGECHRIS TO CONTACT AGENT ONCE A DIAGNOSIS HAS BEEN MADE TO DETERMINE IF CONCERN IS ACCIDENT RELATED 0082012 05 21crpp117 AGENT LEFT MESSAGE FOR CHRIS AT 34302 RETURNING HIS PHONE CALL REGARDING CUSTOMER'S VEHICLE 0092012 05 22crpp117 AT ATTN DSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST PLEASE CONTACT THE DSM FOR POSSIBLE GOODWILL REGARDING CUSTOMER'S BALL JOINT CONCERN PLEASE CLOSE UPON RESOLUTION THANKS JASON MOSER CUSTOMER ASSISTANCE REP 949 727 6832 AGENT CONTACTED CHRIS AT 34302 WHO ADVISED BALL JOINT IS BROKEN AND THE AXLE SLIPPED OUT CHRIS ADVISES CONCERN COULD HAVE BEEN RELEATED TO A BAD BALL JOINT AND THERE IS BODY DAMAGE DUE TO THE WHEEL TURNING AND HITTING THE FENDER CHRIS ADVISES HE DOES NOT KNOW THE CAUSE OF CONCERNAGENT CONTACTED 0102012 05 22crpp117 BODY SHOP DEPARTMENT AT 34302 AND SPOKE WITH JAMES WHO ADVISED LOWER BALL JOINT BROKE AND ALL THE GREASE IS GONE AND HAS DEEP RUST JAMES ADVISES THE BALL JOINT HAS BEEN IN BAD SHAPE FOR QUITE SOME TIME AND CUSTOMER HAS MOVED FROM MASS WHICH WOULD EXPLAIN CONCERN AS VEHICLE WAS PREVIOUSLY IN COLD WEATHER VEHICLE IS GOING TO NEED A DRIVE AXLE, LOWER BALL JOINT, LOWER CONTROL ARM, TIRE, POSSIBLY A FENDER, AND PAINT ON THE DOOR, WITH AN ALIGNMENT CUSTOMER'S INSURANCE DENIED STATING THIS IS A MANUFACTURER'S FAILURE AND INFORMED CUST 0112012 05 22crpp117 OMER TO CONTACT MAZDA FOR ASSISTANCE AS ADVISED BY SUPERVISOR TIM, AGENT SENT THE FOLLOWING EMAIL TO DSM REGARDING CUSTOMER'S REQUEST HI MELODY, CUSTOMER CONTACTED US IN THE CUSTOMER ASSISTANCE CENTER WITH A CONCERN TO HER 2007 CX 9 WITH ABOUT 30,000 MILES VEHICLE IS CURRENTLY AT THE BODY SHOP DEPARTMENT AT FREEMAN MAZDA AND I HAVE BEEN SPEAKING WITH BOTH CHRIS IN SERVICE AND JAMES IN THE BODY SHOP APPARENTLY THE VEHICLES BALL JOINT FAILED AND DID SHOW SIGNS OF DEEP RUST AND DIDNT HAVE ANY GREASE LEFT WHEN 0122012 05 22crpp117 THE BALL JOINT FAILED, THE AXLE FELL OUT DAMAGING THE WHEEL, TIRE, CONTROL ARM, AS WELL AS SOME BODY DAMAGETHE CUSTOMER CALLED US AND REQUESTED WE REVIEW HER FILE FOR SOME ASSISTANCE AS SHE STATES THIS HAS BEEN AN ONGOING CONCERN I SPOKE WITH HER PREVIOUS DEALERSHIP WHO HAD NO RECORDS OF THIS CONCERN BEING NOTED MY SUPERVISOR ADVISED I RUN THIS BY YOU TO GET YOUR OPINION AS THE VEHICLE IS RECENTLY OUTSIDE THE POWER TRAIN WARRANTYPLEASE LET ME KNOW IF YOU HAVE ANY QUESTIONS AND THANK YOU IN ADVANCE FOR THE ASSISTANCE YOU MAY A 0132012 05 22crpp117 LSO PUT YOUR NOTES IN THE FILEVIN JM3TB38C570110857FILE 141574380CUSTOMER CAROLINA NOGUERA/IVAN PEDROSA 0142012 05 23crpp117 AGENT CONTACTED DSM WHO ADVISED SHE SPOKE WITH RTS AND THE TECHNICIAL SPECIALISTS GIVEN THE FACT THE VEHICLE ORIGINATED IN THE NORTHEAST RTS ADVISED THERE ARE NO KNOWN CONCERNS WITH THIS TYPE OF ISSUE AND THE CONCERN IS RELATED TO A LACK OF MAINTENANCE AND/OR OUTSIDE INFLUENCE FROM SALT USED ON THE ROADS IN THE NE AT THIS TIME, MAZDA WOULD NOT BE ASSISTING WITH THE REPAIRS TO THE VEHICLE AND IT WOULD BE CUSTOMER PAY 0152012 05 24crpp117 AGENT CONTACTED CUSTOMER AND ADVISED THAT NO ASSISTANCE WOULD BE PROVIDED BY MAZDA CUSTOMER ADVISED SHE WANTED TO INFORM MAZDA OF CONCERN AND FEELS THIS CONCERN IS GOING TO BE COMMON FOR VEHICLES IN THE NORTHEAST 0162012 06 01crpp117 THE BODY SHOP STATES THERE RUST ON THE BALL JOINT THE VEHICLE HAS NEVER BEEN INTO THE SERVICE DEPARTMENT AT FREEMAN MAZDA IT WENT STRAIGHT TO THE BODY SHOP THERE IS NO IMPACT DAMAGE TO THE BALL JOINT AND THE BALL JOINT DID COME APART & CAUSED THIS DAMAGE THE CAR IS OUT OF WARRANTY BY TIME THERE WILL BE NO ASSISTANCE OFFERED THE VEHICLE

ORIGINATED IN THE NORTH EAST AND THIS IS THE SECOND OWNER THERE IS NO WAY TO DETERMINE THE HISTORY OF THIS VEHICLE DUE TO LACK OF MAZDA SERVICE HISTORY

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 Informatio	n		
VIN	JM3TB38C57	Engine Serial Number	CY 210431
Model Year	2007	Engine Description	35L 4V DOHC VCT SMPI V6 GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	30-Jan-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	07-Apr-2007
Build Country Code		Transmission Serial Number	
Mileage	30000	Vehicle Axle Ratio	
Vehicle Restraint Code			·

Disclaimer:

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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	6241510	32	Source Code	MAZD	DA CAC
Commodity Assignm	ent				
Commodity		uspension—	Symptom	flaw in	material
Commodity		uspension—	Symptom		er assembly
Commodity		uspension—	Symptom		re delivery
Commodity		uspension—	Symptom		word found
Commodity		uspension—	Symptom		isy operation
Commodity	chassis-s	uspension—	Symptom	separat	ion
Significant Event			Verified	N	
Tread Information					
Tread Category Code	02		Tread Category Description	suspen	sion
Reported in Tread Quarter	O2 2012		Tread Category Description	ризрен	31011
	Q2 2012				
Report Details					
Source Claim Key		141837700	Warranty Component Classi	ification	
			(WCC)		
Corporate Product Systems Class	sification		Time in Service		58
1 2	, sincuror		Time in Service		
(CPSC)					
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date		07-Jun-2012
Version Series Code		AAAMR	Load Date		10 -Jun-2012
Causal Part Prefix- Base - Suffix			Dealer Code		42045
Causal Part Name		unknown	Dealer Name		D DAHLE MAZDA OF MURRAY
Non Causal Part Prefix-Base-Suf	6v	unknown	Dealer City		MURRAY
	IIX				
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		10 -Jun-2012	The second second		
Comment OUT CUSTO Technician ADVISED I	OMER FI	EELS IT IS A DEFECT FROM THE FAC	TORY MER CALLS IN 0012012 06 07		R CONTROL ARM TO KNOCKLE FELL REQ DESC CONTROL ARM ADVISED
C Q I S					
Recommendations					
Tire Information					
Tire Manufacturer	Unknor	n	Tiro Sizo	I Jealrea	TV n
	Unknow	<u> </u>	Tire Size	Unkno	WII
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		02/05	F : C : 1N 1	CY 21	2504
	IMSTPS				
	JM3TB3	8121	Engine Serial Number		
Model Year	2007		Engine Description	35L 4V	DOHC VCT SMPI V6 GAS
Model Year Transmission	2007 6 SPD A	UTO TRANS AISIN F21	Engine Description Vehicle Description	35L 4V CX 9	ODOHC VCT SMPI V6 GAS
Model Year Transmission Body Cab Style	2007 6 SPD A CA WE	UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK	Engine Description Vehicle Description Drive Line	35L 4V CX 9	
Model Year Transmission	2007 6 SPD A	UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK	Engine Description Vehicle Description	35L 4V CX 9	ODOHC VCT SMPI V6 GAS
Model Year Transmission Body Cab Style Production Date	2007 6 SPD A CA WE 18-May-	UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK 2007	Engine Description Vehicle Description Drive Line Retail Sale Indicator Code	35L 4V CX 9	ODOHC VCT SMPI V6 GAS
Model Year Transmission Body Cab Style Production Date Plant Description	2007 6 SPD A CA WE 18-May-	UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK	Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	35L 4V CX 9 ALL 4	V DOHC VCT SMPI V6 GAS WHEEL LEFT HAND DRIVE
Model Year Transmission Body Cab Style Production Date Plant Description Build Region	2007 6 SPD A CA WE 18-May-	UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK 2007	Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	35L 4V CX 9	V DOHC VCT SMPI V6 GAS WHEEL LEFT HAND DRIVE
Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code	2007 6 SPD A CA WE 18-May- HIROSH	UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK 2007	Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	35L 4V CX 9 ALL 4	V DOHC VCT SMPI V6 GAS WHEEL LEFT HAND DRIVE
Model Year Transmission Body Cab Style Production Date Plant Description Build Region	2007 6 SPD A CA WE 18-May-	UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK 2007	Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	35L 4V CX 9 ALL 4	V DOHC VCT SMPI V6 GAS WHEEL LEFT HAND DRIVE

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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	62	2415888	37	Source Code	MAZI	DA CAC
Commod	ity Assignme	nf			_	
Commodity	•		uspension—	Symptom	field c	ervice action
Commodity			uspension—	Symptom		on-malfunction/inoperative
Commodity			uspension—	Symptom		word found
Significant Eve		145515-51	uspension—	Verified	NI NI	word found
				vermeu	μ,	
Tread Inf						
Tread Category				Tread Category Description	susper	nsion
Reported in Tro	ead Quarter Q	4 2012				
Report D	etails					
Source Claim I	Cev		144821460	Warranty Component Class	ification	n
Bource Claim I	ic,		111021100	(WCC)	incution	
Corporate Proc	duct Systems Classif	fication		Time in Service		62
(CPSC)						
Customer Cond	dition Code			V Function Group (VFG)		
Source System				Repair/Report/Paid Date		03-Dec-2012
Version Šeries				Load Date		09 -Dec-2012
Causal Part Pre	fix- Base - Suffix			Dealer Code		UNKNOW
Causal Part Na	me		unknown	Dealer Name		
Non Causal Pa	rt Prefix-Base-Suffix			Dealer City		
Non Causal Pa	rt Numbers			Dealer State/Province		
Fault Code				Dealer Country		USA
Diagonstic Tro				Dealer Phone Number		
Labor Operation	on Code			Attachment		
Communication				VOQ Component Description	Code	
Maintenance D	ate		09 -Dec-2012			
Customer	CLICTO AEDIC WI	TE CA	LING GEATEG MAZDA DEALED	TOLD HED TO CALL CACTO	INIOII	IDE COD DOGGIDI E ANVA OD DECALL
Comment						IRE FOR POSSIBLE AWA OR RECALL
Comment	INFO VEHICLE A	T A NO	ON MAZDA REPAIR SHOP AXLE A	ND BALL JOINT NEED TO BE I	REPLAC	CED CUSTOMER ONLY WANTS TO GO
	TO A MAZDA DE	ALER I	IF CAC WILL GUARANTEE MAZDA	A WILL ASSIST		
Technician	A DAJIGED GLIGTO	A (FD)	IO DECALLO AND DAGED ON THE	E INTER CLICTOMED HAS DROW	IDED Y	NO AWA WOULD BE OFFERED 0012012
Comment						
Comment	12 03CRPC427 RE	Q DES	C AWA AXLE ADVISED CUSTOME	ER NO RECALLS AND BASED O	N THE	INFO CUSTOMER HAS PROVIDED NO
	AWA WOULD BE	OFFER	RED			
COIS Recomm	1					
endations	1					
Cildations						
Tire Info	rmation					
Tire Manufactu		nknowr	1	Tire Size	Unkno	own
Tire Brand Ser				Wheel		
DOT Left Fron				DOT Right Front		
DOT Left Rear				DOT Right Rear		
DOT Left Inne				DOT Right Inner		
DOT Spare				- J		
Vehicle Ir	formation					
VIN		//2TD2	0 4 000	Engina Carial Number	CA 10	211606
		M3TB28	0A70U	Engine Serial Number		0211686
Model Year)08	TTO TO AND AIGHT DO	Engine Description		V DAMB PFI V6 NA GAS
Transmission			UTO TRANS AISIN F21	Vehicle Description	CX 9	L L /H EDON'T DDIV/E
Body Cab Style		nknowr		Drive Line	2 WH	L L/H FRONT DRIVE
Production Dat		l-Sep-2		Retail Sale Indicator Code		
Plant Descripti	on H	IKOSH	IMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	00.37	2005
Build Region				Warranty Start Date	U8-No	v-2007
Build Country	Code			Transmission Serial Number		

Disclaimer:

76000

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Build Country Code

Vehicle Restraint Code

Mileage

Transmission Serial Number

Vehicle Axle Ratio

624159817

ECI Record

Concern Driven Reporting

Report Detail

MAZDA CAC

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

Source Code

Eci iteeoid 02	21137017		pource code	1111 1212	ar eric
Commodity Assignmen	nt				
	nassis-suspension—	-	Symptom	functio	n-malfunction/inoperative
	nassis-suspension—		Symptom		riving condition-at high rpm
	nassis-suspension—		Symptom		word found
Significant Event			Verified	N	
Tread Information					
Tread Category Code 02			Tread Category Description	suspen	sion
Reported in Tread Quarter Q	1 2013				
Report Details					
Source Claim Key	145205780		Warranty Component Classic	fication	
yource claim ney	113203700		(WCC)	neutron	
Corporate Product Systems Classis	fication		Time in Service		71
(CPSC)					
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date		02-Jan-2013
Version Series Code	AAAMR		Load Date		06 -Jan-2013
Causal Part Prefix- Base - Suffix			Dealer Code		60194
Causal Part Name	unknown		Dealer Name		ROSEN MAZDA
Non Causal Part Prefix-Base-Suffix			Dealer City		WAUKEGAN
Non Causal Part Numbers			Dealer State/Province		IL
Fault Code			Dealer Country		USA
Diagonstic Trouble Code			Dealer Phone Number		
Labor Operation Code			Attachment		
Communication Type			VOQ Component Description (Code	
Maintenance Date	06 -Jan-201	3	· · · · · · · · · · · · · · · · · · ·		
Comment OUTSIDE OF A	THIRD PARTY E LS THE BALL JO	XTENDED WARRANTY	CUSTOMER STATES THE R	EPAIR	USTOMER STATES THE VEHICLE WILL COST OVER \$1,700 AT 601 OME SYMTOMS PRIOR TO FAILUR
Comment REQ DESC BALL OF WARRANTY					OF WARRANTY 0012013 01 02CRPP2 HE VEHICLE BEING SO FAR OUTSIE
CQIS Recommendations					
Tire Information					
	nknown		Tire Size	Unkno	wn
Tire Brand Series			Wheel		
OOT 1 -4- F			DOT DISTA Farmer		

THE IIIOI IIIauoii			
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	JM3TB38YX70	Engine Serial Number	CY 203203
Model Year	2007	8	35L 4V DOHC VCT SMPI V6 GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	11-Dec-2006	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	15-Mar-2007
Build Country Code		Transmission Serial Number	
Mileage	102000	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	624166666	Source Code	MAZDA CAC
Commodity Assignn	nent		
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	nvh-noisy operation
Significant Event	Chassis-suspension—	Verified	N
		vermed	
Tread Information			
Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q2 2013		
Report Details			
Source Claim Key	148244220	Warranty Component Cla	ssification
Source Claim Rey	110211220	(WCC)	ssincution
Corporate Product Systems Cla	essification	Time in Service	38
1 1	assincation	Time in Service	36
(CPSC)		W.B O. WEO.	
Customer Condition Code		V Function Group (VFG)	01.1. 2012
Source System Program Type		Repair/Report/Paid Date	21-Jun-2013
Version Series Code		Load Date	30 -Jun-2013
Causal Part Prefix- Base - Suffix		Dealer Code	23775
Causal Part Name	unknown	Dealer Name	JOHN FINGER MAZDA
Non Causal Part Prefix-Base-Su	iffix	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	on Code
Maintenance Date	30 -Jun-2013		
Customer CUSTOMER ST	TATES SHE HAS BEEN HEARING A NO	ISE AND DOESN'T KNOW WHERE	IT IS COMING FROM CUSTOMER TEST DROVE
			ADVISED THAT RIGHT LOWER CONTROL ARM
VEHICLE WIT			ADVISED THAT KIGHT LOWER CONTROL ARM
NEEDS TO BE	REPLACED BUT VEHICLE IS OUTSIDE	E OF WARRANTY 864 414 8464	
Technician			
Comment			
CQIS Recom			
mendations			
Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			
Vehicle Information			
VIN	JM3TB2MA5A0	Engine Serial Number	CA 10326032
Model Year	2010	Engine Description	37L 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
			Z WILL LITTRONI DRIVE
Production Date	23-Feb-2010	Retail Sale Indicator Code	

Reaquired Vehicle

Vehicle Axle Ratio

Warranty Start Date Transmission Serial Number 24-May-2010

Disclaimer:

42000

HIROSHIMA ASSEMBLY PLANT JAPAN

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Plant Description

Build Region
Build Country Code

Mileage Vehicle Restraint Code

Report Detail

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

ECI Record	624166773	Source Code	MAZDA CAC
Commodity Assignm			
Commodity	chassis-suspension-alignment-front suspensi	on- Symptom	field service action
Commodity	chassis-suspension-alignment-front suspensi	on- Symptom	function-malfunction/inoperative
Significant Event	1 0 1	Verified	N
Tread Information			
Tread Category Code	01	Tread Category Description	stooring
Reported in Tread Quarter	Q2 2013	fread Category Description	steering
Report Details	(Control of the control of the contr		
Source Claim Key	148300660	Warranty Component Clas	sification
Source Claim Rey	146300000	(WCC)	sincation
Corporate Product Systems Class	ssification	Time in Service	
(CPSC)			
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	25-Jun-2013
Version Series Code		Load Date	30 -Jun-2013
Causal Part Prefix- Base - Suffix		Dealer Code	50704
Causal Part Name	unknown	Dealer Name	MODERN MAZDA
Non Causal Part Prefix-Base-Suf	fix	Dealer City	THOMASTON
Non Causal Part Numbers		Dealer State/Province	CT
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	55.1
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description	n Code
Maintenance Date	07 -Jul-2013	r o Q component 2 escription	
			, LEFT FRONT BEARING AND BALL JOINT
Comment REPLACED VE	EHICLE HAS BEEN AT MAZDA DEALER	PREVIOUSLY FOR CONCERNS	, LEFT FRONT BEARING AND BALL JOINT STATES READ ONLINE COMPLAINTS AND IS
Comment REPLACED VE		PREVIOUSLY FOR CONCERNS	
Comment REPLACED VE INQUIRING FO	EHICLE HAS BEEN AT MAZDA DEALER	PREVIOUSLY FOR CONCERNS	
REPLACED VE INQUIRING FO	EHICLE HAS BEEN AT MAZDA DEALER	PREVIOUSLY FOR CONCERNS	
Comment REPLACED VE INQUIRING FO	EHICLE HAS BEEN AT MAZDA DEALER	PREVIOUSLY FOR CONCERNS	
Comment REPLACED VE INQUIRING FO Technician Comment	EHICLE HAS BEEN AT MAZDA DEALER	PREVIOUSLY FOR CONCERNS	
Comment REPLACED VE INQUIRING FO Technician Comment CQIS Recomm	EHICLE HAS BEEN AT MAZDA DEALER	PREVIOUSLY FOR CONCERNS	
Comment REPLACED VE INQUIRING FO Technician Comment	EHICLE HAS BEEN AT MAZDA DEALER	PREVIOUSLY FOR CONCERNS	
Comment REPLACED VE INQUIRING FO Technician Comment CQIS Recommendations Tire Information	EHICLE HAS BEEN AT MAZDA DEALER	PREVIOUSLY FOR CONCERNS	
Comment REPLACED VE INQUIRING FO Technician Comment CQIS Recommendations	EHICLE HAS BEEN AT MAZDA DEALER	PREVIOUSLY FOR CONCERNS	
Comment REPLACED VE INQUIRING FO Technician Comment CQIS Recommendations Tire Information	EHICLE HAS BEEN AT MAZDA DEALER OR RECALLS INFO ALSO REQUESTING A	PREVIOUSLY FOR CONCERNS	STATES READ ONLINE COMPLAINTS AND IS
Comment REPLACED VE INQUIRING FOR Technician Comment CQIS Recommendations Tire Information Tire Manufacturer	EHICLE HAS BEEN AT MAZDA DEALER OR RECALLS INFO ALSO REQUESTING A	PREVIOUSLY FOR CONCERNS WA [Tire Size	STATES READ ONLINE COMPLAINTS AND IS
Comment REPLACED VE INQUIRING FOR Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series	EHICLE HAS BEEN AT MAZDA DEALER OR RECALLS INFO ALSO REQUESTING A	PREVIOUSLY FOR CONCERNS WA Tire Size Wheel	STATES READ ONLINE COMPLAINTS AND IS
Comment REPLACED VE INQUIRING FO Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front	EHICLE HAS BEEN AT MAZDA DEALER OR RECALLS INFO ALSO REQUESTING A	PREVIOUSLY FOR CONCERNS WA Tire Size Wheel DOT Right Front DOT Right Rear	STATES READ ONLINE COMPLAINTS AND IS
Comment REPLACED VE INQUIRING FO Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear	EHICLE HAS BEEN AT MAZDA DEALER OR RECALLS INFO ALSO REQUESTING A	PREVIOUSLY FOR CONCERNS WA Tire Size Wheel DOT Right Front	STATES READ ONLINE COMPLAINTS AND IS
Comment REPLACED VE INQUIRING FO Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare	EHICLE HAS BEEN AT MAZDA DEALER OR RECALLS INFO ALSO REQUESTING A	PREVIOUSLY FOR CONCERNS WA Tire Size Wheel DOT Right Front DOT Right Rear	STATES READ ONLINE COMPLAINTS AND IS
Comment REPLACED VEINQUIRING FO Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information	Unknown	Tire Size Wheel DOT Right Front DOT Right Inner	Unknown
Comment REPLACED VE INQUIRING FOR INQUIRING INQUIR	Unknown JM3TB3MV7A	Tire Size Wheel DOT Right Front DOT Right Inner Engine Serial Number	Unknown CA 10323611
Comment REPLACED VE INQUIRING FO Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year	Unknown UM3TB3MV7A 2010	Tire Size Wheel DOT Right Front DOT Right Inner Engine Serial Number Engine Description	Unknown CA 10323611 37L 4V DAMB PFI V6 NA GAS
Comment REPLACED VE INQUIRING FO Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission	Unknown Unknown Unknown Unknown Of SPD AUTO TRANS AISIN F21	Tire Size Wheel DOT Right Front DOT Right Inner Engine Serial Number Engine Description Vehicle Description	Unknown CA 10323611 37L 4V DAMB PFI V6 NA GAS CX 9
Comment REPLACED VEINQUIRING FO Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style	Unknown UM3TB3MV7A 2010 6 SPD AUTO TRANS AISIN F21 Unknown	Tire Size Wheel DOT Right Front DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line	Unknown CA 10323611 37L 4V DAMB PFI V6 NA GAS
Comment REPLACED VEINQUIRING FO Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date	Unknown JM3TB3MV7A 2010 6 SPD AUTO TRANS AISIN F21 Unknown 26-Feb-2010	Tire Size Wheel DOT Right Front DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code	Unknown CA 10323611 37L 4V DAMB PFI V6 NA GAS CX 9
Comment REPLACED VE INQUIRING FOR INQUIRING INQUIRING FOR INQUIRING INQUIRI	Unknown UM3TB3MV7A 2010 6 SPD AUTO TRANS AISIN F21 Unknown	Tire Size Wheel DOT Right Front DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	Unknown CA 10323611 37L 4V DAMB PFI V6 NA GAS CX 9
Comment REPLACED VE INQUIRING FOR INQUIRING	Unknown JM3TB3MV7A 2010 6 SPD AUTO TRANS AISIN F21 Unknown 26-Feb-2010	PREVIOUSLY FOR CONCERNS WA Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	Unknown CA 10323611 37L 4V DAMB PFI V6 NA GAS CX 9
REPLACED VE INQUIRING FOR The chnician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code	Unknown Unknown Unknown Unknown Unknown Unknown Unknown Unknown Of SPD AUTO TRANS AISIN F21 Unknown 26-Feb-2010 HIROSHIMA ASSEMBLY PLANT JAPAN	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	Unknown CA 10323611 37L 4V DAMB PFI V6 NA GAS CX 9
Comment REPLACED VE INQUIRING FOR INQUIRING	Unknown JM3TB3MV7A 2010 6 SPD AUTO TRANS AISIN F21 Unknown 26-Feb-2010	PREVIOUSLY FOR CONCERNS WA Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	Unknown CA 10323611 37L 4V DAMB PFI V6 NA GAS CX 9

Disclaimer:

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

Report Detail

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

ECI Record	ecord 624169379		Source Code	MAZDA CAC
Commodity Assignm	ent			
Commodity	chassis-suspens	ion—	Symptom	function-malfunction/inoperative
Significant Event	Î		Verified	N
Tread Information				
Tread Category Code	02		Tread Category Description	suspension
Reported in Tread Quarter	Q3 2013			
Report Details				
Source Claim Key	14932	3620	Warranty Component Classi	ification
			(WCC)	
Corporate Product Systems Class	ssification		Time in Service	74
(CPSC)				
Customer Condition Code			V Function Group (VFG)	
Source System Program Type			Repair/Report/Paid Date	21-Aug-2013
Version Series Code	AAAN	ИR	Load Date	25 -Aug-2013
Causal Part Prefix- Base - Suffix			Dealer Code	51553
Causal Part Name	unkno	wn	Dealer Name	WELLESLEY MAZDA
Non Causal Part Prefix-Base-Suf	fix		Dealer City	WELLESLEY
Non Causal Part Numbers			Dealer State/Province	MA
Fault Code			Dealer Country	USA
Diagonstic Trouble Code			Dealer Phone Number	7812356000
Labor Operation Code			Attachment	
Communication Type			VOQ Component Description	Code
Maintenance Date	20 -O	ct-2013		•
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	JM3TB38C07		Engine Serial Number	CY 209686
Model Year	2007	W	Engine Description	35L 4V DOHC VCT SMPI V6 GAS
Transmission		RANS AISIN F21	Vehicle Description	CX 9
Dody Cole Ctyle		OR LIGHT TRUCK		ALL 4 WHEEL LEFT HAND DRIVE
Body Cab Style	CA WE 5 DOC	K EIGIII TRUCK	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	25-Jan-2007		Retail Sale Indicator Code	ALL 4 WHEEL LEFT HAND DRIVE
Production Date Plant Description	25-Jan-2007	ASSEMBLY PLANT JAPAN	Retail Sale Indicator Code Reaquired Vehicle	
Production Date Plant Description Build Region	25-Jan-2007		Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	14-Aug-2007
Production Date Plant Description Build Region Build Country Code	25-Jan-2007 HIROSHIMA		Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	
Production Date Plant Description Build Region	25-Jan-2007		Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	

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624170084

ECI Record

Concern Driven Reporting

Report Detail

MAZDA CAC

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

Source Code

Commodity Assignm	ent		
Commodity	chassis-suspension—	Symptom	administrative cost
Commodity	chassis-suspension—	Symptom Symptom	damage-cracked/fractured/split
Commodity			field service action
	chassis-suspension—	Symptom	
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	function-shuts off
Commodity	chassis-suspension—	Symptom	mod-child related
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension—	Symptom	mod-driving condition-while turning
Commodity	chassis-suspension—	Symptom	tire-flat/puncture
Significant Event		Verified	N
Tread Information			
Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q3 2013	3 7 1	
D			
Report Details			
Source Claim Key	149434775	Warranty Component Class	ssification
		(WCC)	
Corporate Product Systems Cla	ssification	Time in Service	63
(CPSC)			
		W.Francticas Carross (VEC)	
Customer Condition Code		V Function Group (VFG)	16.6 - 2012
Source System Program Type		Repair/Report/Paid Date	16-Sep-2013
Version Series Code		Load Date	22 -Sep-2013
Causal Part Prefix- Base - Suffix		Dealer Code	51547
Causal Part Name	unknown	Dealer Name	SMITH CAIRNS MAZDA
Non Causal Part Prefix-Base-Suf	fix	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	3113770100
Labor Operation Code		Attachincht	
Communication Type		VOO Component Description	n Code
			VEHICLE STOPPED IN THE MIDDLE OF THE
Maintenance Date Customer ORIGINAL OWN ROAD THOUGH BALL BEARING A NEW TRANSM	IER TWO WEEKS AGO AS CUSTOMER W. T SHE HAD A FLAT TIRE AND HAD HER TAND AXLE BROKE AND CUSTOMER WAN	AS MAKING LEFT TURN THE THREE KIDS IN VEHICLE TOO NTED TO KNOW IF THERE WEI EES, INCLUDING RENTAL VEH	VEHICLE STOPPED IN THE MIDDLE OF THE K VEHICLE TO 51547 WHO DIAGNOSED THAT RE ANY RECALLS, VEHICLE MAY ALSO NEED
Maintenance Date Customer ORIGINAL OWN ROAD THOUGH BALL BEARING A NEW TRANSM	IER TWO WEEKS AGO AS CUSTOMER W T SHE HAD A FLAT TIRE AND HAD HER T AND AXLE BROKE AND CUSTOMER WAN MISSION CUSTOMER QUOTED \$1,500 IN F.	AS MAKING LEFT TURN THE THREE KIDS IN VEHICLE TOO NTED TO KNOW IF THERE WEI EES, INCLUDING RENTAL VEH	
Maintenance Date Customer Comment Cols Recom	IER TWO WEEKS AGO AS CUSTOMER W T SHE HAD A FLAT TIRE AND HAD HER T AND AXLE BROKE AND CUSTOMER WAN MISSION CUSTOMER QUOTED \$1,500 IN F.	AS MAKING LEFT TURN THE THREE KIDS IN VEHICLE TOO NTED TO KNOW IF THERE WEI EES, INCLUDING RENTAL VEH	VEHICLE STOPPED IN THE MIDDLE OF THE K VEHICLE TO 51547 WHO DIAGNOSED THAT RE ANY RECALLS, VEHICLE MAY ALSO NEED
Maintenance Date Customer ORIGINAL OWN ROAD THOUGH BALL BEARING A NEW TRANSM BY TOMORROW Technician Comment	IER TWO WEEKS AGO AS CUSTOMER W T SHE HAD A FLAT TIRE AND HAD HER T AND AXLE BROKE AND CUSTOMER WAN MISSION CUSTOMER QUOTED \$1,500 IN F.	AS MAKING LEFT TURN THE THREE KIDS IN VEHICLE TOO NTED TO KNOW IF THERE WEI EES, INCLUDING RENTAL VEH	VEHICLE STOPPED IN THE MIDDLE OF THE K VEHICLE TO 51547 WHO DIAGNOSED THAT RE ANY RECALLS, VEHICLE MAY ALSO NEED
Maintenance Date Customer ORIGINAL OWN ROAD THOUGH BALL BEARING A NEW TRANSM BY TOMORROW Technician Comment CQIS Recommendations	IER TWO WEEKS AGO AS CUSTOMER W T SHE HAD A FLAT TIRE AND HAD HER T AND AXLE BROKE AND CUSTOMER WAN MISSION CUSTOMER QUOTED \$1,500 IN F.	AS MAKING LEFT TURN THE THREE KIDS IN VEHICLE TOO NTED TO KNOW IF THERE WEI EES, INCLUDING RENTAL VEH	VEHICLE STOPPED IN THE MIDDLE OF THE K VEHICLE TO 51547 WHO DIAGNOSED THAT RE ANY RECALLS, VEHICLE MAY ALSO NEED
Maintenance Date Customert ORIGINAL OWN ROAD THOUGH BALL BEARING A NEW TRANSM BY TOMORROW Technician Comment CQIS Recommendations Tire Information	IER TWO WEEKS AGO AS CUSTOMER W. T SHE HAD A FLAT TIRE AND HAD HER TAND AXLE BROKE AND CUSTOMER WAN MISSION CUSTOMER QUOTED \$1,500 IN FAND CUSTOMER IS SEEKING ASSISTANCE	AS MAKING LEFT TURN THE FHREE KIDS IN VEHICLE TOO: NTED TO KNOW IF THERE WEI EES, INCLUDING RENTAL VEH CE FROM	VEHICLE STOPPED IN THE MIDDLE OF THE K VEHICLE TO 51547 WHO DIAGNOSED THAT RE ANY RECALLS, VEHICLE MAY ALSO NEED HICLE REPAIR SUPPOSED TO BE COMPLETED
Maintenance Date Customer ORIGINAL OWN ROAD THOUGH BALL BEARING A NEW TRANSM BY TOMORROW Technician Comment CQIS Recommendations Tire Information Tire Manufacturer	IER TWO WEEKS AGO AS CUSTOMER W T SHE HAD A FLAT TIRE AND HAD HER T AND AXLE BROKE AND CUSTOMER WAN MISSION CUSTOMER QUOTED \$1,500 IN F.	AS MAKING LEFT TURN THE FHREE KIDS IN VEHICLE TOO: NTED TO KNOW IF THERE WEI EES, INCLUDING RENTAL VEH EFROM	VEHICLE STOPPED IN THE MIDDLE OF THE K VEHICLE TO 51547 WHO DIAGNOSED THAT RE ANY RECALLS, VEHICLE MAY ALSO NEED
Maintenance Date Customer ORIGINAL OWN ROAD THOUGH BALL BEARING A NEW TRANSM BY TOMORROW Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series	IER TWO WEEKS AGO AS CUSTOMER W. T SHE HAD A FLAT TIRE AND HAD HER TAND AXLE BROKE AND CUSTOMER WAN MISSION CUSTOMER QUOTED \$1,500 IN FAND CUSTOMER IS SEEKING ASSISTANCE	AS MAKING LEFT TURN THE FHREE KIDS IN VEHICLE TOO: NTED TO KNOW IF THERE WEI EES, INCLUDING RENTAL VEH TE FROM Tire Size Wheel	VEHICLE STOPPED IN THE MIDDLE OF THE K VEHICLE TO 51547 WHO DIAGNOSED THAT RE ANY RECALLS, VEHICLE MAY ALSO NEED HICLE REPAIR SUPPOSED TO BE COMPLETED
Maintenance Date Customer ORIGINAL OWN ROAD THOUGH BALL BEARING A NEW TRANSM BY TOMORROW Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front	IER TWO WEEKS AGO AS CUSTOMER W. T SHE HAD A FLAT TIRE AND HAD HER TAND AXLE BROKE AND CUSTOMER WAN MISSION CUSTOMER QUOTED \$1,500 IN FAND CUSTOMER IS SEEKING ASSISTANCE	AS MAKING LEFT TURN THE ITHREE KIDS IN VEHICLE TOO: NTED TO KNOW IF THERE WEI EES, INCLUDING RENTAL VEH DE FROM Tire Size Wheel DOT Right Front	VEHICLE STOPPED IN THE MIDDLE OF THE K VEHICLE TO 51547 WHO DIAGNOSED THAT RE ANY RECALLS, VEHICLE MAY ALSO NEED HICLE REPAIR SUPPOSED TO BE COMPLETED
Maintenance Date Customert ORIGINAL OWN ROAD THOUGH BALL BEARING A NEW TRANSM BY TOMORROW Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear	IER TWO WEEKS AGO AS CUSTOMER W. T SHE HAD A FLAT TIRE AND HAD HER TAND AXLE BROKE AND CUSTOMER WAN MISSION CUSTOMER QUOTED \$1,500 IN FAND CUSTOMER IS SEEKING ASSISTANCE	AS MAKING LEFT TURN THE FHREE KIDS IN VEHICLE TOO NTED TO KNOW IF THERE WEI EES, INCLUDING RENTAL VEH CE FROM Tire Size Wheel DOT Right Front DOT Right Rear	VEHICLE STOPPED IN THE MIDDLE OF THE K VEHICLE TO 51547 WHO DIAGNOSED THAT RE ANY RECALLS, VEHICLE MAY ALSO NEED HICLE REPAIR SUPPOSED TO BE COMPLETED
Maintenance Date Customer ORIGINAL OWN ROAD THOUGH BALL BEARING A NEW TRANSM BY TOMORROW Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner	IER TWO WEEKS AGO AS CUSTOMER W. T SHE HAD A FLAT TIRE AND HAD HER TAND AXLE BROKE AND CUSTOMER WAN MISSION CUSTOMER QUOTED \$1,500 IN FAND CUSTOMER IS SEEKING ASSISTANCE	AS MAKING LEFT TURN THE ITHREE KIDS IN VEHICLE TOO: NTED TO KNOW IF THERE WEI EES, INCLUDING RENTAL VEH DE FROM Tire Size Wheel DOT Right Front	VEHICLE STOPPED IN THE MIDDLE OF THE K VEHICLE TO 51547 WHO DIAGNOSED THAT RE ANY RECALLS, VEHICLE MAY ALSO NEED HICLE REPAIR SUPPOSED TO BE COMPLETED
Maintenance Date Customert ORIGINAL OWN ROAD THOUGH BALL BEARING A NEW TRANSM BY TOMORROW Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear	IER TWO WEEKS AGO AS CUSTOMER W. T SHE HAD A FLAT TIRE AND HAD HER TAND AXLE BROKE AND CUSTOMER WAN MISSION CUSTOMER QUOTED \$1,500 IN FAND CUSTOMER IS SEEKING ASSISTANCE	AS MAKING LEFT TURN THE FHREE KIDS IN VEHICLE TOO NTED TO KNOW IF THERE WEI EES, INCLUDING RENTAL VEH CE FROM Tire Size Wheel DOT Right Front DOT Right Rear	VEHICLE STOPPED IN THE MIDDLE OF THE K VEHICLE TO 51547 WHO DIAGNOSED THAT RE ANY RECALLS, VEHICLE MAY ALSO NEED HICLE REPAIR SUPPOSED TO BE COMPLETED
Maintenance Date Customer ORIGINAL OWN ROAD THOUGH BALL BEARING A NEW TRANSM BY TOMORROW Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare	IER TWO WEEKS AGO AS CUSTOMER W. T SHE HAD A FLAT TIRE AND HAD HER TAND AXLE BROKE AND CUSTOMER WAN MISSION CUSTOMER QUOTED \$1,500 IN FAND CUSTOMER IS SEEKING ASSISTANCE	AS MAKING LEFT TURN THE FHREE KIDS IN VEHICLE TOO NTED TO KNOW IF THERE WEI EES, INCLUDING RENTAL VEH CE FROM Tire Size Wheel DOT Right Front DOT Right Rear	VEHICLE STOPPED IN THE MIDDLE OF THE K VEHICLE TO 51547 WHO DIAGNOSED THAT RE ANY RECALLS, VEHICLE MAY ALSO NEED HICLE REPAIR SUPPOSED TO BE COMPLETED
Maintenance Date Customert Comment Comment Comment ROAD THOUGH BALL BEARING A NEW TRANSM BY TOMORROW Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information	Unknown	AS MAKING LEFT TURN THE FHREE KIDS IN VEHICLE TOO NTED TO KNOW IF THERE WEI EES, INCLUDING RENTAL VEH CE FROM Fire Size Wheel DOT Right Front DOT Right Inner	VEHICLE STOPPED IN THE MIDDLE OF THE K VEHICLE TO 51547 WHO DIAGNOSED THAT RE ANY RECALLS, VEHICLE MAY ALSO NEED HICLE REPAIR SUPPOSED TO BE COMPLETED Unknown
Maintenance Date Customert ORIGINAL OWN ROAD THOUGH BALL BEARING A NEW TRANSN BY TOMORROW Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN	IER TWO WEEKS AGO AS CUSTOMER W. T SHE HAD A FLAT TIRE AND HAD HER TAND AXLE BROKE AND CUSTOMER WAN MISSION CUSTOMER QUOTED \$1,500 IN FAND CUSTOMER IS SEEKING ASSISTANCE Unknown	AS MAKING LEFT TURN THE FHREE KIDS IN VEHICLE TOO NTED TO KNOW IF THERE WEI EES, INCLUDING RENTAL VEH CE FROM Tire Size Wheel DOT Right Front DOT Right Inner Engine Serial Number	VEHICLE STOPPED IN THE MIDDLE OF THE K VEHICLE TO 51547 WHO DIAGNOSED THAT RE ANY RECALLS, VEHICLE MAY ALSO NEED HICLE REPAIR SUPPOSED TO BE COMPLETED Unknown CA 10227671
Maintenance Date Customert Comment Comment Comment ROAD THOUGH BALL BEARING A NEW TRANSN BY TOMORROW Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year	Unknown Unknown Unknown Unknown Unknown	AS MAKING LEFT TURN THE FHREE KIDS IN VEHICLE TOO. NTED TO KNOW IF THERE WEI EES, INCLUDING RENTAL VEH EE FROM Fire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description	VEHICLE STOPPED IN THE MIDDLE OF THE K VEHICLE TO 51547 WHO DIAGNOSED THAT RE ANY RECALLS, VEHICLE MAY ALSO NEED HICLE REPAIR SUPPOSED TO BE COMPLETED Unknown CA 10227671 37L 4V DAMB PFI V6 NA GAS
Maintenance Date Customert Comment Comment Comment ROAD THOUGH BALL BEARING A NEW TRANSM BY TOMORROW Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission	Unknown Unknown	AS MAKING LEFT TURN THE FHREE KIDS IN VEHICLE TOO NTED TO KNOW IF THERE WEI EES, INCLUDING RENTAL VEH EE FROM Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description	VEHICLE STOPPED IN THE MIDDLE OF THE K VEHICLE TO 51547 WHO DIAGNOSED THAT RE ANY RECALLS, VEHICLE MAY ALSO NEED HICLE REPAIR SUPPOSED TO BE COMPLETED Unknown CA 10227671 37L 4V DAMB PFI V6 NA GAS CX 9
Maintenance Date C u s t o m e r Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style	Unknown JM3TB38V380 JM3TB38V380 JM3TB38V380 JUNknown	AS MAKING LEFT TURN THE FIREE KIDS IN VEHICLE TOO: NTED TO KNOW IF THERE WEI EES, INCLUDING RENTAL VEH EE FROM Fire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line	VEHICLE STOPPED IN THE MIDDLE OF THE K VEHICLE TO 51547 WHO DIAGNOSED THAT RE ANY RECALLS, VEHICLE MAY ALSO NEED HICLE REPAIR SUPPOSED TO BE COMPLETED Unknown CA 10227671 37L 4V DAMB PFI V6 NA GAS
Maintenance Date Customer ORIGINAL OWN ROAD THOUGH BALL BEARING A NEW TRANSM BY TOMORROW Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information Win Model Year Transmission	Unknown JM3TB38V380 2008 6 SPD AUTO TRANS AISIN F21 Unknown JIM3TB38V380 15-Jan-2008	AS MAKING LEFT TURN THE FHREE KIDS IN VEHICLE TOO NTED TO KNOW IF THERE WEI EES, INCLUDING RENTAL VEH EE FROM Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Orive Line Retail Sale Indicator Code	VEHICLE STOPPED IN THE MIDDLE OF THE K VEHICLE TO 51547 WHO DIAGNOSED THAT RE ANY RECALLS, VEHICLE MAY ALSO NEED HICLE REPAIR SUPPOSED TO BE COMPLETED Unknown CA 10227671 37L 4V DAMB PFI V6 NA GAS CX 9
Maintenance Date C u s t o m e r Comment C u s t o m e r Comment ROAD THOUGH BALL BEARING A NEW TRANSN BY TOMORROW Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style	Unknown JM3TB38V380 JM3TB38V380 JM3TB38V380 JUNknown	AS MAKING LEFT TURN THE FIREE KIDS IN VEHICLE TOO: NTED TO KNOW IF THERE WEI EES, INCLUDING RENTAL VEH EE FROM Fire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line	VEHICLE STOPPED IN THE MIDDLE OF THE K VEHICLE TO 51547 WHO DIAGNOSED THAT RE ANY RECALLS, VEHICLE MAY ALSO NEED HICLE REPAIR SUPPOSED TO BE COMPLETED Unknown CA 10227671 37L 4V DAMB PFI V6 NA GAS CX 9
Maintenance Date C u s t o m e r Comment C u s t o m e r Comment ROAD THOUGH BALL BEARING A NEW TRANSN BY TOMORROW Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description	Unknown JM3TB38V380 2008 6 SPD AUTO TRANS AISIN F21 Unknown JIM3TB38V380 15-Jan-2008	AS MAKING LEFT TURN THE FHREE KIDS IN VEHICLE TOO NTED TO KNOW IF THERE WEI EES, INCLUDING RENTAL VEH CE FROM Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	VEHICLE STOPPED IN THE MIDDLE OF THE K VEHICLE TO 51547 WHO DIAGNOSED THAT RE ANY RECALLS, VEHICLE MAY ALSO NEED HICLE REPAIR SUPPOSED TO BE COMPLETED Unknown CA 10227671 37L 4V DAMB PFI V6 NA GAS CX 9 ALL 4 WHEEL LEFT HAND DRIVE
Maintenance Date Customert Comment Comment ROAD THOUGH BALL BEARING A NEW TRANSN BY TOMORROW Technician Comment CQIS Recommendations Tire Information Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	Unknown JM3TB38V380 2008 6 SPD AUTO TRANS AISIN F21 Unknown JIM3TB38V380 15-Jan-2008	AS MAKING LEFT TURN THE FHREE KIDS IN VEHICLE TOO. NTED TO KNOW IF THERE WEI EES, INCLUDING RENTAL VEH EE FROM Fire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	VEHICLE STOPPED IN THE MIDDLE OF THE K VEHICLE TO 51547 WHO DIAGNOSED THAT RE ANY RECALLS, VEHICLE MAY ALSO NEED HICLE REPAIR SUPPOSED TO BE COMPLETED Unknown CA 10227671 37L 4V DAMB PFI V6 NA GAS CX 9
Maintenance Date C u s t o m e r Comment C u s t o m e r Comment ROAD THOUGH BALL BEARING A NEW TRANSM BY TOMORROW Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Front DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code	Unknown Unknown Unknown JM3TB38V380 2008 6 SPD AUTO TRANS AISIN F21 Unknown JISJan-2008 HIROSHIMA ASSEMBLY PLANT JAPAN	AS MAKING LEFT TURN THE FIRREE KIDS IN VEHICLE TOO. NTED TO KNOW IF THERE WEI EES, INCLUDING RENTAL VEH TE FROM Fire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	VEHICLE STOPPED IN THE MIDDLE OF THE K VEHICLE TO 51547 WHO DIAGNOSED THAT RE ANY RECALLS, VEHICLE MAY ALSO NEED HICLE REPAIR SUPPOSED TO BE COMPLETED Unknown CA 10227671 37L 4V DAMB PFI V6 NA GAS CX 9 ALL 4 WHEEL LEFT HAND DRIVE
Maintenance Date Customert ORIGINAL OWN ROAD THOUGH BALL BEARING A NEW TRANSN BY TOMORROW Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	Unknown JM3TB38V380 2008 6 SPD AUTO TRANS AISIN F21 Unknown JIM3TB38V380 15-Jan-2008	AS MAKING LEFT TURN THE FHREE KIDS IN VEHICLE TOO. NTED TO KNOW IF THERE WEI EES, INCLUDING RENTAL VEH EE FROM Fire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	VEHICLE STOPPED IN THE MIDDLE OF THE K VEHICLE TO 51547 WHO DIAGNOSED THAT RE ANY RECALLS, VEHICLE MAY ALSO NEED HICLE REPAIR SUPPOSED TO BE COMPLETED Unknown CA 10227671 37L 4V DAMB PFI V6 NA GAS CX 9 ALL 4 WHEEL LEFT HAND DRIVE

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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	624170981	Source Code	MAZDA CAC
Commodity Assignm	ent		
Commodity	chassis-suspension—	Symptom	damage-cracked/fractured/split
Commodity	chassis-suspension—	Symptom	field service action
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Significant Event	Chassis suspension	Verified	N
	I.	vermeu	
Tread Information Tread Category Code	102	Treed Catagory Description	hyamanaian
	02 Q4 2013	Tread Category Description	suspension
Reported in Tread Quarter	Q4 2013		
Report Details			
Source Claim Key	149437451	Warranty Component Class	ification
•		(WCC)	
Corporate Product Systems Class	ssification	Time in Service	65
(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	02-Oct-2013 06 -Oct-2013
Causal Part Prefix- Base - Suffix		Dealer Code	UNKNOW
Causal Part Prenx - Base - Surnx Causal Part Name	unknoven	Dealer Code Dealer Name	UINKINUW
Non Causal Part Prefix-Base-Suf	unknown		
	IIX	Dealer City	
Non Causal Part Numbers		Dealer State/Province	LICA
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type	0.000	VOQ Component Description	Code
Maintenance Date	06 -Oct-2013		
THIS ISSUE	OWED VEHICLE TO AN INDEPENDENT R	EPAIR FACILITY SHE IS INQU	JIRING ABOUT ANY RECALLS REGARDING
Technician			
Comment			
CQIS Recomme			
ndations			
Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare		2 0 1 Tugut Timer	
Vehicle Information			
VIN	JM3ТВ28А38	Engine Serial Number	CA 10226929
Model Year	2008	Engine Description	37L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
	P DI D AUTO TIVAND AIDIN L71		
	Unknown	Driva Lina	2 WHI I /H EDON'T DDIVE
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	10-Jan-2008	Retail Sale Indicator Code	2 WHL L/H FRONT DRIVE
Production Date Plant Description		Retail Sale Indicator Code Reaquired Vehicle	
Production Date Plant Description Build Region	10-Jan-2008	Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	2 WHL L/H FRONT DRIVE 06-Jun-2008
Production Date Plant Description Build Region Build Country Code	10-Jan-2008 HIROSHIMA ASSEMBLY PLANT JAPAN	Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	
Production Date Plant Description Build Region	10-Jan-2008	Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	

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Report Detail

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ECI Record	624172686	Source Code	MAZDA CAC
Commodity Assignm	ent		
Commodity	chassis-suspension-alignment-front suspension-	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-alignment-front suspension-	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension-alignment-front suspension-	Symptom	nvh-noisy operation
Commodity	chassis-suspension-alignment-front suspension-	Symptom	repair-prior repair mentioned
Significant Event	chassis suspension angiment from suspension	Verified	N
Tread Information		remed	r'
Tread Category Code	101	Tread Category Description	steering
Reported in Tread Quarter	Q4 2013	fread Category Description	steering
1	Q4 2013		
Report Details			
Source Claim Key	149444049	Warranty Component Classi	fication
		(WCC)	
Corporate Product Systems Clas	ssification	Time in Service	65
(CPSC)			
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	12-Nov-2013
Version Series Code		Load Date	17 -Nov-2013
Causal Part Prefix- Base - Suffix		Dealer Code	61535
Causal Part Name		Dealer Name	THE AUTOBARN MAZDA EVANSTON
	unknown		
Non Causal Part Prefix-Base-Suf	пх	Dealer City	EVANSTON
Non Causal Part Numbers		Dealer State/Province	IL .
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	8478669666
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description (Code
Maintenance Date	17 -Nov-2013		
Technician Comment CQIS Recom	O NOT HAVE TO PAY FOR REPAIR BECAUS	E OF LOW MILES ON VEHICL	LE AND BELIEVES REPLACED TIE RODS AT
mendations			
Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare		D o T Tugili Ililio	
Vehicle Information			
VIN	JM3TB38A78	Engine Serial Number	CA 10250862
Model Year	2008	Engine Description	37L 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	29-May-2008	Retail Sale Indicator Code	TILL I WILDER DEL I III II DE DICITE
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region	THROSTHWA ASSEMBLI TEANT JAFAN	Warranty Start Date	21-Jul-2008
		Transmission Serial Number	∠1-Ju1-∠000
Build Country Code	47000		
Mileage	47000	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	624173256	Source Code	MAZDA CAC
Commodity Assignment			
Commodity	chassis-suspension—	Symptom	damage-cracked/fractured/split
Commodity	chassis-suspension—	Symptom	field service action
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving
Significant Event		Verified	N
Tread Information			
Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q4 2013		
Report Details			
Source Claim Key	149446111	Warranty Component Class	sification
		(WCC)	
Corporate Product Systems Cla	assification	Time in Service	78
	ussinication	Time in Service	, 0
(CPSC)		V. Franckism Common (VICC)	
Customer Condition Code		V Function Group (VFG)	25 Nov. 2012
Source System Program Type	AAAMD	Repair/Report/Paid Date	25-Nov-2013
Version Series Code	AAAMR	Load Date	01 -Dec-2013
Causal Part Prefix- Base - Suffix		Dealer Code	UNKNOW
Causal Part Name	unknown	Dealer Name	
Non Causal Part Prefix-Base-Su	iffix	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	1 Code
Maintenance Date	01 -Dec-2013		
	ON THE VEHICLE OR IF THIS ISSUE IS CO		ROD BROKE WANTS TO KNOW IF THERE IS A
C Q I S Recommendations			
Tire Information			
Tire Information Tire Manufacturer	Unknown	Tire Size	Unknown
	Unknown	Tire Size Wheel	Unknown
Tire Manufacturer Tire Brand Series	Unknown	Wheel	Unknown
Tire Manufacturer Tire Brand Series DOT Left Front	Unknown	Wheel DOT Right Front	Unknown
Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear	Unknown	Wheel DOT Right Front DOT Right Rear	Unknown
Tire Manufacturer Tire Brand Series DOT Left Front	Unknown	Wheel DOT Right Front	Unknown
Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare		Wheel DOT Right Front DOT Right Rear	Unknown
Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information		Wheel DOT Right Front DOT Right Rear DOT Right Inner	
Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN	JM3TB38Y270	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number	CY 207973
Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Spare Vehicle Information VIN Model Year	JM3TB38Y270 2007	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description	CY 207973 35L 4V DOHC VCT SMPI V6 GAS
Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Spare Vehicle Information VIN Model Year Transmission	JM3TB38Y270 2007 6 SPD AUTO TRANS AISIN F21	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description	CY 207973 35L 4V DOHC VCT SMPI V6 GAS CX 9
Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style	JM3TB38Y270 2007 6 SPD AUTO TRANS AISIN F21 CA WE 5 DOOR LIGHT TRUCK	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line	CY 207973 35L 4V DOHC VCT SMPI V6 GAS
Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date	JM3TB38Y270 2007 6 SPD AUTO TRANS AISIN F21 CA WE 5 DOOR LIGHT TRUCK 16-Jan-2007	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code	CY 207973 35L 4V DOHC VCT SMPI V6 GAS CX 9
Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description	JM3TB38Y270 2007 6 SPD AUTO TRANS AISIN F21 CA WE 5 DOOR LIGHT TRUCK	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	CY 207973 35L 4V DOHC VCT SMPI V6 GAS CX 9 ALL 4 WHEEL LEFT HAND DRIVE
Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	JM3TB38Y270 2007 6 SPD AUTO TRANS AISIN F21 CA WE 5 DOOR LIGHT TRUCK 16-Jan-2007	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	CY 207973 35L 4V DOHC VCT SMPI V6 GAS CX 9
Fire Manufacturer Fire Brand Series DOT Left Front DOT Left Rear DOT Spare Vehicle Information VIN Model Year Fransmission Body Cab Style Production Date Plant Description Build Region Build Country Code	JM3TB38Y270 2007 6 SPD AUTO TRANS AISIN F21 CA WE 5 DOOR LIGHT TRUCK 16-Jan-2007 HIROSHIMA ASSEMBLY PLANT JAPAN	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	CY 207973 35L 4V DOHC VCT SMPI V6 GAS CX 9 ALL 4 WHEEL LEFT HAND DRIVE
Fire Manufacturer Fire Brand Series DOT Left Front DOT Left Rear DOT Spare Vehicle Information VIN Model Year Fransmission Body Cab Style Production Date Plant Description Build Region	JM3TB38Y270 2007 6 SPD AUTO TRANS AISIN F21 CA WE 5 DOOR LIGHT TRUCK 16-Jan-2007	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	CY 207973 35L 4V DOHC VCT SMPI V6 GAS CX 9 ALL 4 WHEEL LEFT HAND DRIVE

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624179954

ECI Record

Concern Driven Reporting

Report Detail

MAZDA CAC

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

Source Code

Commodity Assignm	ent		
Commodity	chassis-suspension—	Symptom	damage
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension—	Symptom	repair-similar failures on other vehicles mentioned
Significant Event		Verified	Y
E		1.55555	-
Tread Information	W2	T 10 ()	
	02	Tread Category Description	suspension
Reported in Tread Quarter	Q2 2014		
Report Details			
Source Claim Key	108052703	Warranty Component Class	sification
, and the second		(WCC)	
Corporate Product Systems Clas	sification	Time in Service	87
(CPSC)	simeation	Time in Service	
		V Franctica Carrow (VEC)	
Customer Condition Code		V Function Group (VFG)	25.1. 2014
Source System Program Type		Repair/Report/Paid Date	25-Jun-2014
Version Series Code	AAAMR	Load Date	29 -Jun-2014
Causal Part Prefix- Base - Suffix		Dealer Code	UNKNOW
Causal Part Name	unknown	Dealer Name	
Non Causal Part Prefix-Base-Suff	fix	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	29 -Jun-2014		
Technician Comment			
CQIS Recomme ndations			
lidations			
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		Tugut Imer	
Vehicle Information			
	IMOTED 20 VOT	E ' C ' IN I	OV 017550
VIN	JM3TB38Y07	Engine Serial Number	CY 217552
Model Year	2007	Engine Description	35L 4V DOHC VCT SMPI V6 GAS
	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	11-Apr-2007	Retail Sale Indicator Code	
Plant Description	HIRÓSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	23-May-2007
Build Country Code		Transmission Serial Number	
Mileses			I I
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code	0		

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Report Detail

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ECI Record	62418213	30	Source Code	MAZE	DA CAC
Commodity Assignm	ent				
Commodity		ispension—	Symptom	loss of	control
Commodity		ispension—	Symptom		riving condition-while driving
Commodity		ispension—	Symptom		word found
Commodity		ispension—	Symptom	separat	
Significant Event	CHassis-su	ispension—	Verified	N	tion
<u> </u>			vermeu	۳۹	
Tread Information					
Tread Category Code 02			Tread Category Description	suspen	sion
Reported in Tread Quarter Q3 2014					
Report Details					
Source Claim Key		131766303	Warranty Component Class:	fication	
			(WCC)		
Corporate Product Systems Clas	esification		Time in Service		90
(CPSC)	ssincation		Time in Service		
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date		19-Aug-2014
Version Series Code		AAAMR	Load Date		24 -Aug-2014
Causal Part Prefix- Base - Suffix	ľ	AAAWIK	Dealer Code		60170
Causal Part Name		unknown	Dealer Name		WILKINS MAZDA
Non Causal Part Prefix-Base-Suf		dikilowii	Dealer City		ELMHURST
Non Causal Part Numbers	IIA .		Dealer State/Province		IL
Fault Code			Dealer Country		USA
Diagonstic Trouble Code			Dealer Phone Number		6302793000
Labor Operation Code			Attachment		0302173000
Communication Type			VOQ Component Description	Code	
Maintenance Date		24 -Aug-2014	rog component Bescription	Couc	
Comment They have los	st their trus	est in the vehicle and want a discount off	the price of a new vehicle		by waiting for the vehicle to slide to a stop
Tire Information					
Tire Manufacturer	Unknown		Tire Size	Unkno	own
Tire Brand Series			Wheel		
DOT Left Front			DOT Right Front		
DOT Left Rear			DOT Right Rear		
DOT Left Inner			DOT Right Inner		
DOT Spare					
Vehicle Information					
VIN	ЈМ3ТВ38	RYX	Engine Serial Number	CY 20	5740
Model Year	2007	,111	Engine Description		V DOHC VCT SMPI V6 GAS
Transmission		JTO TRANS AISIN F21	Vehicle Description	CX 9	
Body Cab Style		DOOR LIGHT TRUCK	Drive Line		WHEEL LEFT HAND DRIVE
Production Date	26-Dec-20		Retail Sale Indicator Code		
Plant Description		IMA ASSEMBLY PLANT JAPAN	Reaguired Vehicle		
Build Region			Warranty Start Date	17-Apı	r-2007
Build Country Code			Transmission Serial Number	1, 11p	2001
Mileage	95000		Vehicle Axle Ratio		
Vehicle Restraint Code	2000		Tomole Pixie Ratio		
venicie Restraint Code					

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Report Detail

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

ECI Record	624183599	Source Code	MAZDA CAC
Commodity Assignn	nent		
Commodity	chassis-suspension—	Symptom	administrative cost
Commodity	chassis-suspension—		damage-cracked/fractured/split
Commodity	chassis-suspension—		ield service action
Commodity	chassis-suspension—		function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	nod-driving condition-while driving
Significant Event	- Chassis suspension	Verified	V
Tread Information			
Tread Category Code	02	Treed Cotecomy Description	vycenous don
Reported in Tread Quarter	Q3 2014	Tread Category Description s	suspension
	Q3 2014		
Report Details			
Source Claim Key	140377300	Warranty Component Classific	cation
		(WCC)	
Corporate Product Systems Cla	ssification	Time in Service	85
(CPSC)			
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	26-Sep-2014
Version Series Code		Load Date	29 -Sep-2014
Causal Part Prefix- Base - Suffix		Dealer Code	51614
Causal Part Name	unknown	Dealer Name	OPEN ROAD MAZDA OF
			MORRISTOWN
Non Causal Part Prefix-Base-Su	ffix	Dealer City	MORRISTOWN
Non Causal Part Numbers	THA .	Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	9737961300
Labor Operation Code		Attachment	5757501500
Communication Type		VOQ Component Description Co	ode
Maintenance Date	12 -Oct-2014	VOQ Component Description Co	ode
	calling in States son was driving yeste thistory, bought from a good friend Spoke with C call is launched there is an opportunity for reimbu	armen, SA at Open Road Mazda	r to hang on to receipts
Recommendations			
Tire Information			
Tire Manufacturer	Unknown		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		- C	
Vehicle Information			
VIN	JM3TB38V380	Engine Serial Number (CA 10202452
Model Year	2008		37L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21		CX 9
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK		ALL 4 WHEEL LEFT HAND DRIVE
Production Date	02-Jul-2007	Retail Sale Indicator Code	TEL T WHELE LET I HAND DIN VE
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaguired Vehicle	
	TIROSHIWA ASSEMBLI PLANI JAPAN		00 Oct 2007
Build Region			09-Oct-2007
Build Country Code	107000	Transmission Serial Number	
Mileage	106000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	62418	4880	Source Code	MAZDA CA	ΔC
		4660	Source Code	WIAZDA CA	AC .
	Assignment				
Commodity		s-suspension—	Symptom		g condition-while driving
Commodity		s-suspension—	Symptom	mod-shift re	
Commodity	chassi	s-suspension—	Symptom	mod-vehicle	
Commodity		s-suspension—	Symptom	nvh-noisy o	peration
Commodity	chassi	s-suspension—	Symptom	separation	
Significant Event			Verified	N	
Tread Inform	mation				
Tread Category Co	de 02		Tread Category Description	suspension	
Reported in Tread (Quarter Q4 20	14			
Report Deta	ils				
Source Claim Key		161592808	Warranty Component Classi	fication	
Bource Claim Rey		101372000	(WCC)	neation	
Corporate Product	Systems Classificati	on	Time in Service	82	
(CPSC)				02	
Customer Condition	n Code		V Function Group (VFG)		
Source System Prog			Repair/Report/Paid Date	29-0	0ct-2014
Version Series Cod			Load Date		Nov-2014
Causal Part Prefix-			Dealer Code		NOW
Causal Part Name		unknown	Dealer Name		
Non Causal Part Pr	efix-Base-Suffix		Dealer City		
Non Causal Part Nu			Dealer State/Province		
Fault Code			Dealer Country	USA	
Diagonstic Trouble	Code		Dealer Phone Number		
Labor Operation Co			Attachment		
Communication Ty			VOQ Component Description	Code	
Maintenance Date	<u> </u>	02 -Nov-2014	The second second		
		driving spouse s vehicle, was in reverse andent shop, wondered if known issue	nd heard a knock in wheel Stated	next day dri	iving vehicle and ball joint fell out of
		driving spouses vehicle, was in reverse ar			
Comment vehi	icle, towed to indepen	ndent shop, wondered if known issue Agen	t updated ownership, advised no re	ecall on vehice	cle, advised vehicle out of power train
war	ranty which was for	60,000 miles or 2/11/2013, customer asked	ed if he had purchased any additi	onal warrant	y, agent advised did not see a Mazda
	ended warranty, advis		1		<i> </i>
l chia	naca wanany, aa n				
COIS Recom					
mendations					
mendations					
Tire Informa	ation				
Tire Manufacturer	Unkno	own	Tire Size	Unknown	
Tire Brand Series			Wheel		
DOT Left Front			DOT Right Front		
DOT Left Rear			DOT Right Rear		
DOT Left Inner			DOT Right Inner		
DOT Spare					
Vehicle Info	rmation				
VIN		B38A380	Engine Serial Number	CA 102177	16
Model Year	2008	D30A300	Engine Description		MB PFI V6 NA GAS
Transmission		AUTO TRANS AISIN F21	Vehicle Description	CX 9	MD I I I VUNA UAS
Body Cab Style	Unkno		Drive Line		EEL LEFT HAND DRIVE
Dody Cab Style	Oliklic	7 44 11	DITTO LINC	KYPP + WILL	PPP PPL LITATAD DIVIAR

Disclaimer:

HIROSHIMA ASSEMBLY PLANT JAPAN

26-Oct-2007

85000

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Production Date

Plant Description

Build Country Code

Mileage Vehicle Restraint Code

Build Region

Retail Sale Indicator Code

Transmission Serial Number

12-Feb-2008

Reaquired Vehicle

Warranty Start Date

Vehicle Axle Ratio

Report Detail

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

ECI Record	le le	5241853	05	Source Code	MAZI	DA CAC
Commodit	v Assionm <i>e</i>	nt				
Commodity			vonancian	Crimaton	lodmin	istrative cost
Commodity			uspension— uspension—	Symptom Symptom		led/rusted
Commodity						riving condition-while driving
			uspension—	Symptom		
Commodity		znassis-s	uspension—	Symptom	separa	Ition
Significant Event				Verified	N	
Tread Info						_
	Fread Category Code 02			Tread Category Description	susper	nsion
Reported in Tread	d Quarter (Q4 2014				
Report Det	tails					
Source Claim Ke	У		165451407	Warranty Component Class	ification	1
				(WCC)		
Corporate Produc	ct Systems Class	ification		Time in Service		79
(CPSC)	et bystems class	incation		Time in Service		'^
	ion Code			V Function Grove (VEC)		
Customer Condit				V Function Group (VFG)		10 Nov. 2014
Source System Pr Version Series Co				Repair/Report/Paid Date		10-Nov-2014
				Load Date		16 -Nov-2014
Causal Part Prefix				Dealer Code		51643
Causal Part Name			unknown	Dealer Name		HERITAGE MAZDA TOWSON
Non Causal Part 1		X		Dealer City		LUTHERVILLE
Non Causal Part	Numbers			Dealer State/Province		MD
Fault Code				Dealer Country		USA
Diagonstic Troub				Dealer Phone Number		4104278000
Labor Operation	Code			Attachment		
Communication 7	Гуре			VOQ Component Description	Code	
Maintenance Date	e		21 -Dec-2014			
C u s t o m e r Comment Te c h n i c i a n Comment	Customer states	ball joi	er control arm on his CX 9 separated from the separated from axle Agent reviewed that was forward to Product Quality Manager	and reimbursed customer for repa	air as A'	WA as warranty recently expired Customer
CQIS Recomme ndations Tire Inform						
Tire Manufacture		Unknowi	1	Tire Size	Unkno	own
Tire Brand Series	S			Wheel		
DOT Left Front				DOT Right Front		
DOT Left Rear				DOT Right Rear		
DOT Left Inner				DOT Right Inner		
DOT Spare						
Vehicle Inf	ormation					
VIN	D	М3ТВ3	8V580	Engine Serial Number		0220544
Model Year	2	2008		Engine Description	37L 4	V DAMB PFI V6 NA GAS
Transmission	6	SPD A	UTO TRANS AISIN F21	Vehicle Description	CX 9	
Body Cab Style		Unknowi		Drive Line		WHEEL LEFT HAND DRIVE
Production Date		19-Nov-2		Retail Sale Indicator Code		
Plant Description			IMA ASSEMBLY PLANT JAPAN	Reaguired Vehicle		
Build Region				Warranty Start Date	17-Ms	ny-2008
Build Country Co	ode			Transmission Serial Number	1 / 1/16	., 2000
Mileage		70000		Vehicle Axle Ratio		
Vehicle Restraint		7 0000		venicie Axie Rado		
venicle 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	624185363	Source Code	MAZDA CAC
Commodity Assignn	nent		
Commodity	chassis-suspension—	Symptom	damage-cracked/fractured/split
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	no keyword found
Commodity	chassis-suspension—	Symptom	separation
Significant Event	1	Verified	N
Tread Information			
Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q4 2014	8 7	
Report Details	,		
Source Claim Key	165742303	Warranty Component Class	sification
Source Claim Rey	103742303	(WCC)	Sincuron
Corporate Product Systems Cla	assification	Time in Service	93
(CPSC)			
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	11-Nov-2014
Version Series Code	AAAMO	Load Date	16 -Nov-2014 16 -Nov-2014
Causal Part Prefix- Base - Suffix		Dealer Code	UNKNOW
Causal Part Name			UNKINOW
	unknown	Dealer Name Dealer City	
Non Causal Part Prefix-Base-Su	IIIX		
Non Causal Part Numbers		Dealer State/Province	LICA
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description	1 Code
Maintenance Date	21 -Dec-2014		
Comment vehicle was the	tes that she was on her way to work when the chen dragging along the asphalt Customer wants		apart breaking the wheel almost completely off The concern
Technician Request PQM	1		
COIS Recommen			
dations			
dations			
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		DOT Right Hiner	
Vehicle Information			
VIN	JM3TB38C2	Engine Serial Number	CY 208789
Model Year	2007	Engine Description	35L 4V DOHC VCT SMPI V6 GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
	CA WE 5 DOOR LIGHT TRUCK	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
BOOV Can Sivie			FILE : MILELE LEL L'IMME DIM LE
Body Cab Style Production Date			
Production Date	19-Jan-2007	Retail Sale Indicator Code	
Production Date Plant Description		Retail Sale Indicator Code Reaquired Vehicle	24 Mar 2007
Production Date Plant Description Build Region	19-Jan-2007	Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	24-Mar-2007
Production Date Plant Description Build Region Build Country Code	19-Jan-2007 HIROSHIMA ASSEMBLY PLANT JAPAN	Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	24-Mar-2007
Production Date Plant Description Build Region	19-Jan-2007	Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	24-Mar-2007

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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	6241855	31	Source Code	MAZE	DA CAC
Commodity Assignm	ent				
Commodity		uspension—	Symptom	damag	e-cracked/fractured/split
Commodity		uspension—	Symptom		on-malfunction/inoperative
Commodity		uspension—	Symptom		per assembly
Commodity		uspension—	Symptom		riving condition-while driving
Commodity		uspension—	Symptom		ehicle towed in
Significant Event	CHassis-s	uspension—	Verified	N	chiefe towed in
			vermed	- ' '	
Tread Information				_	
Tread Category Code	02		Tread Category Description	suspen	sion
Reported in Tread Quarter	Q4 2014				
Report Details					
Source Claim Key		165516907	Warranty Component Class	ification	
•			(WCC)		
Corporate Product Systems Clas	esification		Time in Service		84
	Joincation		Time in Service		Γ'
(CPSC)			W.Franckian C. (WEC)		
Customer Condition Code			V Function Group (VFG)		10 Nov. 2014
Source System Program Type			Repair/Report/Paid Date		10-Nov-2014
Version Series Code			Load Date		26 -Nov-2014
Causal Part Prefix- Base - Suffix		- -	Dealer Code		51637
Causal Part Name	,	unknown	Dealer Name		KOONS MAZDA
Non Causal Part Prefix-Base-Suf	fix		Dealer City		SILVER SPRING
Non Causal Part Numbers			Dealer State/Province		MD
Fault Code			Dealer Country		USA
Diagonstic Trouble Code			Dealer Phone Number		3018906100
Labor Operation Code	Labor Operation Code		Attachment		
Communication Type			VOQ Component Description	Code	
Maintenance Date		30 -Nov-2014			
Comment assistance for Technician After the RT Comment totaling \$209	r repairs 2 S inspect	2nd owner	and the new total is \$2,09634Th		s towed to dealer 51637 Customer seeking "Approved AWA for the suspension parts
C Q I S Recommendations					
Recommendations					
Tire Information					
Tire Manufacturer	Unknow	n	Tire Size	Unkno	wn
Tire Brand Series			Wheel		
DOT Left Front			DOT Right Front		
DOT Left Rear			DOT Right Rear		
DOT Left Inner			DOT Right Inner		
DOT Spare					
Vehicle Information					
VIN	ЈМ3ТВ3	8A98	Engine Serial Number	CA 10	218881
Model Year	2008		Engine Description		V DAMB PFI V6 NA GAS
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX 9	
Body Cab Style	Unknow		Drive Line	1	WHEEL LEFT HAND DRIVE
Production Date	05-Nov-2		Retail Sale Indicator Code	TILL T	
Plant Description		IIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle		
Build Region	11110011	IIIII I I I I I I I I I I I I I I I I	Warranty Start Date	14-Jan	-2008
Build Country Code			Transmission Serial Number	14-Jall	-2000
	109000				
Mileage	109000		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.

TOUR 1	Je2 41 002	44		D 4 4 771	21.010
ECI Record	6241893	41	Source Code	MAZI	DA CAC
Commodity Assignm	ient				
Commodity		suspension—	Symptom	damae	ge-road hazard
Commodity		suspension—	Symptom	high e	
Commodity		suspension—	Symptom		riving condition-at cruise
Commodity		suspension—	Symptom		riving condition-while driving
Commodity		suspension—	Symptom		word found
Commodity		suspension—	Symptom	separa	
Significant Event		1	Verified	Y	
Twood Information			-		
Tread Information					
Tread Category Code	02		Tread Category Description	susper	nsion
Reported in Tread Quarter	Q1 2015				
Report Details					
Source Claim Key		h20607206	Warranty Component Class	ifaction	ما
Source Ciaiiii Key		220697306	· ·	sincatioi	I
			(WCC)		00
Corporate Product Systems Cla	ssincation	1	Time in Service		98
(CPSC)					
Customer Condition Code			V Function Group (VFG)		1.01.0017
Source System Program Type			Repair/Report/Paid Date		16-Mar-2015
Version Series Code		AAAAR	Load Date		22 -Mar-2015
Causal Part Prefix- Base - Suffix		-	Dealer Code		UNKNOW
Causal Part Name	rc	unknown	Dealer Name		
Non Causal Part Prefix-Base-Suf	ПX		Dealer City		
Non Causal Part Numbers			Dealer State/Province		TICA
Fault Code			Dealer Country		USA
Diagonstic Trouble Code			Dealer Phone Number		
Labor Operation Code Communication Type			Attachment	. C- 1-	
Maintenance Date		22 -Mar-2015	VOQ Component Description	Code	
C u s t o m e r Customer states 1		22 Mai 2013			
happen but wasn states ball joint Technician Agent provided S	't given ar	ny assistance Customer states vehicle offered to further assist customer pendi	was towed to a third party Custon ng customer decides to have vehic	mer wan	r states she called dealer to tell them what ts to know if this a known issue Customer ected and possibly repaired at Mazda dealer informed customer vehicles concerns were
CQIS Recom					
Tire Information					
Tire Manufacturer	Unknow	n	Tire Size	Unkno	OW/h
Tire Brand Series	UIIKIIUW		Wheel	Olikilo	JW 11
DOT Left Front			DOT Right Front		
DOT Left Rear			DOT Right Profit DOT Right Rear		
DOT Left Real DOT Left Inner			DOT Right Inner		
DOT Spare			DOI Right Hiller		
*					
Vehicle Information					
VIN	JM3TB2	8CX7	Engine Serial Number	CY 20	
Model Year	2007		Engine Description		V DOHC VCT SMPI V6 GAS
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX 9	
Body Cab Style		5 DOOR LIGHT TRUCK	Drive Line	2 WH	L L/H FRONT DRIVE
Production Date	07-Dec-2		Retail Sale Indicator Code		
Plant Description	HIROSH	IIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle		
Build Region			Warranty Start Date	27-Ma	nr-2007
Build Country Code			Transmission Serial Number		

65000

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Build Country Code

Vehicle Restraint Code

Mileage

Vehicle Axle Ratio

Report Detail

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

ECI Record	6241	90599	Source Code	MAZDA CAC
Commodity A	Assignment			
Commodity		sis-suspension—	Symptom	damage
Commodity		sis-suspension—	Symptom	damage-cracked/fractured/split
Commodity		sis-suspension—	Symptom	function-malfunction/inoperative
Commodity		sis-suspension—	Symptom	mod-driving condition-while driving
Commodity		sis-suspension—	Symptom	no keyword found
Significant Event		· ·	Verified	Y
Tread Inform	nation			
Tread Category Code			Tread Category Description	suspension
Reported in Tread Qu		015	rioud chiegory Description	Just the second
Report Detail	ls			
Source Claim Key		269816108	Warranty Component Class	ification
·			(WCC)	
Corporate Product S	ystems Classifica	tion	Time in Service	92
(CPSC)				
Customer Condition	Code		V Function Group (VFG)	
Source System Progr	am Type		Repair/Report/Paid Date	16-Apr-2015
Version Series Code		AAAAR	Load Date	19 -Apr-2015
Causal Part Prefix- B	ase - Suffix		Dealer Code	51610
Causal Part Name		unknown	Dealer Name	COMPASS MAZDA
Non Causal Part Pref			Dealer City	MIDDLETOWN
Non Causal Part Nun	nbers		Dealer State/Province	NY
Fault Code			Dealer Country	USA
Diagonstic Trouble C	Code		Dealer Phone Number	8453444440
Labor Operation Cod	le		Attachment	
Communication Type	e		VOQ Component Description	Code
Maintenance Date		19 -Apr-2015		
Technician DSM	ed to notify Maze	aCustomer was has not spoke with the deale	ership sed DSM of customer Customer	is friends with dealerAdvised DSM customer was
COIS Recomm				
endations				
endations				
Tire Informa	tion			
Tire Manufacturer	Unkı	nown	Tire Size	Unknown
Tire Brand Series			Wheel	
DOT Left Front			DOT Right Front	
DOT Left Rear			DOT Right Rear	
DOT Left Inner			DOT Right Inner	
DOT Spare				
Vehicle Inform	mation			
VIN	JM3	ГВ38С87	Engine Serial Number	CY 207913
Model Year	2007		Engine Description	35L 4V DOHC VCT SMPI V6 GAS
Transmission	6 SP	D AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style		VE 5 DOOR LIGHT TRUCK	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date		un-2007	Retail Sale Indicator Code	
Plant Description		OSHIMA ASSEMBLY PLANT JAPAN	Reaguired Vehicle	
Build Region			Warranty Start Date	04-Oct-2007
Build Country Code			Transmission Serial Number	
Mileage	9000	0	Vehicle Axle Ratio	
Vehicle Restraint Cod			Temele I IAIC Rutto	
Tomele Restraint Coo	uc			

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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	624191524	Source Code	MAZDA CAC
Commodity Assignm	ent		
Commodity	chassis-suspension—	Symptom	damage-cracked/fractured/split
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Significant Event	-	Verified	N
Tread Information			
Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q2 2015	, , ,	•
Report Details			
Source Claim Key	323364800	Warranty Component Cl	lassification
		(WCC)	
Corporate Product Systems Class	ssification	Time in Service	90
(CPSC)			
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	11-May-2015
Version Series Code		Load Date	17 -May-2015
Causal Part Prefix- Base - Suffix		Dealer Code	UNKNOW
Causal Part Name	unknown	Dealer Name	
Non Causal Part Prefix-Base-Suf	fix	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	17 M 2015	VOQ Component Descript	tion Code
Maintenance Date	17 -May-2015		
C u s t o m e r Customer stated h	nad a broken front axle tire fell off, feels the	his is a not normal and Mazda should p	pay
Comment			
Technician Customer stated	had a broken front axle tire fell off, fee	ls this is a not normal and Mazda sho	ould pay Agent updated ownership, advised customer
			at Mazda should pay, agent advised customer is the 3rd
			happened to vehicle prior to customer owning vehicle,
advised have docu		ere is no way to know what may have i	nappened to vehicle prior to editorner owning vehicle,
advised have doct	umented concern,		
COLC. D			
CQIS Recom			
mendations			
Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			

venicie inioi mation			
VIN	JM3TB28AX8		CA 10220260
Model Year	2008	Engine Description	37L 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-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	14-Jan-2008
Build Country Code		Transmission Serial Number	
Mileage	100000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Vehicle Information

Report Detail

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

ECI Record	624191646	Source Code	MAZDA CAC
Commodity Assignm	ient		
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	damage-cracked/fractured/split
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	mod-vehicle towed in
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	suspension-ride height/level concerns
Significant Event	chassis-suspension-stabilizers-front suspension-	Verified	Suspension-flue height/level concerns
<u> </u>		verified	ļN
Tread Information			
Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q2 2015		
Report Details			
Source Claim Key	325443303	Warranty Component Classi	ification
		(WCC)	
Corporate Product Systems Cla	ssification	Time in Service	99
1	ssilication	Time in Service	[]
(CPSC)			
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	15-May-2015
Version Series Code	AAAMQ	Load Date	17 -May-2015
Causal Part Prefix- Base - Suffix		Dealer Code	34638
Causal Part Name	unknown	Dealer Name	OXMOOR MAZDA
Non Causal Part Prefix-Base-Suf	IIIX	Dealer City	LOUISVILLE
Non Causal Part Numbers		Dealer State/Province	KY
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	5028943425
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description	Code
Maintenance Date	17 -May-2015	VOQ Component Description	Code
does not have the Technician Front passenger	e VINHer son is the 3rd ownerTroy & Tracey Den	nuth	ferred her to call Mazda Vehicle at dealerCustomer d the VIN and confirmed the needed repairAdvised
COIS Recomm	alls		
endations			
Tire Information			
Tire Manufacturer	Unknown	Tire Size	Unknown
Tire Brand Series		Wheel	
DOT Left Front		DOT Right Front	
DOT Left Rear		DOT Right Rear	
DOT Left Inner		DOT Right Inner	
DOT Spare			
Vehicle Information	IN COMPANYOR		(NY 002707
VIN	JM3TB28Y27	Engine Serial Number	CY 203706
Model Year	2007	Engine Description	35L 4V DOHC VCT SMPI V6 GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	15-Dec-2006	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaguired Vehicle	
	HINOSHIWA ASSEMBLI PLANT JAPAN		10. 4 2007
Build Region		Warranty Start Date	19-Apr-2007
Build Country Code		Transmission Serial Number	
Build Country Code Mileage	130000	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	624192278	Source Code	MAZDA CAC			
Commodity Assignment						
Commodity Assigning		Crymatom	damage-cracked/fractured/split			
Commodity	chassis-suspension— chassis-suspension—	Symptom Symptom	function-malfunction/inoperative			
Commodity	chassis-suspension—		mod-driving condition-while driving			
Commodity	chassis-suspension—	Symptom	mod-driving condition-while turning			
Commodity	chassis-suspension—	Symptom Symptom	no keyword found			
Significant Event	chassis-suspension—	Verified	N N			
<u> </u>		vermed	11			
Tread Information						
Tread Category Code	02	Tread Category Description	suspension			
Reported in Tread Quarter	Q2 2015	,	, -			
Report Details						
Source Claim Key	330331507	Wagnerty Commonant Class	sification			
Source Claim Key	550551507	Warranty Component Class	sincation			
		(WCC)	70			
Corporate Product Systems Cla	ssincation	Time in Service	79			
(CPSC)						
Customer Condition Code		V Function Group (VFG)				
Source System Program Type		Repair/Report/Paid Date	20-May-2015			
Version Series Code		Load Date	07 -Jun-2015			
Causal Part Prefix- Base - Suffix		Dealer Code	51617			
Causal Part Name	unknown	Dealer Name	BROWN'S CHANTILLY MAZDA			
Non Causal Part Prefix-Base-Suf	ffix	Dealer City	CHANTILLY			
Non Causal Part Numbers		Dealer State/Province	VA			
Fault Code		Dealer Country	USA			
Diagonstic Trouble Code		Dealer Phone Number	7032228920			
Labor Operation Code		Attachment				
Communication Type		VOQ Component Description	n Code			
Maintenance Date	07 -Jun-2015					
Customer Comment	Customer stated while driving and when turnir	g found tire rod broke and wheel d	lisassembling			
	Customer stated while arriving and when turns	ig round are rod orone and wheer e				
Technician Comment						
Technician Comment	Service repair was completed and customer's in	nsurance carrier covered the partial	repair costs and customer paid the balance			
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						
	W. (2000) 20 (2007)		G. 1081000			
VIN	JM3TB28A280	Engine Serial Number	CA 10240998			
Model Year	2008	Engine Description	37L 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-Apr-2008	Retail Sale Indicator Code				
Plant Description	HIRÔSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	20.11 2000			
Build Region						
		Warranty Start Date	30-Nov-2008			
Build Country Code	100000	Transmission Serial Number	50-N0V-2008			
Build Country Code Mileage Vehicle Restraint Code	103000		30-N0V-2008			

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624192768

ECI Record

Concern Driven Reporting

Report Detail

MAZDA CAC

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

Source Code

Commodity Assignm	ient				
Commodity	chassis-s	suspension—	Symptom		n-malfunction/inoperative
Commodity	chassis-s	suspension—	Symptom	improp	per assembly
Commodity	chassis-s	suspension—	Symptom		re delivery
Commodity	chassis-s	suspension—	Symptom		word found
Significant Event			Verified	N	
Tread Information					
Tread Category Code	02		Tread Category Description	suspen	sion
Reported in Tread Quarter	Q2 2015		read category Description	p one p ou	
Report Details					
Source Claim Key		268806000	Warranty Component Class	ification	
			(WCC)		
Corporate Product Systems Cla	ssification		Time in Service		92
(CPSC)					
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date		14-Apr-2015
Version Series Code		AAAMR	Load Date		21 -Jûn-2015
Causal Part Prefix- Base - Suffix			Dealer Code		61613
Causal Part Name		unknown	Dealer Name		CJ WILSON MAZDA ORLAND PARK
Non Causal Part Prefix-Base-Suf	fix		Dealer City		ORLAND PARK
Non Causal Part Numbers			Dealer State/Province		IL
Fault Code			Dealer Country		USA
Diagonstic Trouble Code			Dealer Phone Number		7084443200
Labor Operation Code			Attachment		
Communication Type			VOQ Component Description	Code	
Maintenance Date		21 -Jun-2015			
Comment MANUFACTUR	ING DEF	BALL JOINT FAILURE / SETTLEME FECT EXISTED IN THE CUSTOMER' CUSTOMERS A DEMAND IS BEING	S VEHICLE THAT CAUSED TH	HE BALI	L JOINTS TO FAIL WHICH INCURRED
Comment MANUFACTUR REPAIR COSTS Technician Settled case with Comment CQIS Recom	ING DEF TO THE	ECT EXISTED IN THE CUSTOMER' CUSTOMERS A DEMAND IS BEING	S VEHICLE THAT CAUSED TH	HE BALI	L JOINTS TO FAIL WHICH INCURRED
Comment MANUFACTUR REPAIR COSTS Technician Comment COMMENT COUS Recommendations	ING DEF TO THE	ECT EXISTED IN THE CUSTOMER' CUSTOMERS A DEMAND IS BEING	S VEHICLE THAT CAUSED TH	HE BALI	L JOINTS TO FAIL WHICH INCURRED
Comment MANUFACTUR REPAIR COSTS Technician Settled case with Comment CQIS Recommendations Tire Information	ING DEF TO THE attorney/o	ECT EXISTED IN THE CUSTOMER' CUSTOMERS A DEMAND IS BEING customer	S VEHICLE THAT CAUSED TE MADE FOR THE CUSTOMER'	HE BALI	L JOINTS TO FAIL WHICH INCURRED ES DUE TO THE INCIDENT
Comment MANUFACTUR REPAIR COSTS Technician Settled case with Comment CQIS Recommendations Tire Information Tire Manufacturer	ING DEF TO THE	ECT EXISTED IN THE CUSTOMER' CUSTOMERS A DEMAND IS BEING customer	S VEHICLE THAT CAUSED TE MADE FOR THE CUSTOMER'	HE BALI	L JOINTS TO FAIL WHICH INCURRED ES DUE TO THE INCIDENT
Comment MANUFACTUR REPAIR COSTS Technician Settled case with Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series	ING DEF TO THE attorney/o	ECT EXISTED IN THE CUSTOMER' CUSTOMERS A DEMAND IS BEING customer	S VEHICLE THAT CAUSED TE MADE FOR THE CUSTOMER' Tire Size Wheel	HE BALI	L JOINTS TO FAIL WHICH INCURRED ES DUE TO THE INCIDENT
Comment MANUFACTUR REPAIR COSTS Technician Settled case with Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front	ING DEF TO THE attorney/o	ECT EXISTED IN THE CUSTOMER' CUSTOMERS A DEMAND IS BEING customer	S VEHICLE THAT CAUSED TEMADE FOR THE CUSTOMER' Tire Size Wheel DOT Right Front	HE BALI	L JOINTS TO FAIL WHICH INCURRED ES DUE TO THE INCIDENT
Comment MANUFACTUR REPAIR COSTS Technician Settled case with Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear	ING DEF TO THE attorney/o	ECT EXISTED IN THE CUSTOMER' CUSTOMERS A DEMAND IS BEING customer	S VEHICLE THAT CAUSED THE MADE FOR THE CUSTOMER'S MADE	HE BALI	L JOINTS TO FAIL WHICH INCURRED ES DUE TO THE INCIDENT
Comment MANUFACTUR REPAIR COSTS Technician Settled case with Comment CQIS Recommendations Tire Information Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner	ING DEF TO THE attorney/o	ECT EXISTED IN THE CUSTOMER' CUSTOMERS A DEMAND IS BEING customer	S VEHICLE THAT CAUSED TEMADE FOR THE CUSTOMER' Tire Size Wheel DOT Right Front	HE BALI	L JOINTS TO FAIL WHICH INCURRED ES DUE TO THE INCIDENT
Comment MANUFACTUR REPAIR COSTS Technician Settled case with Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare	ING DEF TO THE attorney/o	ECT EXISTED IN THE CUSTOMER' CUSTOMERS A DEMAND IS BEING customer	S VEHICLE THAT CAUSED THE MADE FOR THE CUSTOMER'S MADE	HE BALI	L JOINTS TO FAIL WHICH INCURRED ES DUE TO THE INCIDENT
Comment MANUFACTUR REPAIR COSTS Technician Settled case with Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information	ING DEF TO THE attorney/o	CUSTOMERS A DEMAND IS BEING Customer n	S VEHICLE THAT CAUSED THE MADE FOR THE CUSTOMER'S MADE	Unkno	WIND WIND WARRED WAS A CONTROL OF THE INCIDENT WIND WIND WIND WIND WIND WIND WIND WIND
Comment MANUFACTUR REPAIR COSTS Technician Settled case with Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN	ING DEF TO THE attorney/o	CUSTOMERS A DEMAND IS BEING Customer n	S VEHICLE THAT CAUSED THE MADE FOR THE CUSTOMER'S MADE	Unkno	WIND WIND WIND WIND WIND WIND WIND WIND
Comment MANUFACTUR REPAIR COSTS Technician Settled case with Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year	Unknow JM3TB3 2007	CUSTOMERS A DEMAND IS BEING CUSTOMERS A DEMAND IS BEING CUSTOMER REPORT OF THE CUSTOMER'S A DEMAND IS BEING CUSTOMER OF THE CUSTOMER'S A DEMAND IS BEING CUSTOMER OF THE CUSTOMER'S A DEMAND IS BEING CUSTOMER OF THE CUSTOMER'S A DEMAND IS BEING IS BEING CUSTOMER'S A DEMAND IS BEING	S VEHICLE THAT CAUSED THE MADE FOR THE CUSTOMER'S MADE	Unkno	WIND WIND WARRED WAS A CONTROL OF THE INCIDENT WIND WIND WIND WIND WIND WIND WIND WIND
Comment MANUFACTUR REPAIR COSTS Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information Win Model Year Transmission	Unknow JM3TB3 2007 6 SPD A	CUSTOMERS A DEMAND IS BEING CUSTOMERS A DEMAND IS BEING Customer 1887570 UTO TRANS AISIN F21	S VEHICLE THAT CAUSED THE MADE FOR THE CUSTOMER'S MADE	Unkno CY 213 35L 4V CX 9	WIND STATE OF A STATE
Comment MANUFACTUR REPAIR COSTS Technician Comment Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style	Unknow JM3TB3 JM3TB3 Z007 6 SPD A CA WE	CUSTOMERS A DEMAND IS BEING CUSTOMERS A DEMAND IS BEING Customer 188Y570 UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK	S VEHICLE THAT CAUSED TO MADE FOR THE CUSTOMER'S MADE	Unkno CY 213 35L 4V CX 9	WIND WIND WIND WIND WIND WIND WIND WIND
Comment MANUFACTUR REPAIR COSTS Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information Win Model Year Transmission	Unknow Unknow JM3TB3 2007 6 SPD A CA WE 26-Apr-2	CUSTOMERS A DEMAND IS BEING CUSTOMERS A DEMAND IS BEING Customer IN THE CUSTOMER'S A DEMAND IS BEING IS BEING IS BEING IS BEING IS BEING CUSTOMER'S A DEMAND IS BEING I	S VEHICLE THAT CAUSED THE MADE FOR THE CUSTOMER'S MADE	Unkno CY 213 35L 4V CX 9	WIND STATE OF A STATE
Comment MANUFACTUR REPAIR COSTS Technician Comment Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style	Unknow Unknow JM3TB3 2007 6 SPD A CA WE 26-Apr-2	CUSTOMERS A DEMAND IS BEING CUSTOMERS A DEMAND IS BEING Customer 188Y570 UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK	S VEHICLE THAT CAUSED TO MADE FOR THE CUSTOMER'S MADE	Unkno CY 213 35L 4V CX 9	WIND STATE OF A STATE
Comment MANUFACTUR REPAIR COSTS Technician Settled case with Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date	Unknow Unknow JM3TB3 2007 6 SPD A CA WE 26-Apr-2	CUSTOMERS A DEMAND IS BEING CUSTOMERS A DEMAND IS BEING Customer IN THE CUSTOMER'S A DEMAND IS BEING IS BEING IS BEING IS BEING IS BEING CUSTOMER'S A DEMAND IS BEING I	S VEHICLE THAT CAUSED THE MADE FOR THE CUSTOMER'S MADE	Unkno CY 213 35L 4V CX 9	WHEEL LEFT HAND DRIVE
Comment MANUFACTUR REPAIR COSTS Technician Comment COIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description	Unknow Unknow JM3TB3 2007 6 SPD A CA WE 26-Apr-2	CUSTOMERS A DEMAND IS BEING CUSTOMERS A DEMAND IS BEING Customer IN THE CUSTOMER'S A DEMAND IS BEING IS BEING IS BEING IS BEING IS BEING CUSTOMER'S A DEMAND IS BEING I	S VEHICLE THAT CAUSED THE MADE FOR THE CUSTOMER'S MADE	Unkno CY 21: 35L 4V CX 9 ALL 4	WHEEL LEFT HAND DRIVE
Comment MANUFACTUR REPAIR COSTS Technician Settled case with Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	Unknow Unknow JM3TB3 2007 6 SPD A CA WE 26-Apr-2	CUSTOMERS A DEMAND IS BEING CUSTOMERS A DEMAND IS BEING Customer IN THE CUSTOMER'S A DEMAND IS BEING IS BEING IS BEING IS BEING IS BEING CUSTOMER'S A DEMAND IS BEING I	Tire Size Wheel DOT Right Front DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reacquired Vehicle Warranty Start Date	Unkno CY 21: 35L 4V CX 9 ALL 4	WHEEL LEFT HAND DRIVE
Comment MANUFACTUR REPAIR COSTS Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Front DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code	Unknow Unknow Unknow Unknow CA WE 26-Apr-2 HIROSE	CUSTOMERS A DEMAND IS BEING CUSTOMERS A DEMAND IS BEING Customer IN THE CUSTOMER'S A DEMAND IS BEING IS BEING IS BEING IS BEING IS BEING CUSTOMER'S A DEMAND IS BEING I	Tire Size Wheel DOT Right Front DOT Right Inner Engine Serial Number Engine Description Vehicle Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	Unkno CY 21: 35L 4V CX 9 ALL 4	WHEEL LEFT HAND DRIVE

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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	624193151	Source Code	MAZDA CAC			
Commodity Assignm	ent					
Commodity	chassis-suspension—	Symptom	field service action			
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative			
Commodity	chassis-suspension—	Symptom	administrative cost			
Significant Event	chassis suspension	Verified	N			
<u> </u>		vermed	ļ.,			
Tread Information	10.2					
Tread Category Code	02	Tread Category Description	suspension			
Reported in Tread Quarter	Q2 2015					
Report Details						
Source Claim Key	465371301	Warranty Component Classif	fication			
•		(WCC)				
Corporate Product Systems Class	ssification	Time in Service	93			
(CPSC)						
Customer Condition Code		V Function Group (VFG)				
Source System Program Type		Repair/Report/Paid Date	16-Jun-2015			
Version Series Code		Load Date	28 -Jun-2015			
Causal Part Prefix- Base - Suffix		Dealer Code	UNKNOW			
Causal Part Name	unknown	Dealer Name	OTTE TO TI			
Non Causal Part Prefix-Base-Suf		Dealer City				
Non Causal Part Numbers	IIX	Dealer State/Province				
Fault Code		Dealer Country	USA			
Diagonstic Trouble Code		Dealer Phone Number	USA			
Labor Operation Code		Attachment				
Communication Type		VOQ Component Description (Code			
Maintenance Date	28 -Jun-2015	VOQ Component Description C	Code			
	d customer and left message on voicemail to han n Once recall is open letters will go out to custom		nd to check back in a few months to see if a	recall		
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	JM3TB38A280	Engine Serial Number	CA 10201696			
Model Year	2008	Engine Description	37L 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	29-Jun-2007	Retail Sale Indicator Code				
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle				
Build Region		Warranty Start Date	21-Nov-2007			
Build Country Code		Transmission Serial Number				
Mileage	140000	Vehicle Axle Ratio				
Vehicle Restraint Code			•			
		-				

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Report Detail

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ECI Record	624193297	Source Code	MAZDA CAC			
Commodity Assignment						
Commodity		Crimatom	damage-cracked/fractured/split			
Commodity	chassis-suspension— chassis-suspension—	Symptom Symptom	field service action			
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative			
Commodity	chassis-suspension—	Symptom	no keyword found			
Significant Event	chassis-suspension—	Verified	N			
<u> </u>		vermed	μ,			
Tread Information						
Tread Category Code	02	suspension				
Reported in Tread Quarter Q2 2015						
Report Details						
Source Claim Key	537822207	Warranty Component Class	sification			
Source Chain 120)	557022207	(WCC)				
Corporate Product Systems Class	ssification	Time in Service	102			
(CPSC)	Silication	Time in Service	102			
Customer Condition Code		V Function Group (VFG)				
Source System Program Type		Repair/Report/Paid Date	24-Jun-2015			
Version Series Code	AAAMQ	Load Date	28 -Jun-2015			
Causal Part Prefix- Base - Suffix		Dealer Code	UNKNOW			
Causal Part Name	unknown	Dealer Name	CHRITOW			
Non Causal Part Prefix-Base-Suf		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	28 -Jun-2015	3 -Jun-2015				
Comment Technician agent advised n	Technician agent advised no recall or ssp at this time Agent informed customer that NHTSA and mazda are still investigating claims in regards to the vehicle's control arm Agent advised no recall at this time but if recall was too come out and customer paid for repairs there is possibility for reimbursement					
Tire Information						
Tire Manufacturer	Unknown	Tiro Cizo	Unknown			
Tire Brand Series	Unknown	Tire Size Wheel	Unknown			
DOT Left Front		DOT Right Front				
DOT Left Rear		DOT Right Profit DOT Right Rear				
DOT Left Real DOT Left Inner		DOT Right Real DOT Right Inner				
DOT Spare		DOT RIGHT HIHEI				
Vehicle Information						
VIN	JM3TB28Y370	Engine Serial Number	CY 202247			
Model Year	2007	Engine Description	35L 4V DOHC VCT SMPI V6 GAS			
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9			
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	2 WHL L/H FRONT DRIVE			
Production Date	07-Dec-2006	Retail Sale Indicator Code				
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	17 F 1 2007			
Build Region		Warranty Start Date	17-Feb-2007			
Build Country Code	120000	Transmission Serial Number				
Mileage	160000	Vehicle Axle Ratio				
Vehicle Restraint Code						

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Report Detail

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ECI Record	6262922	64	Source Code	MAZDA Care Surveys
Commodity Assignm	ent			
Commodity		uspension-shock absorbers/struts—	Symptom	function-malfunction/inoperative
Commodity		uspension-shock absorbers/struts—	Symptom	mod-driving condition-while driving
Commodity			Symptom	nvh-noisy operation
Commodity		uspension-stabilizers-front suspension-	Symptom	function-malfunction/inoperative
Commodity		uspension-stabilizers-front suspension-	Symptom	mod-driving condition-while driving
Commodity		uspension-stabilizers-front suspension-	Symptom	nvh-noisy operation
Significant Event			Verified	N
Tread Information				
Tread Category Code	102		Tread Category Description	suspension
Reported in Tread Quarter	Q4 2010		caregory 2 esemption	
Report Details				
Source Claim Key		01590597A	Warranty Component Classi	ification
Source Claim Rey		01390397A	(WCC)	incation
Corporate Product Systems Cla	ssification		Time in Service	35
(CPSC)	oomeanon		Time in Bervice	
Customer Condition Code			V Function Group (VFG)	
Source System Program Type			Repair/Report/Paid Date	20-Oct-2010
Version Series Code			Load Date	11 -Nov-2010
Causal Part Prefix- Base - Suffix			Dealer Code	61505
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name	KINGS MAZDA
Non Causal Part Prefix-Base-Suf	fix		Dealer City	CINCINNATI
Non Causal Part Numbers			Dealer State/Province	OH
Fault Code			Dealer Country	USA
Diagonstic Trouble Code			Dealer Phone Number	5136834900
Labor Operation Code			Attachment	
Communication Type			VOQ Component Description	Code
Maintenance Date		11 -Nov-2010		
			1 0.1 T. 1. 1. 1. 1. 1.	1 1 1 1 1 2 000 11 1 1 1 1 1 1 1 1 1 1 1
Comment I had reported not	ises in my	car in the previous visit on the front en	d of the car it wasn't explored ful	ly When I brought it back 3,000 miles later, which
nappen to be from				ad to keep it for a week to fix it When I'm saying
				I was a little disappointed that there weren't a more
thorough investiga	ation of the	e complaint in the previous visit Finding	out that I had been driving for 3,0	000 miles with a car that was unsafe
			2	
Technician				
Comment				
COIS Recom				

Tire l	nforr	nation
Tiro Mor	nifo oturo	**

mendations

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	1		
VIN	JM3TB38Y170	Engine Serial Number	CY 210435
Model Year	2007	Engine Description	35L 4V DOHC VCT SMPI V6 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	30-Jan-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	28-Dec-2007
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	6264366	522	Source Code	MAZD	A Care Surveys
Commodity Assignm	ont				
			10		
Commodity Commodity		suspension-alignment-front suspension-	Symptom		ned/out of position/adjustment/poor fit
		suspension-alignment-front suspension-	Symptom		palance
Commodity		suspension-stabilizers-front suspension-	Symptom		ned/out of position/adjustment/poor fit
Commodity	cnassis-s	suspension-stabilizers-front suspension-	Symptom	out of l	balance
Significant Event			Verified	N	
Tread Information	10.1				
Tread Category Code	01		Tread Category Description	steering	
Tread Category Code			Tread Category Description	suspen	sion
Reported in Tread Quarter	Q3 2013	·			
Report Details					
Source Claim Key		02564709B	Warranty Component Class	ification	
			(WCC)		
Corporate Product Systems Cla	ssification	1	Time in Service		58
(CPSC)					
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date		20-Aug-2013
Version Series Code			Load Date		11 -Sep-2013
Causal Part Prefix- Base - Suffix			Dealer Code		51574
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name		IRWIN MAZDA
Non Causal Part Prefix-Base-Sut	ffix		Dealer City		FREEHOLD
Non Causal Part Numbers			Dealer State/Province		NJ
Fault Code			Dealer Country		USA
Diagonstic Trouble Code			Dealer Phone Number		7324621818
Labor Operation Code			Attachment		7321021010
Communication Type			VOQ Component Description	Code	
Maintenance Date		11 -Sep-2013	VOQ Component Bescription	Code	
		chased tires and mounting and balancing placed Was I charged for a service that is			ont end alignment Isn't that ordinarily done
Comment CQIS Recommendations					
Comment CQIS Recom mendations					
Comment CQIS Recommendations Tire Information	Unknow	n	Tire Size	Unkno	wn
Comment CQIS Recommendations Tire Information Tire Manufacturer	Unknow	n	Tire Size	Unkno	wn
Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series	Unknow	n	Wheel	Unkno	wn
Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front	Unknow	n	Wheel DOT Right Front	Unkno	wn
Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear	Unknow	n	Wheel DOT Right Front DOT Right Rear	Unkno	wn
Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner	Unknow	n	Wheel DOT Right Front	Unkno	wn
Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare	Unknow	n	Wheel DOT Right Front DOT Right Rear	Unkno	wn
Comment CQIS Recommendations Tire Information Fire Manufacturer Fire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information			Wheel DOT Right Front DOT Right Rear DOT Right Inner		
Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN	ЈМЗТВЗ		Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number	CA 102	231194
Comment CQIS Recommendations Tire Information Fire Manufacturer Fire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information			Wheel DOT Right Front DOT Right Rear DOT Right Inner	CA 10: 37L 4V	
Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN	JM3TB3 2008		Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number	CA 102	231194
Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year	JM3TB3 2008	UTO TRANS AISIN F21	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description	CA 102 37L 4V CX 9	231194
Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission	JM3TB3 2008 6 SPD A	UTO TRANS AISIN F21	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description	CA 102 37L 4V CX 9	231194 V DAMB PFI V6 NA GAS
Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date	JM3TB3 2008 6 SPD A Unknow 04-Feb-2	UTO TRANS AISIN F21 n 2008	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code	CA 102 37L 4V CX 9	231194 V DAMB PFI V6 NA GAS
Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description	JM3TB3 2008 6 SPD A Unknow 04-Feb-2	UTO TRANS AISIN F21	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	CA 10: 37L 4V CX 9 ALL 4	231194 V DAMB PFI V6 NA GAS WHEEL LEFT HAND DRIVE
Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	JM3TB3 2008 6 SPD A Unknow 04-Feb-2	UTO TRANS AISIN F21 n 2008	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	CA 102 37L 4V CX 9	231194 V DAMB PFI V6 NA GAS WHEEL LEFT HAND DRIVE
Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description	JM3TB3 2008 6 SPD A Unknow 04-Feb-2	UTO TRANS AISIN F21 n 2008	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	CA 10: 37L 4V CX 9 ALL 4	231194 V DAMB PFI V6 NA GAS WHEEL LEFT HAND DRIVE

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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	626446604		Source Code	MAZI	IAZDA Care Surveys	
Commodity Assignm	ent					
Commodity		suspension—	Symptom	tire-fa	st/irregular tread wear	
Significant Event		-	Verified	N		
Tread Information						
Tread Category Code	02		Tread Category Description	susper	nsion	
Reported in Tread Quarter	Q4 2013					
Report Details						
Source Claim Key		02615747B	Warranty Component Class	ification	1	
•			(WCC)			
Corporate Product Systems Class	ssification	1	Time in Service		63	
(CPSC)						
Customer Condition Code			V Function Group (VFG)			
Source System Program Type			Repair/Report/Paid Date		15-Oct-2013	
Version Series Code			Load Date		11 -Nov-2013	
Causal Part Prefix- Base - Suffix			Dealer Code		51575	
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name		SEACOAST MAZDA	
Non Causal Part Prefix-Base-Suf	fix		Dealer City		PORTSMOUTH	
Non Causal Part Numbers			Dealer State/Province		NH	
Fault Code			Dealer Country		USA	
Diagonstic Trouble Code			Dealer Phone Number		6034366811	
Labor Operation Code			Attachment			
Communication Type			VOQ Component Description	Code		
Maintenance Date		11 -Nov-2013				
Technician Comment CQIS Recommendations						
Tire Information						
Tire Manufacturer	Unknow	n	Tire Size	Unkno	own	
Tire Brand Series			Wheel			
DOT Left Front			DOT Right Front			
DOT Left Rear			DOT Right Rear			
DOT Left Inner			DOT Right Inner			
DOT Spare						
Vehicle Information						
VIN	ЈМ 3ТВ3	8V480	Engine Serial Number	CA 10	0241724	
Model Year	2008	- · · · · ·	Engine Description		V DAMB PFI V6 NA GAS	
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX 9		
Body Cab Style		5 DOOR LIGHT TRUCK	Drive Line		WHEEL LEFT HAND DRIVE	
Production Date	04-Apr-2		Retail Sale Indicator Code	1		
Plant Description		IIMA ASSEMBLY PLANT JAPAN	Reaguired Vehicle			
Build Region	IIII		Warranty Start Date	3()-A11	ig-2008	
Build Country Code			Transmission Serial Number	23714	0	
Mileage	0		Vehicle Axle Ratio			
Vehicle Restraint Code						

isclaimer:

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Report Detail

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ECI Record	6265321	.09	Source Code	MAZI	DA Care Surveys	
Commodity Assignment						
Commodity		suspension-stabilizers-front suspension-	Symptom	function	on-steering/brake ineffective	
Commodity		suspension-stabilizers-front suspension-	Symptom		control	
Commodity		suspension-stabilizers-front suspension-	Symptom		riving condition-while driving	
Significant Event	CHUBBIB	suspension success from suspension	Verified	N	arving condition while driving	
			Totaliou	F'		
Tread Information	10.0					
Tread Category Code	02		Tread Category Description	susper	nsion	
Reported in Tread Quarter	Q2 2015					
Report Details						
Source Claim Key		03089386A	Warranty Component Classif	fication		
,			(WCC)			
Corporate Product Systems Clas	sification		Time in Service		91	
(CPSC)	Sincation		Time in Service			
Customer Condition Code			V Function Group (VFG)			
Source System Program Type					20. Apr 2015	
Version Series Code			Repair/Report/Paid Date Load Date		20-Apr-2015 11 -May-2015	
Causal Part Prefix- Base - Suffix			Dealer Code		51486	
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name			
	C	NOT PROVIDED BY SOURCE			GAITHERSBURG MAZDA	
Non Causal Part Prefix-Base-Suf	ПХ		Dealer City		GAITHERSBURG	
Non Causal Part Numbers			Dealer State/Province		MD	
Fault Code			Dealer Country		USA	
Diagonstic Trouble Code			Dealer Phone Number			
Labor Operation Code			Attachment			
Communication Type		11.14.2017	VOQ Component Description (Code		
Maintenance Date 11 -May-2015						
left side control ar	m I was	•	ethis could have created huge issu		ad to have emergency service to replace the we are lucky to be safe and the repair was	
Technician Comment						
CQIS Recom						
mendations						
mendations						
Tire Information						
Tire Information Tire Manufacturer	Unknow	<u>n</u>	Tire Size	Unkno	own	
Tire Information Tire Manufacturer Tire Brand Series	Unknow	n	Wheel	Unkno	own	
Tire Information Tire Manufacturer Tire Brand Series DOT Left Front	Unknow	n	Wheel DOT Right Front	Unkno) Wn	
Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear	Unknow	n	Wheel DOT Right Front DOT Right Rear	Unkno	own	
Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner	Unknow	n	Wheel DOT Right Front	Unkno	own	
Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear	Unknow	n	Wheel DOT Right Front DOT Right Rear	Unkno	own	
Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information			Wheel DOT Right Front DOT Right Rear DOT Right Inner			
Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN	ЈМ3ТВ3		Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number	CA 10	1202408	
Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year	JM3TB3 2008	38A780	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description	CA 10 37L 4		
Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission	JM3TB3 2008 6 SPD A	88A780 UTO TRANS AISIN F21	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description	CA 10 37L 4 CX 9	0202408 V DAMB PFI V6 NA GAS	
Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style	JM3TB3 2008 6 SPD A Unknow	38A780 JUTO TRANS AISIN F21	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line	CA 10 37L 4 CX 9	1202408	
Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date	JM3TB3 2008 6 SPD A Unknow 03-Jul-2	UTO TRANS AISIN F21	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code	CA 10 37L 4 CX 9	0202408 V DAMB PFI V6 NA GAS	
Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description	JM3TB3 2008 6 SPD A Unknow 03-Jul-2	38A780 JUTO TRANS AISIN F21	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	CA 10 37L 4 CX 9 ALL 2	0202408 V DAMB PFI V6 NA GAS F WHEEL LEFT HAND DRIVE	
Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	JM3TB3 2008 6 SPD A Unknow 03-Jul-2	UTO TRANS AISIN F21	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	CA 10 37L 4 CX 9 ALL 2	0202408 V DAMB PFI V6 NA GAS	
Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Front DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code	JM3TB3 2008 6 SPD A Unknow 03-Jul-2	UTO TRANS AISIN F21	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	CA 10 37L 4 CX 9 ALL 2	0202408 V DAMB PFI V6 NA GAS F WHEEL LEFT HAND DRIVE	
Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	JM3TB3 2008 6 SPD A Unknow 03-Jul-2	UTO TRANS AISIN F21	Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	CA 10 37L 4 CX 9 ALL 2	0202408 V DAMB PFI V6 NA GAS F WHEEL LEFT HAND DRIVE	

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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	6263695	590	Source Code	MAZI	DA eMQF			
	Commodity Assignment							
Commodity	chassis-s	suspension—	Symptom	separa	tion			
Significant Event			Verified	N				
Tread Information								
Tread Category Code	02		Tread Category Description suspension					
Reported in Tread Quarter	Q1 2012							
Report Details								
Source Claim Key		ISK179114	Warranty Component Class (WCC)	ification				
Corporate Product Systems Class	ssification	1	Time in Service		1			
(CPSC)								
Customer Condition Code			V Function Group (VFG)					
Source System Program Type			Repair/Report/Paid Date		24-Jan-2012			
Version Series Code			Load Date		14 -Apr-2012			
Causal Part Prefix- Base - Suffix		NOT PROVIDED BY COURCE	Dealer Code		UNKNOW			
Causal Part Name	~	NOT PROVIDED BY SOURCE	Dealer Name					
Non Causal Part Prefix-Base-Suf	ПX		Dealer City					
Non Causal Part Numbers			Dealer State/Province		TICA			
Fault Code		J	Dealer Country		USA			
Diagonstic Trouble Code Labor Operation Code			Dealer Phone Number Attachment					
Communication Type			VOQ Component Description	Code				
Maintenance Date		14 -Apr-2012	VOQ Component Description	Code				
Maintenance Date		14 -Api-2012						
Customer Comment Technician Comment	uneven	surfacesWheel falling off						
CQIS Recommendations								
Tire Information								
Tire Manufacturer	Unknow	n	Tire Size	Unkno	own			
Tire Brand Series			Wheel					
DOT Left Front			DOT Right Front					
DOT Left Rear			DOT Right Rear					
DOT Left Inner			DOT Right Inner					
DOT Spare								
Vehicle Information								
VIN	JM3TB2	2DA0B	Engine Serial Number		393118			
Model Year	2011		Engine Description		V DAMB PFI V6 NA GAS			
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX 9				
Body Cab Style		5 DOOR LIGHT TRUCK	Drive Line	2 WHI	L L/H FRONT DRIVE			
Production Date	11-Jul-2		Retail Sale Indicator Code					
Plant Description	HIROSI	HIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle		2011			
Build Region			Warranty Start Date	27-Dec	c-2011			
Build Country Code			Transmission Serial Number					
Mileage	0		Vehicle Axle Ratio					
Vehicle Restraint Code								

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620316858

ECI Record

Concern Driven Reporting

Report Detail

MAZDA Hotline

CX 9

19-Mar-2007

2 WHL L/H FRONT DRIVE

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

Source Code

BCI Record	020310030	pource code	1111 1212	TITOUING
Commodity Assignr	nent			
Commodity	chassis-suspension—	Symptom	mod-dr	riving condition-over bump(s)
Commodity	chassis-suspension—	Symptom		riving condition-while driving
Commodity	chassis-suspension—	Symptom		termittent/random
Commodity	chassis-suspension—	Symptom		word found
Commodity	chassis-suspension—	Symptom		isy operation
Commodity	chassis-suspension-stabilizers-front suspension			riving condition-over bump(s)
Commodity	chassis-suspension-stabilizers-front suspension	1- Symptom		isy operation
ignificant Event	chassis suspension statistizers from suspension	Verified	N	isy operation
		vermeu	۳۱	
Tread Information	102			
read Category Code	02	Tread Category Description	suspens	sion
eported in Tread Quarter	Q3 2007			
Report Details				
Source Claim Key	000531670	Warranty Component C	lassification	
		(WCC)		
Corporate Product Systems Cl	assification	Time in Service	,	7
CPSC)	assineation	Time in Service		,
Customer Condition Code		V Function Crown (VEC)		
		V Function Group (VFG)		17.6 2007
ource System Program Type	AAAAD	Repair/Report/Paid Date		17-Sep-2007
ersion Series Code	AAAAR	Load Date		23 -Sep-2007
ausal Part Prefix- Base - Suffi		Dealer Code		34616
ausal Part Name	NOT PROVIDED BY SOURCE	Dealer Name		WOODHOUSE MAZDA
Ion Causal Part Prefix-Base-Su	ıffix	Dealer City		OMAHA
Non Causal Part Numbers		Dealer State/Province		NE
ault Code		Dealer Country		USA
Diagonstic Trouble Code		Dealer Phone Number	•	4025921000
abor Operation Code		Attachment		
Communication Type		VOQ Component Descript	tion Code	
Maintenance Date	28 -Apr-2008			
Customer				
Comment				
echnician JF 09/17/07	NOISE OVER BUMPS (PAGE 4) TECH STAT	ES THE CAR HAS A INT NOIS	SE OVER BU	UMPS CALLING FOR INFO replaced t
	control arms and stabilizer bushings that were car			•
iront rower	solutor arms and satemeer custings that were ea	asing a noise over aips in the roa		
C Q I S				
Recommendations				
Fire Information				
ire Manufacturer	Unknown	Tire Size	Unknov	wn
ire Brand Series	CHKHOWH	Wheel	Ulikilo	YY 11
OT Left Front		DOT Right Front		
OT Left Front OOT Left Rear		DOT Right Front DOT Right Rear		
OOT Left Inner		DOT Right Inner		
OOT Spare				
Vehicle Information				
IN	JM3TB28Y170	Engine Serial Number	CY 207	7382
Iodel Year	2007	Engine Description		DOHC VCT SMPI V6 GAS
Fransmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9	

Vehicle Description

Reaquired Vehicle

Warranty Start Date

Vehicle Axle Ratio

Retail Sale Indicator Code

Transmission Serial Number

Drive Line

Disclaimer:

6 SPD AUTO TRANS AISIN F21

CA WE 5 DOOR LIGHT TRUCK

HIROSHIMA ASSEMBLY PLANT JAPAN

12-Jan-2007

12853

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Contact CDR HELP
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Transmission

Build Region

Mileage

Body Cab Style

Production Date

Plant Description

Build Country Code

Vehicle Restraint Code

Report Detail

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

ECI Record	6203472	21	Source Code M	MAZDA Hotline		
Commodity Assignment						
Commodity	chassis-sus	pension—	Symptom	mod-driving condition-over bump(s)		
	chassis-sus		Symptom	mod-driving condition-while driving		
	chassis-sus			mod-driving condition-while turning		
Commodity	chassis-suspension—			nvh-noisy operation		
				function-malfunction/inoperative		
•	suspension	•	ontsymptom	runction-manunction/moperative		
Commodity	chassis-sus	pension-stabilizers-front suspension-	Symptom	function-malfunction/inoperative		
Commodity	chassis-sus	pension-stabilizers-front suspension-	Symptom	lack of lubrication		
Significant Event	CHASSIS SUS	pension statements from suspension	Verified	N		
			vermed	r ·		
Tread Information	100					
Tread Category Code 02 Tread Category Description suspension						
Reported in Tread Quarter	Q2 2008					
Report Details						
Source Claim Key		000562720	Warranty Component Classific	eation		
Source Claim Rey			* *			
Camanata Duada (C.)	:C		(WCC)	14		
Corporate Product Systems Cla	assification		Time in Service	14		
(CPSC)			W.F. C. W.F.C.			
Customer Condition Code			V Function Group (VFG)	00.11.000		
Source System Program Type			Repair/Report/Paid Date	09-May-2008		
Version Series Code		AAAMR	Load Date	11 -May-2008		
Causal Part Prefix- Base - Suffix	X		Dealer Code	50202		
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name	MAPLE SHADE MAZDA		
Non Causal Part Prefix-Base-Su	ıffix		Dealer City	MAPLE SHADE		
Non Causal Part Numbers			Dealer State/Province	NJ		
Fault Code			Dealer Country	USA		
			Dealer Phone Number	8566678004		
Diagonstic Trouble Code				8300078004		
Labor Operation Code			Attachment			
Communication Type		10 M 2000	VOQ Component Description Co	ode		
Maintenance Date		19 -May-2008				
Customer Comment Technician LD 05/09/08 CRUNCH/SQUEAK R/F OVER BUMPS CLAIMS THAT THERE IS A CRUNCH TIPE OF NOISE COMING FROM THE RIGHT Comment FRONT WHEN TURNING INTO A DRIVEWAY LEFT OR RIGHT TURNS AND OR OVER BUMPS DEALER HAS REPLACED THE L/F LOWER CONTROL ARM AND LUBED FRONT BUSHINGS replaced control arms at right front also replaced strut at right front						
Technician LD 05/09/08 Comment FRONT WHEN	N TURNIN	IG INTO A DRIVEWAY LEFT OR RI	GHT TURNS AND OR OVER B	UMPS DEALER HAS REPLACED THE L/F		
Technician LD 05/09/08 Comment FRONT WHEN	N TURNIN	IG INTO A DRIVEWAY LEFT OR RI	GHT TURNS AND OR OVER B	UMPS DEALER HAS REPLACED THE L/F		
Technician LD 05/09/08 C Comment FRONT WHEN LOWER CONT	N TURNIN	IG INTO A DRIVEWAY LEFT OR RI	GHT TURNS AND OR OVER B	UMPS DEALER HAS REPLACED THE L/F		
Comment LD 05/09/08 COMMENT FRONT WHEN LOWER CONT	N TURNIN TROL ARM	IG INTO A DRIVEWAY LEFT OR RIG I AND LUBED FRONT BUSHINGS repl	GHT TURNS AND OR OVER B aced control arms at right front also	UMPS DEALER HAS REPLACED THE L/F o replaced strut at right front		
Comment LD 05/09/08 CFRONT WHEN LOWER CONT CQIS Recommendations Tire Information Fire Manufacturer	N TURNIN	IG INTO A DRIVEWAY LEFT OR RIG I AND LUBED FRONT BUSHINGS repl	GHT TURNS AND OR OVER B aced control arms at right front also	UMPS DEALER HAS REPLACED THE L/F		
Comment LD 05/09/08 COMMENT FRONT WHEN LOWER CONT CQIS Recommendations Tire Information Tire Manufacturer Fire Brand Series	N TURNIN TROL ARM	IG INTO A DRIVEWAY LEFT OR RIG I AND LUBED FRONT BUSHINGS repl	GHT TURNS AND OR OVER B aced control arms at right front also aced aced aced aced aced aced aced aced	UMPS DEALER HAS REPLACED THE L/F o replaced strut at right front		
Comment LD 05/09/08 COMMENT FRONT WHEN LOWER CONT CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front	N TURNIN TROL ARM	IG INTO A DRIVEWAY LEFT OR RIG I AND LUBED FRONT BUSHINGS repl	GHT TURNS AND OR OVER B aced control arms at right front also aced aced aced aced aced aced aced aced	UMPS DEALER HAS REPLACED THE L/F o replaced strut at right front		
Comment LD 05/09/08 COMMENT FRONT WHEN LOWER CONT CQIS Recommendations Tire Information Fire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear	N TURNIN TROL ARM	IG INTO A DRIVEWAY LEFT OR RIG I AND LUBED FRONT BUSHINGS repl	GHT TURNS AND OR OVER B aced control arms at right front also aced control arms at right front aced aced aced aced aced aced aced aced	UMPS DEALER HAS REPLACED THE L/F o replaced strut at right front		
Technician LD 05/09/08 C FRONT WHEN LOWER CONT CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner	N TURNIN TROL ARM	IG INTO A DRIVEWAY LEFT OR RIG I AND LUBED FRONT BUSHINGS repl	GHT TURNS AND OR OVER B aced control arms at right front also aced aced aced aced aced aced aced aced	UMPS DEALER HAS REPLACED THE L/F o replaced strut at right front		
Technician LD 05/09/08 C FRONT WHEN LOWER CONT CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare	V TURNIN TROL ARM	IG INTO A DRIVEWAY LEFT OR RIG I AND LUBED FRONT BUSHINGS repl	GHT TURNS AND OR OVER B aced control arms at right front also aced control arms at right front aced aced aced aced aced aced aced aced	UMPS DEALER HAS REPLACED THE L/F o replaced strut at right front		
Technician Comment Comment FRONT WHEN LOWER CONT CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information	Unknowi	IG INTO A DRIVEWAY LEFT OR RIGINAL AND LUBED FRONT BUSHINGS repl	GHT TURNS AND OR OVER B aced control arms at right front also aced aced aced aced aced aced aced aced	Junner Dealer Has Replaced The L/F or replaced strut at right front Junknown		
Technician Comment LD 05/09/08 CI FRONT WHEN LOWER CONT CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN	Unknown Unknown Unknown	IG INTO A DRIVEWAY LEFT OR RIGIAND LUBED FRONT BUSHINGS repl	GHT TURNS AND OR OVER B aced control arms at right front also aced control arms at right front also aced control arms at right front also aced control arms at right front both Right Front both Right Rear both Right Inner	UMPS DEALER HAS REPLACED THE L/F or replaced strut at right front Unknown EY 201338		
Technician LD 05/09/08 CI FRONT WHEN LOWER CONT CQIS Recommendations Tire Information Fire Manufacturer Fire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year	Unknowi JM3TB3 2007	IG INTO A DRIVEWAY LEFT OR RIGIAND LUBED FRONT BUSHINGS repl	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Control of Control of Control Co	UMPS DEALER HAS REPLACED THE L/F or replaced strut at right front Unknown EY 201338 5L 4V DOHC VCT SMPI V6 GAS		
Technician Comment LD 05/09/08 CI FRONT WHEN LOWER CONT CQIS Recommendations Tire Information Fire Manufacturer Fire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Fransmission	Unknowi UM3TB3 2007 6 SPD Al	IG INTO A DRIVEWAY LEFT OR RIGIAND LUBED FRONT BUSHINGS replements of the second secon	Tire Size Wheel DOT Right Front DOT Right Inner Engine Serial Number Engine Description Serial Description Control of Over Benefit And Serial	UMPS DEALER HAS REPLACED THE L/F or replaced strut at right front Jinknown EY 201338 5L 4V DOHC VCT SMPI V6 GAS EX 9		
Technician Comment LD 05/09/08 CI FRONT WHEN LOWER CONT CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year	Unknowi UM3TB3 2007 6 SPD Al	IG INTO A DRIVEWAY LEFT OR RIGIAND LUBED FRONT BUSHINGS replements of the second secon	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Serial Possible Serial October Serial	UMPS DEALER HAS REPLACED THE L/F or replaced strut at right front Unknown EY 201338 5L 4V DOHC VCT SMPI V6 GAS		
Technician Comment LD 05/09/08 CI FRONT WHEN LOWER CONT CQIS Recommendations Tire Information Fire Manufacturer Fire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Fransmission	Unknowi UM3TB3 2007 6 SPD Al	IG INTO A DRIVEWAY LEFT OR RIGIAND LUBED FRONT BUSHINGS replements of the second secon	Tire Size Wheel DOT Right Front DOT Right Inner Engine Serial Number Engine Description Serial Description Control of Over Benefit And Serial	UMPS DEALER HAS REPLACED THE L/F or replaced strut at right front Jinknown EY 201338 5L 4V DOHC VCT SMPI V6 GAS EX 9		
Technician Comment LD 05/09/08 CI FRONT WHEN LOWER CONT CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date	Unknown Unk	RIG INTO A DRIVEWAY LEFT OR RIGIAND LUBED FRONT BUSHINGS replands 8C070 UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Orive Line Retail Sale Indicator Code	UMPS DEALER HAS REPLACED THE L/F or replaced strut at right front Jinknown EY 201338 5L 4V DOHC VCT SMPI V6 GAS EX 9		
Technician LD 05/09/08 CI FRONT WHEN LOWER CONT CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description	Unknown Unk	IG INTO A DRIVEWAY LEFT OR RIGIAND LUBED FRONT BUSHINGS replements of the second secon	Tire Size	UMPS DEALER HAS REPLACED THE L/F o replaced strut at right front Unknown Y 201338 5L 4V DOHC VCT SMPI V6 GAS X 9 KLL 4 WHEEL LEFT HAND DRIVE		
Technician Comment LD 05/09/08 C FRONT WHEN LOWER CONT CQIS Recommendations Tire Information Fire Manufacturer Fire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	Unknown Unk	IG INTO A DRIVEWAY LEFT OR RIGIAND LUBED FRONT BUSHINGS replements of the second secon	Tire Size Wheel DOT Right Front DOT Right Inner Engine Serial Number Engine Description Vehicle Description Vehicle Description Orive Line Reaquired Vehicle Warranty Start Date	UMPS DEALER HAS REPLACED THE L/F or replaced strut at right front Jinknown EY 201338 5L 4V DOHC VCT SMPI V6 GAS EX 9		
Technician Comment LD 05/09/08 CI FRONT WHEN LOWER CONT CQIS Recommendations Tire Information Fire Manufacturer Fire Brand Series DOT Left Front DOT Left Front DOT Left Inner DOT Spare Vehicle Information VIN Model Year Fransmission Body Cab Style Production Date Plant Description Build Region Build Country Code	Unknowi Unknowi Unknowi Unknowi Unknowi Unknowi Unknowi I Unknowi I Unknowi I Unknowi I Unknowi	IG INTO A DRIVEWAY LEFT OR RIGIAND LUBED FRONT BUSHINGS replements of the second secon	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number 2 2 2 3 4 4 5 6 6 7 7 7 7 7 7 7 7 7 7 7	UMPS DEALER HAS REPLACED THE L/F or replaced strut at right front Unknown EY 201338 5L 4V DOHC VCT SMPI V6 GAS EX 9 EX LL 4 WHEEL LEFT HAND DRIVE		
Technician Comment Comment Comment COIS Recommendations FRONT WHEN LOWER CONT COIS Recommendation Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	Unknown Unk	IG INTO A DRIVEWAY LEFT OR RIGIAND LUBED FRONT BUSHINGS replements of the second secon	Tire Size Wheel DOT Right Front DOT Right Inner Engine Serial Number Engine Description Vehicle Description Vehicle Description Orive Line Reaquired Vehicle Warranty Start Date	UMPS DEALER HAS REPLACED THE L/F or replaced strut at right front Unknown EY 201338 5L 4V DOHC VCT SMPI V6 GAS EX 9 EX LL 4 WHEEL LEFT HAND DRIVE		

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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	6203566	92	Source Code	MAZDA Hotline	
Commodity Assignm	nent				
Commodity	chassis-s	suspension—	Symptom	function-malfunction/inoperative	
Commodity	chassis-s	suspension—	Symptom	nvh-noisy operation	
Significant Event			Verified	N	
Tread Information					
Tread Category Code	02		Tread Category Description	suspension	
Reported in Tread Quarter	Q3 2008				
Report Details					
Source Claim Key		000572796	Warranty Component Clas	sification	
			(WCC)		
Corporate Product Systems Cla (CPSC)	ssification		Time in Service	18	
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date	21-Jul-2008	
Version Series Code		AAAMR	Load Date	28 -Jul-2008	
Causal Part Prefix- Base - Suffix			Dealer Code	60403	
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name	TOM WOOD MAZDA	
Non Causal Part Prefix-Base-Sut	ffix		Dealer City	INDIANAPOLIS	
Non Causal Part Numbers			Dealer State/Province	IN	
Fault Code			Dealer Country	USA	
Diagonstic Trouble Code			Dealer Phone Number	3173529311	
Labor Operation Code			Attachment		
Communication Type			VOQ Component Description	n Code	
Maintenance Date		03 -Aug-2008			
Customer					
Comment					
Technician GF 7/21/08 CRU	NCHNG	NOISE LF LOWER CONTROL ARM	1 C/STATES CRUNCHING TYPI	E NOISE TECH HAS CALLED FOR HELP WITH	
				HASSIS EAR'S TO LOCATE SORCE OF NOISE	
				A found noise in LF lower ball joint using chasis ears	
				I found noise in LF fower ban joint using clissis ears	
Called tech to ver	niy any ot	her cases There were Replaced LF low	er control arm		
COIS Recom					
mendations					
Tire Information					
Tire Manufacturer	Unknow	n	Tire Size	Unknown	
Tire Brand Series	3		Wheel		
DOT Left Front			DOT Right Front		
DOT Left Rear			DOT Right Rear		
DOT Left Inner			DOT Right Inner		
DOT Spare			0		
NT 1 T P 4					

Vehicle Information					
VIN	JM3TB38Y570		CY 205810		
Model Year	2007	8	35L 4V DOHC VCT SMPI V6 GAS		
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9		
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE		
Production Date	26-Dec-2006	Retail Sale Indicator Code			
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle			
Build Region		1	21-Feb-2007		
Build Country Code		Transmission Serial Number			
Mileage	19748	Vehicle Axle Ratio			
Vehicle Restraint Code					

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Report Detail

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ECI Record	620363354	Source Code	MAZDA Hotline		
Commodity Assignment					
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving		
Commodity	chassis-suspension—	Symptom	mod-driving condition-while turning		
Commodity	chassis-suspension—	Symptom	nvh-noisy operation		
Commodity	chassis-suspension-shock absorbers/struts—	Symptom	lack of lubrication		
Commodity	chassis-suspension-shock absorbers/struts—	Symptom	mod-driving condition-while driving		
Commodity	chassis-suspension-shock absorbers/struts—	Symptom	mod-driving condition-while turning		
Commodity	chassis-suspension-shock absorbers/struts—		no keyword found		
Commodity	chassis-suspension-shock absorbers/struts—	Symptom	nvh-noisy operation		
Significant Event	chassis-suspension-shock absorbers/struts—	Symptom Verified	N		
C		vermed	1		
Tread Information	0.0				
Tread Category Code 02 Tread Category Description suspension					
Reported in Tread Quarter	Q3 2008				
Report Details					
Source Claim Key	000579910	Warranty Component Class	ification		
		(WCC)			
Corporate Product Systems Class	esification	Time in Service	17		
	Silication	Time III Service	1 /		
(CPSC)		WE-mating C (WEC)			
Customer Condition Code		V Function Group (VFG)	05 G 2000		
Source System Program Type	A A A M ()	Repair/Report/Paid Date	05-Sep-2008		
Version Series Code	AAAMQ	Load Date	07 -Sep-2008		
Causal Part Prefix- Base - Suffix		Dealer Code	34347		
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	CLASSIC MAZDA		
Non Causal Part Prefix-Base-Suf	fix	Dealer City	TEXARKANA		
Non Causal Part Numbers		Dealer State/Province	TX		
Fault Code		Dealer Country	USA		
Diagonstic Trouble Code		Dealer Phone Number	9033346413		
Labor Operation Code		Attachment			
Communication Type	16.1. 2010	VOQ Component Description	Code		
	16 -Jan-2010	VOQ Component Description	Code		
Communication Type	16 -Jan-2010	VOQ Component Description	Code		
Communication Type Maintenance Date C u s t o m e r	16 -Jan-2010	VOQ Component Description	Code		
Communication Type Maintenance Date C u s t o m e r Comment	12.00		'		
Communication Type Maintenance Date Customer Comment Technician BS 09/05/08 NO	12.00		<u>'</u>		
Communication Type Maintenance Date Customer Comment Technician BS 09/05/08 NO	ISE FROM L/F ON TURNS(LUBED STRUTS) TECH STATES THERE IS A PC	OPPING NOISE FROM THE L/F DURING LOW		
Communication Type Maintenance Date C u s t o m e r Comment Technician Comment SPEED SHARP	ISE FROM L/F ON TURNS(LUBED STRUTS TURNS TECH STATES IN THE PAST HE REI) TECH STATES THERE IS A POPLACED THE STRUT TOP BUSI	OPPING NOISE FROM THE L/F DURING LOW HING & STRUT TOP STATES THE NOISE WAS		
Communication Type Maintenance Date C u s t o m e r Comment Technician Comment SPEED SHARP	ISE FROM L/F ON TURNS(LUBED STRUTS) TECH STATES THERE IS A POPLACED THE STRUT TOP BUSI	OPPING NOISE FROM THE L/F DURING LOW HING & STRUT TOP STATES THE NOISE WAS		
Communication Type Maintenance Date C u s t o m e r Comment Technician Comment SPEED SHARP GONE BRIEFLY	ISE FROM L/F ON TURNS(LUBED STRUTS TURNS TECH STATES IN THE PAST HE REI) TECH STATES THERE IS A POPLACED THE STRUT TOP BUSI	OPPING NOISE FROM THE L/F DURING LOW HING & STRUT TOP STATES THE NOISE WAS		
Communication Type Maintenance Date C u s t o m e r Comment Technician BS 09/05/08 NO SPEED SHARP GONE BRIEFLY CQIS Recom	ISE FROM L/F ON TURNS(LUBED STRUTS TURNS TECH STATES IN THE PAST HE REI) TECH STATES THERE IS A POPLACED THE STRUT TOP BUSI	OPPING NOISE FROM THE L/F DURING LOW HING & STRUT TOP STATES THE NOISE WAS		
Communication Type Maintenance Date C u s t o m e r Comment Technician Comment SPEED SHARP GONE BRIEFLY	ISE FROM L/F ON TURNS(LUBED STRUTS TURNS TECH STATES IN THE PAST HE REI) TECH STATES THERE IS A POPLACED THE STRUT TOP BUSI	OPPING NOISE FROM THE L/F DURING LOW HING & STRUT TOP STATES THE NOISE WAS		
Communication Type Maintenance Date C u s t o m e r Comment Technician Comment SPEED SHARP GONE BRIEFLY CQIS Recommendations	ISE FROM L/F ON TURNS(LUBED STRUTS TURNS TECH STATES IN THE PAST HE REI) TECH STATES THERE IS A POPLACED THE STRUT TOP BUSI	OPPING NOISE FROM THE L/F DURING LOW HING & STRUT TOP STATES THE NOISE WAS		
Communication Type Maintenance Date C u s t o m e r Comment Technician BS 09/05/08 NO SPEED SHARP GONE BRIEFLY CQIS Recommendations Tire Information	ISE FROM L/F ON TURNS(LUBED STRUTS TURNS TECH STATES IN THE PAST HE REI 'BUT CAME BACK AFTER THE CUST DROV) TECH STATES THERE IS A POPLACED THE STRUT TOP BUSINE FOR A COUPLE DAYS lubbed	OPPING NOISE FROM THE L/F DURING LOW HING & STRUT TOP STATES THE NOISE WAS I strut jounce stops		
Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i an SPEED SHARP GONE BRIEFLY CQIS Recommendations Tire Information Tire Manufacturer	ISE FROM L/F ON TURNS(LUBED STRUTS TURNS TECH STATES IN THE PAST HE REI) TECH STATES THERE IS A POPLACED THE STRUT TOP BUSINE FOR A COUPLE DAYS lubbed	OPPING NOISE FROM THE L/F DURING LOW HING & STRUT TOP STATES THE NOISE WAS		
Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i an SPEED SHARP GONE BRIEFLY CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series	ISE FROM L/F ON TURNS(LUBED STRUTS TURNS TECH STATES IN THE PAST HE REI 'BUT CAME BACK AFTER THE CUST DROV) TECH STATES THERE IS A POPLACED THE STRUT TOP BUSINE FOR A COUPLE DAYS lubbed [Tire Size Wheel]	OPPING NOISE FROM THE L/F DURING LOW HING & STRUT TOP STATES THE NOISE WAS I strut jounce stops		
Communication Type Maintenance Date C u s t o m e r Comment Technician BS 09/05/08 NO SPEED SHARP GONE BRIEFLY CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front	ISE FROM L/F ON TURNS(LUBED STRUTS TURNS TECH STATES IN THE PAST HE REI 'BUT CAME BACK AFTER THE CUST DROV) TECH STATES THERE IS A POPLACED THE STRUT TOP BUSIVE FOR A COUPLE DAYS lubbed Tire Size Wheel DOT Right Front	OPPING NOISE FROM THE L/F DURING LOW HING & STRUT TOP STATES THE NOISE WAS I strut jounce stops		
Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i an SPEED SHARP GONE BRIEFLY CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series	ISE FROM L/F ON TURNS(LUBED STRUTS TURNS TECH STATES IN THE PAST HE REI 'BUT CAME BACK AFTER THE CUST DROV) TECH STATES THERE IS A POPLACED THE STRUT TOP BUSIVE FOR A COUPLE DAYS lubbed Tire Size Wheel DOT Right Front DOT Right Rear	OPPING NOISE FROM THE L/F DURING LOW HING & STRUT TOP STATES THE NOISE WAS I strut jounce stops		
Communication Type Maintenance Date C u s t o m e r Comment Technician BS 09/05/08 NO SPEED SHARP GONE BRIEFLY CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front	ISE FROM L/F ON TURNS(LUBED STRUTS TURNS TECH STATES IN THE PAST HE REI 'BUT CAME BACK AFTER THE CUST DROV) TECH STATES THERE IS A POPLACED THE STRUT TOP BUSIVE FOR A COUPLE DAYS lubbed Tire Size Wheel DOT Right Front	OPPING NOISE FROM THE L/F DURING LOW HING & STRUT TOP STATES THE NOISE WAS I strut jounce stops		
Communication Type Maintenance Date C u s t o m e r Comment Technician BS 09/05/08 NO SPEED SHARP GONE BRIEFLY CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear	ISE FROM L/F ON TURNS(LUBED STRUTS TURNS TECH STATES IN THE PAST HE REI 'BUT CAME BACK AFTER THE CUST DROV) TECH STATES THERE IS A POPLACED THE STRUT TOP BUSIVE FOR A COUPLE DAYS lubbed Tire Size Wheel DOT Right Front DOT Right Rear	OPPING NOISE FROM THE L/F DURING LOW HING & STRUT TOP STATES THE NOISE WAS I strut jounce stops		
Communication Type Maintenance Date C u s t o m e r Comment Technician BS 09/05/08 NO SPEED SHARP GONE BRIEFLY CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare	ISE FROM L/F ON TURNS(LUBED STRUTS TURNS TECH STATES IN THE PAST HE REI 'BUT CAME BACK AFTER THE CUST DROV) TECH STATES THERE IS A POPLACED THE STRUT TOP BUSIVE FOR A COUPLE DAYS lubbed Tire Size Wheel DOT Right Front DOT Right Rear	OPPING NOISE FROM THE L/F DURING LOW HING & STRUT TOP STATES THE NOISE WAS I strut jounce stops		
Communication Type Maintenance Date C u s t o m e r Comment Technician BS 09/05/08 NO SPEED SHARP GONE BRIEFLY CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information	ISE FROM L/F ON TURNS(LUBED STRUTS TURNS TECH STATES IN THE PAST HE REI 'BUT CAME BACK AFTER THE CUST DROV	TECH STATES THERE IS A POPLACED THE STRUT TOP BUSIVE FOR A COUPLE DAYS lubbed Tire Size Wheel DOT Right Front DOT Right Inner	OPPING NOISE FROM THE L/F DURING LOW HING & STRUT TOP STATES THE NOISE WAS I strut jounce stops Unknown		
Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i an SPEED SHARP GONE BRIEFLY CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN	ISE FROM L/F ON TURNS(LUBED STRUTS TURNS TECH STATES IN THE PAST HE REI 'BUT CAME BACK AFTER THE CUST DROV Unknown JM3TB28Y270	TECH STATES THERE IS A POPLACED THE STRUT TOP BUSIVE FOR A COUPLE DAYS lubbed The Size Wheel DOT Right Front DOT Right Inner Engine Serial Number	OPPING NOISE FROM THE L/F DURING LOW HING & STRUT TOP STATES THE NOISE WAS I strut jounce stops Unknown CY 200078		
Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i an SPEED SHARP GONE BRIEFLY CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year	Unknown JM3TB28Y270 JM3TB28Y270 JISE FROM L/F ON TURNS(LUBED STRUTS TURNS TECH STATES IN THE PAST HE REIVED BY THE CUST DROVED BY THE CUST DROV	Tire Size Wheel DOT Right Inner Engine Serial Number Engine Description	OPPING NOISE FROM THE L/F DURING LOW HING & STRUT TOP STATES THE NOISE WAS I strut jounce stops Unknown CY 200078 35L 4V DOHC VCT SMPI V6 GAS		
Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i an SPEED SHARP GONE BRIEFLY CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission	Unknown JM3TB28Y270 2007 6 SPD AUTO TRANS AISIN F21	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description	OPPING NOISE FROM THE L/F DURING LOW HING & STRUT TOP STATES THE NOISE WAS I strut jounce stops Unknown CY 200078 35L 4V DOHC VCT SMPI V6 GAS CX 9		
Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment BS 09/05/08 NO SPEED SHARP GONE BRIEFLY CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style	Unknown JM3TB28Y270 2007 6 SPD AUTO TRANS AISIN F21 CA WE 5 DOOR LIGHT TRUCK	Tire Size Wheel DOT Right Front DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line	OPPING NOISE FROM THE L/F DURING LOW HING & STRUT TOP STATES THE NOISE WAS I strut jounce stops Unknown CY 200078 35L 4V DOHC VCT SMPI V6 GAS		
Communication Type Maintenance Date C u s t o m e r Comment Technician Comment BS 09/05/08 NO SPEED SHARP GONE BRIEFLY CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date	ISE FROM L/F ON TURNS(LUBED STRUTS TURNS TECH STATES IN THE PAST HE REI BUT CAME BACK AFTER THE CUST DROV Unknown JM3TB28Y270 2007 6 SPD AUTO TRANS AISIN F21 CA WE 5 DOOR LIGHT TRUCK 10-Dec-2006	Tire Size Wheel DOT Right Front DOT Right Inner Engine Serial Number Engine Description Vehicle Description Vehicle Description Retail Sale Indicator Code	OPPING NOISE FROM THE L/F DURING LOW HING & STRUT TOP STATES THE NOISE WAS I strut jounce stops Unknown CY 200078 35L 4V DOHC VCT SMPI V6 GAS CX 9		
Communication Type Maintenance Date C u s t o m e r Comment Technician BS 09/05/08 NO SPEED SHARP GONE BRIEFLY CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Front DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description	Unknown JM3TB28Y270 2007 6 SPD AUTO TRANS AISIN F21 CA WE 5 DOOR LIGHT TRUCK	Tire Size Wheel DOT Right Inner Engine Serial Number Engine Description Vehicle Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	OPPING NOISE FROM THE L/F DURING LOW HING & STRUT TOP STATES THE NOISE WAS I strut jounce stops Unknown CY 200078 35L 4V DOHC VCT SMPI V6 GAS CX 9 2 WHL L/H FRONT DRIVE		
Communication Type Maintenance Date C u s t o m e r Comment Technician Comment BS 09/05/08 NO SPEED SHARP GONE BRIEFLY CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date	ISE FROM L/F ON TURNS(LUBED STRUTS TURNS TECH STATES IN THE PAST HE REI BUT CAME BACK AFTER THE CUST DROV Unknown JM3TB28Y270 2007 6 SPD AUTO TRANS AISIN F21 CA WE 5 DOOR LIGHT TRUCK 10-Dec-2006	Tire Size Wheel DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	OPPING NOISE FROM THE L/F DURING LOW HING & STRUT TOP STATES THE NOISE WAS I strut jounce stops Unknown CY 200078 35L 4V DOHC VCT SMPI V6 GAS CX 9		
Communication Type Maintenance Date C u s t o m e r Comment Technician BS 09/05/08 NO SPEED SHARP GONE BRIEFLY CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Front DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description	ISE FROM L/F ON TURNS(LUBED STRUTS TURNS TECH STATES IN THE PAST HE REI BUT CAME BACK AFTER THE CUST DROV Unknown JM3TB28Y270 2007 6 SPD AUTO TRANS AISIN F21 CA WE 5 DOOR LIGHT TRUCK 10-Dec-2006	Tire Size Wheel DOT Right Inner Engine Serial Number Engine Description Vehicle Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	OPPING NOISE FROM THE L/F DURING LOW HING & STRUT TOP STATES THE NOISE WAS I strut jounce stops Unknown CY 200078 35L 4V DOHC VCT SMPI V6 GAS CX 9 2 WHL L/H FRONT DRIVE		
Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment BS 09/05/08 NO SPEED SHARP GONE BRIEFLY CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code Mileage	ISE FROM L/F ON TURNS(LUBED STRUTS TURNS TECH STATES IN THE PAST HE REI BUT CAME BACK AFTER THE CUST DROV Unknown JM3TB28Y270 2007 6 SPD AUTO TRANS AISIN F21 CA WE 5 DOOR LIGHT TRUCK 10-Dec-2006	Tire Size Wheel DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	OPPING NOISE FROM THE L/F DURING LOW HING & STRUT TOP STATES THE NOISE WAS I strut jounce stops Unknown CY 200078 35L 4V DOHC VCT SMPI V6 GAS CX 9 2 WHL L/H FRONT DRIVE		
Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment SPEED SHARP GONE BRIEFLY CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Region Build Country Code	Unknown	Tire Size Wheel DOT Right Front DOT Right Inner Engine Serial Number Engine Description Vehicle Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	OPPING NOISE FROM THE L/F DURING LOW HING & STRUT TOP STATES THE NOISE WAS I strut jounce stops Unknown CY 200078 35L 4V DOHC VCT SMPI V6 GAS CX 9 2 WHL L/H FRONT DRIVE		

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620450593

ECI Record

Concern Driven Reporting

Report Detail

MAZDA Hotline

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

Source Code

ECI Record	0204303	93	Source Code	WIAZI	DA HOUIIIE
Commodity Assignm	ent				
Commodity		suspension—	Symptom	loose	
Commodity		suspension—	Symptom		riving condition-while driving
Commodity		suspension—	Symptom		riving condition-while turning
Commodity					word found
		suspension—	Symptom		
Commodity	chassis-s	suspension—		nvh-no	pisy operation
Significant Event			Verified	N	
Tread Information					
Tread Category Code	02		Tread Category Description	suspen	nsion
Reported in Tread Quarter Q2 2010					
Report Details					
Source Claim Key		000674643	Warranty Component Classit	fication	
Source Ciailii Key		000074043	Warranty Component Classif	neation	1
			(WCC)		
Corporate Product Systems Cla	ssificatior	1	Time in Service		4
(CPSC)					
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date		09-Jun-2010
Version Series Code			Load Date		13 -Jun-2010
Causal Part Prefix- Base - Suffix			Dealer Code		51597
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name		MAZDA OF LODI
Non Causal Part Prefix-Base-Suf	fix		Dealer City		LODI
Non Causal Part Numbers			Dealer State/Province		NJ
Fault Code			Dealer Country		USA
Diagonstic Trouble Code					9735941700
Labor Operation Code			Attachment		7755711700
Communication Type			VOQ Component Description Code		
		29 New 2010	voq Component Description (code	
Maintenance Date		28 -Nov-2010			
		RONT TURNS*LOOSE BOLT HEAR AR IS FROM THE BODY SHOP CALI			FRONT ON TURNS AND BUMPS LOW bolt
CQIS Recommendations					
Tire Information	TT 1		m' o'	TT 1	
Tire Manufacturer	Unknow	n	Tire Size	Unkno	own
Tire Brand Series			Wheel		
DOT Left Front			DOT Right Front		
DOT Left Rear			DOT Right Rear		
DOT Left Inner			DOT Right Inner		
DOT Spare					
Vehicle Information					
VIN	ЈМ 3ТВ3	MV4A0	Engine Serial Number	CA 10	303318
Model Year	2010	IVI V TAN			V DAMB PFI V6 NA GAS
		LITO TO A NO A IOINI FOI	Engine Description		V DAMD FIT VUINA UAS
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX 9	*****
Body Cab Style	Unknow		Drive Line	ALL 4	WHEEL LEFT HAND DRIVE
Production Date	28-Sep-2		Retail Sale Indicator Code		
Plant Description	HIROSE	IIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle		
Build Region			Warranty Start Date	16-Feb	o-2010
Build Country Code			Transmission Serial Number	1 - 30	
Mileage	1456		Vehicle Axle Ratio		
Vehicle Restraint Code	1750		Temele Fixic Ratio		
venicie Restraint Code					

Disclaimer:

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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 620	0480626	Source Code	MAZDA Hotline
Commodity Assignmen	nt .		
		Crimatam	Toosa
	assis-suspension—	Symptom	loose mod-driving condition-on acceleration
	assis-suspension—	Symptom	
	assis-suspension—	Symptom	mod-driving condition-while driving
Commodity cha	assis-suspension—	Symptom	nvh-noisy operation
Significant Event		Verified	N
Tread Information			
Tread Category Code 02		Tread Category Description	suspension
Reported in Tread Quarter Q1	2011		
Report Details			
Source Claim Key	000707151	Warranty Component Classi	fication
,		(WCC)	
Corporate Product Systems Classific (CPSC)	cation	Time in Service	17
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	25-Jan-2011
Version Series Code		Load Date	30 -Jan-2011
Causal Part Prefix- Base - Suffix		Dealer Code	41957
Causal Part Name	unknown	Dealer Name	CYPRESS COAST MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	SEASIDE
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	8313948500
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description	Code
Maintenance Date	20 -Feb-2011	. o County and a secretarion	
Customer			
Comment			
Technician IC 1/25/11 CLICKIN	IG NOISE FROM STOP THERE IS A C	LICKING NOISE FROM THE FRON	T OF THE CAR RT SIDE ON ACCELERATION
			THE CAR BACK USED NEW CHASSIS EARS
TROM TI DI OT THE			
			AND BOLTS 2/4/11RT BUILD DATE 4/16/09 IS 7
DAYS AFTER RANG	GE IN RI 6588 P #3 ENGINE MOUNT V	VAS ROOT FOR CLICK NOISE	
CQIS Recom			
mendations			
Tire Information			

Tire Information				
Tire Manufacturer		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	JM3TB28V690	Engine Serial Number	CA 10290466		
Model Year	2009	B 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	37L 4V DAMB PFI V6 NA GAS		
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9		
Body Cab Style	Unknown		2 WHL L/H FRONT DRIVE		
	16-Apr-2009	Retail Sale Indicator Code			
	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle			
Build Region		Warranty Start Date	16-Sep-2009		
Build Country Code		Transmission Serial Number			
Mileage	13534	Vehicle Axle Ratio			
Vehicle Restraint Code					

Disclaimer:

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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	620491224		Source Code	MAZDA Hotline	
Commodity Assignment					
Commodity	chassis-suspe	nension	Symptom	loose	
Commodity	chassis-suspe		~ J F	mod-driving condition-over bump(s)	
Commodity	chassis-suspe			mod-driving condition-while driving	
Commodity	chassis-suspe			mod-driving condition-while turning	
Commodity	chassis-suspe			nvh-noisy operation	
Significant Event	ignificant Event		Verified	N	
Tread Information					
Tread Category Code	02		Tread Category Description	suspension	
Reported in Tread Quarter	Q2 2011		and the grant of the first of t		
Report Details	14				
Source Claim Key	N00	0718111	Warranty Component Classif	Caption	
Source Claim Key	000	3/10111		ication	
			(WCC)		
Corporate Product Systems Cla	assification		Time in Service	10	
(CPSC)					
Customer Condition Code			V Function Group (VFG)		
				10 Apr 2011	
Source System Program Type			Repair/Report/Paid Date	19-Apr-2011	
Version Series Code			Load Date	25 -Apr-2011	
Causal Part Prefix- Base - Suffix			Dealer Code	23928	
Causal Part Name	unk	known	Dealer Name	JENKINS MAZDA	
Non Causal Part Prefix-Base-Suf	ffix		Dealer City	OCALA	
Non Causal Part Numbers			Dealer State/Province	FL	
Fault Code			Dealer Country	USA	
Diagonstic Trouble Code			Dealer Phone Number	8656621237	
				8030021237	
Labor Operation Code			Attachment		
Communication Type			VOQ Component Description C	Code	
Maintenance Date	22 -	-May-2011			
	G/CREAKIN			N TURNING AND CHANGING GEARS THERE FORQUED LOWER CONTROL ARMS AND	
ndations					
Tire Information					
Tire Manufacturer	Unknown		Tire Size	Unknown	
	UlikilOWII			UIKIIUWII	
Tire Brand Series			Wheel		
DOT Left Front			DOT Right Front		
DOT Left Rear			DOT Right Rear		
DOT Left Inner			DOT Right Inner		
DOT Spare			5		
Vehicle Information					
VIN	ЈМ3ТВ2МА	A0A0	Engine Serial Number	CA 10318498	
Model Year	2010			37L 4V DAMB PFI V6 NA GAS	
Transmission			Vehicle Description	CX 9	
Body Cab Style					
	Unknown		Drive Line	D WHI I /H FRONT DRIVE	
	Unknown			2 WHL L/H FRONT DRIVE	
Production Date	24-Jan-2010		Retail Sale Indicator Code	2 WHL L/H FRONT DRIVE	
Production Date Plant Description	24-Jan-2010) A ASSEMBLY PLANT JAPAN	Retail Sale Indicator Code Reaquired Vehicle		
Production Date Plant Description Build Region	24-Jan-2010) A ASSEMBLY PLANT JAPAN	Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	23-Jul-2010	
Production Date Plant Description Build Region Build Country Code	24-Jan-2010 HIROSHIMA) A ASSEMBLY PLANT JAPAN	Retail Sale Indicator Code Reaquired Vehicle		
Production Date Plant Description Build Region	24-Jan-2010) A ASSEMBLY PLANT JAPAN	Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date		
Production Date Plant Description Build Region Build Country Code	24-Jan-2010 HIROSHIMA) A ASSEMBLY PLANT JAPAN	Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number		

Disclaimer

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Report Detail

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ECI Record	620513061	Source Code	MAZD	A Hotline
Commodity Assignm	ent			
Commodity	chassis-suspension—	Symptom	functio	n-malfunction/inoperative
Commodity	chassis-suspension—	Symptom		nift reverse
Commodity	chassis-suspension—	Symptom		isy operation
Significant Event	chassis suspension	Verified	N	isj operation
<u> </u>				
Tread Information	00	m 10	D	
Tread Category Code Reported in Tread Quarter	02 Q4 2011	Tread Category	Description suspen	sion
	Q4 2011			
Report Details				
Source Claim Key	000741018		omponent Classification	
		(WCC)		
Corporate Product Systems Class	sification	Time in Serv	ice	16
(CPSC)				
Customer Condition Code		V Function C	Group (VFG)	
Source System Program Type		Repair/Repo	t/Paid Date	10-Oct-2011
Version Series Code		Load Date		16 -Oct-2011
Causal Part Prefix- Base - Suffix		Dealer Code		23710
Causal Part Name	NOT PROVIDED BY			OCEAN MAZDA
Non Causal Part Prefix-Base-Suf	fix	Dealer City		MIAMI
Non Causal Part Numbers		Dealer State/	Province	FL
Fault Code		Dealer Coun	rv	USA
Diagonstic Trouble Code		Dealer Phone	Number	7864641100
Labor Operation Code		Attachment		
Communication Type			nent Description Code	
Maintenance Date	24 -Oct-2011	,	The state of the s	
Comment HOWEHOWEVE SIDE DRIVESHA	R STILL HAS A CLACK TYP AFT, HOWEHOWEVER STIL	E NOISE, IN REVERSE SYMPT L HAS A CLUNKING TYPE N	OMS/CONDITIONS FI	ED THE PASS SIDE DRIVESHAFT, RST TIME HAS REPLACED THE PASS G UP STATES THAT NOISE IS MORE I REPLACE RIGHT LOWER CONTROL
CQIS Recom mendations				
Tire Information				
Tire Information Tire Manufacturer	Unknown	Tring Cing		U.D.
Tire Manufacturer Tire Brand Series	Unknown	Tire Size	Unkno	WII
		Wheel	mt.	
DOT Left Front		DOT Right Fro	III	
DOT Left Rear		DOT Right Rea		
DOT Left Inner DOT Spare		DOT Right Inn	er	
Vehicle Information	IMOTROMASA	Eurius C. ' 1N	lumbon OA 10	227317
	JM3TB2MA5A	Engine Serial N		337217
Model Year	2010	Engine Descrip		/ DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F			L/II EDON'T DDIVE
Body Cab Style	Unknown	Drive Line		L/H FRONT DRIVE
Production Date	24-May-2010	Retail Sale Ind		
Plant Description	HIROŚHIMA ASSEMBLY PLA			2010
David Danies		Women try Ctout	Date 04-Jul-	
Build Region		Warranty Start		2010
Build Country Code		Transmission S	erial Number	2010
	27232		erial Number	2010

Disclaimer:

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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	6205	4439	Source Code	MAZDA Hotline		
Commodity A	Commodity Assignment					
Commodity		a auchonaion	Crimatom	function-malfunction/inoperative		
Commodity		s-suspension— s-suspension—	Symptom Symptom	mod-driving condition-over bump(s)		
Commodity		s-suspension—	Symptom	mod-driving condition-over bump(s)		
Commodity		s-suspension—	Symptom	nvh-noisy operation		
Significant Event	Chass	is-suspension—	Verified	N		
U			vermed	11		
Tread Inform						
Tread Category Code			Tread Category Description	suspension		
Reported in Tread Qu	uarter Q4 20	011	·			
Report Detai	ls					
Source Claim Key		000742452	Warranty Component Class	sification		
Source Claim 120)		0007 12 102	(WCC)			
Corporate Product S	veteme Classifica	ion	Time in Service	6		
(CPSC)	ystems classifica		Time in Service			
Customer Condition	Codo		V Function Group (VFG)			
Source System Progr			Repair/Report/Paid Date	20-Oct-2011		
Version Series Code	аш турс		Load Date	24 -Oct-2011		
Causal Part Prefix- B	lace - Suffix		Dealer Code	42110		
Causal Part Name	asc - Sullix	NOT PROVIDED BY SOURCE	Dealer Name	COLE MAZDA		
Non Causal Part Pref	fiv_Race_Suffix	NOT I KOVIDED BT SOURCE	Dealer City	SAN LUIS OBISPO		
Non Causal Part Nun			Dealer State/Province	CA		
Fault Code	110013		Dealer Country	USA		
Diagonstic Trouble C	ode		Dealer Phone Number	8055437321		
Labor Operation Cod			Attachment	0033437321		
Communication Type			VOQ Component Description	Code		
Maintenance Date	<u> </u>	13 -Nov-2011	vog component Bescription	1 Code		
CQIS Recomme		T REAR SUSPENSION SQUEAK SQI STALLED CHASSIS EARS SOUNDS LI		PENSION OVER BUMPS REPLACED LOWER ower control arm, all ok at this time		
ndations						
Tire Informa						
Tire Manufacturer	Unkr	own	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 Infor	mation					
VIN	IM3	B3DV3B0	Engine Serial Number	CA 10377625		
Model Year	2011		Engine Description	37L 4V DAMB PFI V6 NA GAS		
Transmission		AUTO TRANS AISIN F21	Vehicle Description	CX 9		
Body Cab Style	Unkr		Drive Line	ALL 4 WHEEL LEFT HAND DRIVE		
Production Date		b-2011	Retail Sale Indicator Code			
Plant Description		SHIMA ASSEMBLY PLANT JAPAN	Reaguired Vehicle			
Build Region			Warranty Start Date	12-May-2011		
Build Country Code			Transmission Serial Number	12 1/mj 2011		
Mileage	5211		Vehicle Axle Ratio			
Vehicle Restraint Co			- India Line Line			
· cancio restraint co						

Disclaimer:

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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	6205455	67	Source Code	MAZD	DA Hotline
Commodity Assig	nment				
Commodity		uchangian	Cymptom	functio	on-malfunction/inoperative
Commodity		uspension—	Symptom Symptom		word found
		uspension—			
Commodity	cnassis-s	uspension—	Symptom	separat	non
Significant Event			Verified	N	
Tread Information					
Tread Category Code	02		Tread Category Description	suspen	sion
Reported in Tread Quarter	Q2 2012				
Report Details					
Source Claim Key		000776456	Warranty Component Class	ssification	
			(WCC)		
Corporate Product Systems	Classification		Time in Service		62
(CPSC)					
Customer Condition Code			V Function Group (VFG)		
Source System Program Typ	20		Repair/Report/Paid Date		29-Jun-2012
	Je .	AAAAD			
Version Series Code		AAAAR	Load Date		03 -Jul-2012
Causal Part Prefix- Base - St	umx		Dealer Code		51538
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name		ROHRICH MAZDA
Non Causal Part Prefix-Base	e-Suffix		Dealer City		PITTSBURGH
Non Causal Part Numbers			Dealer State/Province		PA
Fault Code			Dealer Country		USA
Diagonstic Trouble Code			Dealer Phone Number		
Labor Operation Code			Attachment		
Communication Type			VOQ Component Descriptio	n Code	
Maintenance Date		06 -Aug-2012			
Customer		-			
Comment					
Technician RC 6/29/12	D DALL IO	NE DROKEN DICHE CIDE DALL	IOINIT CEDED ATED EDOM TH	IE I OWE	ED CONTROL ADM CALICE AVIETO
RC 0/25/12 R BREE JOHNT BROKEN RIGHT SIDE BREE JOHNT SELERITED TROM					
Comment COME OU'	T ,CSTM WA	IN THERE DRIVEWAY WHEN THE CONCERN OCCURED DL STS HAD ANOTHER CX 9 WITH THE SAM			
CONCER A	FEW MOAG	O Replaced right lower control arm an	d ball joint, right outer tie rod and a	axle shaft	
		1 0	3 . 6		
COLC. D					
CQIS Recom					
mendations					
Tire Information					
Tire Manufacturer	Unknow	n	Tire Size	Unkno	wn
Tire Brand Series	CHKIIOW		Wheel	Ulikilo	VY 11
DOT Left Front			DOT Right Front		
DOT Left Rear			DOT Right Rear		
DOT Left Inner			DOT Right Inner		
DOT Spare					
Vehicle Informati	on				
VIN	ЈМ3ТВ3	8Y07	Engine Serial Number	CY 203	8247
Model Year	2007		Engine Description		V DOHC VCT SMPI V6 GAS
Transmission	2007	UTO TRANS AISIN F21	Vehicle Description	CX 9	
Body Cab Style		5 DOOR LIGHT TRUCK	Drive Line		WHEEL LEFT HAND DRIVE
Production Date	17-Jan-2		Retail Sale Indicator Code	ALL 4	WILDER DELI HAMD DIMAE
	1 / -Jaii-2	UU / HMAACCEMDIV DIANT IADAN	Pagaired Vahiala		

Transmission Serial Number Vehicle Axle Ratio

02-Jun-2007

Reaquired Vehicle

Warranty Start Date

44758

HIROSHIMA ASSEMBLY PLANT JAPAN

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Contact CDR HELP Copyright 2001 Ford Motor Co. All Rights Reserved.

Build Region

Mileage

Plant Description

Build Country Code

Vehicle Restraint Code

Report Detail

2 WHL L/H FRONT DRIVE

02-May-2011

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

ECI Record		620550641		Source Code MA		AZDA Hotline	
	ty Assignm						
Commodity			suspension—	Symptom	mod-d	riving condition-on acceleration	
ommodity		chassis-s	suspension—	Symptom	mod-d	riving condition-while driving	
ommodity		chassis-s	suspension—	Symptom	no key	word found	
ommodity		chassis-s	suspension—	Symptom	nvh-no	oisy operation	
ommodity		chassis-s	suspension-stabilizers-front suspension-	Symptom loose		* 1	
Commodity			suspension-stabilizers-front suspension-			gned/out of position/adjustment/poor fit	
Commodity		chassis-s	suspension-stabilizers-front suspension-			oisy operation	
ignificant Eve	nt		1	Verified N		7 1	
read Inf	ormation						
read Category	Code	02		Tread Category Description suspension		nsion	
eported in Tre	ad Quarter	Q3 2012					
Report Do	etails						
ource Claim k	ley		000781247	Warranty Component Clas	sification	1	
				(WCC)			
orporate Prod	uct Systems Clas	sificatior		Time in Service		16	
CPSC)							
ustomer Conc	ition Code			V Function Group (VFG)			
ource System	Program Type			Repair/Report/Paid Date		02-Aug-2012	
ersion Šeries				Load Date		06 -Aug-2012	
ausal Part Pre	fix- Base - Suffix			Dealer Code		42077	
ausal Part Na	ne		NOT PROVIDED BY SOURCE	Dealer Name		TRACY MAZDA	
on Causal Part Prefix-Base-Suffix		ix		Dealer City		TRACY	
on Causal Par				Dealer State/Province		CA	
ault Code				Dealer Country		USA	
riagonstic Trouble Code				Dealer Phone Number		2098207800	
abor Operation Code				Attachment		2070207000	
Communication				VOQ Component Description	n Code		
Iaintenance D			27 -Aug-2012	VOQ Component Description	ii Couc		
	aic		27 Mug 2012				
ustomer							
Comment							
echnician [DISE WHEN STOPPIN/ACCEL WHEN				
Comment	LOUDER THE I	NOISE IS	SALSO HEARD ON ACCEL FROM A	STOP HAS DUPLICATED loc	osend the	whole front suspension then readjuste	
			noise was gone i think it was the control			1	
	inginena it test a	rove una	noise was gone I amme it was the control	ann out not sure			
1010 B							
QIS Recomm							
ndations							
Tire Infor	mation						
ire Manufactu		Unknow	n	Tire Size	Unkno	own	
ire Brand Seri		CHKHOW		Wheel	Clikile	, m 11	
OT Left From				DOT Right Front			
OT Left Rear				DOT Right From			
OT Left Rear							
OOT Left inner OOT Spare				DOT Right Inner			
	Comme c 45						
	formation						
'IN		JM3TB2	CA0B0	Engine Serial Number		374743	
Iodel Year		2011		Engine Description		V DAMB PFI V6 NA GAS	
ransmission		6 SPD A	UTO TRANS AISIN F21	Vehicle Description	CX 9		
Rody Cab Style		Unknow	n	Drive Line	b WIII	I /H EDON'T DDIVE	

Disclaimer:

HIROSHIMA ASSEMBLY PLANT JAPAN

Unknown

14549

20-Jan-2011

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Build Region

Mileage

Body Cab Style

Production Date

Plant Description

Build Country Code

Vehicle Restraint Code

Drive Line

Retail Sale Indicator Code

Transmission Serial Number

Reaquired Vehicle

Warranty Start Date

Vehicle Axle Ratio

Report Detail

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

ECI Record	6205607	06	Source Code	MAZDA Hotline		
Commodity Assignment						
		•	IG.			
Commodity		suspension—	Symptom	loose		
Commodity		suspension—	Symptom	mod-driving condition-over bump(s)		
Commodity		suspension—	Symptom	mod-driving condition-while driving		
Commodity		suspension—	Symptom	nvh-noisy operation		
Commodity		suspension-shock absorbers/struts—	Symptom	function-malfunction/inoperative mod-intermittent/random		
Commodity		suspension-shock absorbers/struts—	Symptom			
Commodity	cnassis-s	suspension-shock absorbers/struts—	Symptom	nvh-noisy operation		
Commodity		suspension-stabilizers-front suspension-	Symptom	function-malfunction/inoperative		
Commodity		suspension-stabilizers-front suspension-	Symptom	mod-intermittent/random		
Commodity Significant Event	cnassis-s	suspension-stabilizers-front suspension-	Symptom Verified	nvh-noisy operation		
			vermed			
Tread Information	100					
Tread Category Code	02		Tread Category Description	suspension		
Reported in Tread Quarter	Q4 2012					
Report Details						
Source Claim Key		000792052	Warranty Component Class (WCC)	ification		
Corporate Product Systems Class	ssification		Time in Service	24		
(CPSC)						
Customer Condition Code			V Function Group (VFG)			
Source System Program Type			Repair/Report/Paid Date	23-Oct-2012		
Version Series Code			Load Date	28 -Oct-2012		
Causal Part Prefix- Base - Suffix			Dealer Code	42153		
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name	MORE MAZDA		
Non Causal Part Prefix-Base-Suf	fix		Dealer City	TEMPE		
Non Causal Part Numbers			Dealer State/Province	AZ		
Fault Code			Dealer Country	USA		
Diagonstic Trouble Code			Dealer Phone Number	4807631000		
Labor Operation Code			Attachment			
Communication Type			VOQ Component Description	Code		
Maintenance Date		28 -Oct-2012	, o Component a surricular			
Customer Comment Technician 3X HAL 10/23/12 THUMP NOISE IN R/F(COWL BOLTS LOOS TECH STS THERE IS A DEEP, THUMP NOISE IN THE R/F ALL THE TIMEESPECIALLY OVER SPEED BUMPS ***ASHTON, SANDI*** TECH STS HE CHECKED THE LOWER CONTROL ARMS AND BUSHINGSWHEN HE BOUNCES THE FRT END HE CAN HEAR THE STRUT WORKING AND SOMETIMES THE STRUT FEELS STIFF						
CQIS Recom mendations						
Tire Information						
Tire Manufacturer	Unknow	n	Tire Size	Unknown		
Tire Brand Series			Wheel			
DOT Left Front			DOT Right Front			
DOT Left Rear			DOT Right Rear			
DOT Left Inner			DOT Right Inner			
DOT Spare						
Vehicle Information						
VIN	ЈМ3ТВ2	MVXA0	Engine Serial Number	CA 10339747		
Model Year	2010		Engine Description	37L 4V DAMB PFI V6 NA GAS		
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX 9		
Body Cab Style	Unknow		Drive Line	2 WHL L/H FRONT DRIVE		
Production Date	01-Jun-2	010	Retail Sale Indicator Code			
Plant Description	HIROSE	IIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle			
Build Region			Warranty Start Date	05-Nov-2010		
Build Country Code			Transmission Serial Number			
Mileage	26840		Vehicle Axle Ratio			
Vehicle Restraint Code						

Disclaimer:

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Report Detail

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ECI Record	620602194		Source Code	MAZDA Hotline			
Commodity Assignment							
Commodity		suspension—	Symptom	function-malfunction/inoperative			
Commodity		suspension—	Symptom	no keyword found			
Significant Event	CHassis-s	suspension—	Verified	N N			
			vermeu	1,			
Tread Information							
Tread Category Code	02		Tread Category Description	suspension			
Reported in Tread Quarter	Q4 2013						
Report Details							
Source Claim Key		000836756	Warranty Component Class	sification			
			(WCC)				
Corporate Product Systems Cla	ssification		Time in Service	64			
(CPSC)			Time in Service				
Customer Condition Code			V Function Group (VFG)				
Source System Program Type			Repair/Report/Paid Date	08-Oct-2013			
Version Series Code			Load Date	13 -Oct-2013			
Causal Part Prefix- Base - Suffix			Dealer Code	51611			
Causal Part Name	•	NOT PROVIDED BY SOURCE	Dealer Name	MATTHEWS MAZDA			
Non Causal Part Prefix-Base-Su:	ffix	NOT FROVIDED BT SOURCE		VESTAL			
Non Causal Part Numbers	IIIX		Dealer City Dealer State/Province	NY VESTAL			
Fault Code				USA			
			Dealer Country				
Diagonstic Trouble Code			Dealer Phone Number	6077296261			
Labor Operation Code			Attachment	C-d-			
Communication Type		20. 0 / 2012	VOQ Component Description	1 Code			
Maintenance Date		20 -Oct-2013					
Technician Comment RM 10/08/13 LF LOWER BALL JOINT BROKEN(BALL JOINT) TECH STATES LF LOWER BALL JOINT IS BROKEN ASKING OF ANY KNWON ISSUES replaced left ball joint							
Recommendations	C Q I S Recommendations						
Tive Information							
Tire Information			F21 - 61	lev 1			
Tire Manufacturer	Unknow	n	Tire Size	Unknown			
Tire Brand Series			Wheel				
DOT Left Front			DOT Right Front				
DOT Left Rear			DOT Right Rear				
DOT Left Inner			DOT Right Inner				
DOT Spare							
Vehicle Information							
VIN	ЈМ3ТВ3	8V380	Engine Serial Number	CA 10216542			
Model Year	2008		Engine Description	37L 4V DAMB PFI V6 NA GAS			
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX 9			
Body Cab Style	Unknow		Drive Line	ALL 4 WHEEL LEFT HAND DRIVE			
Production Date	16-Oct-2		Retail Sale Indicator Code	· · · · · · · · · · · · · · · · · ·			
Plant Description		IIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle				
Build Region	IIICODI		Warranty Start Date	14-Jul-2008			
Build Country Code			Transmission Serial Number	11 841 2000			
Mileage	95192		Vehicle Axle Ratio				
Vehicle Restraint Code	73172		Vehicle Parie Ratio				
venicie Restraint Code							

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Report Detail

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

ECI Record	620629478	Source Code	MAZDA Hotline				
Commodity Assignment							
Commodity	chassis-suspension—	Symptom	loose				
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving				
Commodity	chassis-suspension—	Symptom	mod-driving condition-while turning				
Commodity	chassis-suspension—	Symptom	nvh-noisy operation				
			IIVII-IIOISY OPERATION				
Commodity	chassis-suspension-shock absorbers/struts—	Symptom	no keyword found				
Commodity	chassis-suspension-shock absorbers/struts—	Symptom	nvh-noisy operation				
Significant Event		Verified	N				
Tread Information							
Tread Category Code	02	Tread Category Description	suspension				
Reported in Tread Quarter Q2 2014							
Report Details							
Source Claim Key	000867267	Warranty Component Class	ification				
•		(WCC)					
Corporate Product Systems Clas	ecification	Time in Service	47				
	osification	Time in Service	T*/				
(CPSC)							
Customer Condition Code		V Function Group (VFG)					
Source System Program Type		Repair/Report/Paid Date	28-May-2014				
Version Series Code		Load Date	01 -Jun-2014				
Causal Part Prefix- Base - Suffix		Dealer Code	51486				
Causal Part Name	unknown	Dealer Name	GAITHERSBURG MAZDA				
Non Causal Part Prefix-Base-Suf		Dealer City	GAITHERSBURG GAITHERSBURG				
	IIX						
Non Causal Part Numbers		Dealer State/Province	MD				
Fault Code		Dealer Country	USA				
Diagonstic Trouble Code		Dealer Phone Number					
Labor Operation Code		Attachment					
Communication Type		VOQ Component Description	Code				
Maintenance Date	29 -Jun-2014	· · · · · · · · · · · · · · · · · · ·					
C u s t o m e r Comment Te c h n i c i a n Comment Te c							
COIS Recomme							
ndations							
ndadons							
Tire Information							
Tire Manufacturer	Unknown	Tire Size	Unknown				
Tire Brand Series		Wheel					
DOT Left Front		DOT Right Front					
DOT Left Ploint		DOT Right Front DOT Right Rear					
DOT Left Inner		DOT Right Inner					
DOT Spare							
Vehicle Information							
VIN	JM3TB2MAXA0	Engine Serial Number	CA 10336655				
Model Year	2010	Engine Description	37L 4V DAMB PFI V6 NA GAS				
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9				
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE				
Production Date	24-May-2010	Retail Sale Indicator Code	Zarranorra zaura				
r roduction Date							
Dlant Description							
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	24 1 2010				
Build Region		Reaquired Vehicle Warranty Start Date	24-Jul-2010				
Build Region Build Country Code	HIROŠHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle Warranty Start Date Transmission Serial Number	24-Jul-2010				
Build Region		Reaquired Vehicle Warranty Start Date	24-Jul-2010				
Build Region Build Country Code	HIROŠHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle Warranty Start Date Transmission Serial Number	24-Jul-2010				

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Report Detail

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ECI Record 62065298		89	Source Code	MAZI	DA Hotline		
Commodity Assignment							
Commodity		teering-steering linkage—	Symptom	function	on-malfunction/inoperative		
Commodity		teering steering linkage—	Symptom		hift reverse		
Commodity		teering-steering linkage—	Symptom		oisy operation		
Commodity		uspension—	Symptom		on-malfunction/inoperative		
Commodity		uspension—	Symptom	loose			
Commodity		uspension—	Symptom	mod-s	hift reverse		
Commodity		uspension—	Symptom	nvh-no	oisy operation		
Commodity	unknowr	<u>-</u>	Symptom	nvh-no	oisy operation		
Significant Event			Verified	N			
Tread Information							
	01		Tread Category Description	steerin	ng		
Tread Category Code	02		Tread Category Description	susper	nsion		
Reported in Tread Quarter	Q4 2014						
Report Details							
Source Claim Key		000895570	Warranty Component Classi	ification			
Source Claim Rey		0000,5570	(WCC)				
Corporate Product Systems Class	sification		Time in Service		4		
(CPSC)			Table in Service		<u>'</u>		
Customer Condition Code			V Function Group (VFG)				
Source System Program Type			Repair/Report/Paid Date		17-Jan-2015		
Version Series Code			Load Date		21 -Dec-2014		
Causal Part Prefix- Base - Suffix			Dealer Code		40501		
Causal Part Name		unknown	Dealer Name		REGANIS MAZDA		
Non Causal Part Prefix-Base-Suff	fix		Dealer City		SCOTTSBLUFF		
Non Causal Part Numbers			Dealer State/Province		NE		
Fault Code			Dealer Country		USA		
Diagonstic Trouble Code			Dealer Phone Number				
Labor Operation Code			Attachment				
Communication Type			VOQ Component Description	Code			
Maintenance Date		03 -May-2015					
Customer Comment Technician Comment HAL 12/19/14 R/F SQUEAK TECH STS THERE WAS A SQUEA HAL 12/19/14 R/F SQUEAK TECH STS THERE WAS A SQUEAK NOISE FROM THE R/F WHEN THEY WERE BACKING UP SOUNDS SIMILAR TO A 'BALL JOINT ON A OLDER VEH GOING OUT (THINK DODGE DURANGO)' 820 XXX I TECH STS HE CHECKED THE SUSPENSION AND EVERYTHING SEEMS TIGHT BUT WHEN HE CHECKED THE RT TIE ROD, IT SEEMS SLIGHTLY LOOSE IT CLUNKS A LITTLE BIT WHEN HE GOES BACK AND FORTH WITH THE WHEEL CHECKED THE LEFT SIDE AND IT DID THE SAME THEY TRIED TO CHECK THE INNER TIE RODS AND RACK AND IT IS TOO BURIED IN THE FRAME TO SEE LOOKING AT THE OUTER TIE RODS, HE CAN'T REALLY SEE THE MOVEMENT							
CQIS Reco mmendation s							
Tire Information Tire Manufacturer	Unknow	2	Tiro Sizo	Unkne	NV TO		
Tire Brand Series	Unknow		Tire Size Wheel	Unkno	JWII		
DOT Left Front			DOT Right Front				
DOT Left Plont DOT Left Rear			DOT Right Point DOT Right Rear				
DOT Left Rear DOT Left Inner			DOT Right Inner				
DOT Spare			- 5 - Tugin Immer				
Vehicle Information							
	IM2TD2	DAVD	Engina Sarial Number	CA 10	1450747		
		DAAD	Engine Serial Number Engine Description		V DAMB PFI V6 NA GAS		
Model Year 2013		UTO TRANS AISIN F21	Vehicle Description	CX 9	V DAMD FIT VU NA GAS		
		5 DOOR LIGHT TRUCK	Drive Line		WHEEL LEFT HAND DRIVE		
Body Cab Style CA WE: Production Date 20-Nov-2			Retail Sale Indicator Code	ALL 4	THILDD DELI HAMD DELYE		
Plant Description		IIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle				
Build Region	111031	MINITADOLINDEI I LANI JAIAN	Warranty Start Date	26-Set	p-2014		
Build Region Build Country Code			Transmission Serial Number	20-50	P 2011		
Mileage	1909		Vehicle Axle Ratio				
Vehicle Restraint Code							
. Chief 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	6206563	34	Source Code	MAZI	DA Hotline
Commodity Assign					
Commodity	chassis-s	teering-steering linkage—	Symptom	separa	tion
Commodity	chassis-s	suspension—	Symptom	separa	tion
Commodity	unknowi		Symptom		word found
Significant Event		-	Verified	N	
Tread Information					
Tread Category Code	01		Tread Category Description	steerin	no.
Tread Category Code Tread Category Code	02		Tread Category Description	suspen	
Reported in Tread Quarter	O1 2015		fread Category Description	suspen	ISIOII
	Q1 2013				
Report Details Source Claim Key		D20024405	Wannanta Camananta Class	-:64:	
·		020034495	Warranty Component Class (WCC)	sincation	
Corporate Product Systems C	lassification		Time in Service		92
(CPSC)					
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date		02-Feb-2015
Version Series Code		AAAMR	Load Date		16 -Mar-2015
Causal Part Prefix- Base - Suffi	ix		Dealer Code		70719
Causal Part Name		unknown	Dealer Name		PAUL MILLER MAZDA
Non Causal Part Prefix-Base-S	uffix		Dealer City		LEXINGTON
Non Causal Part Numbers	шил		Dealer State/Province		KY
Fault Code			Dealer Country		USA
Diagonstic Trouble Code			Dealer Phone Number		8592554242
Labor Operation Code			Attachment		
Communication Type			VOQ Component Description	n Code	
Maintenance Date		16 -Mar-2015			
	CX9 BJ IN SEPARATIO		WER BALL JOI CX9 BJ INV\13\	\51\0001	01 01\DRIVERS LOWER BALL JOINT
CQIS Recommendations					
Tire Information			The Co	W. 1	
Tire Manufacturer	Unknow	n	Tire Size	Unkno	own
Tire Brand Series			Wheel		
DOT Left Front			DOT Right Front		
DOT Left Rear			DOT Right Rear		
DOT Left Inner			DOT Right Inner		
DOT Spare					
Vehicle Information					
VIN	JM3TB3	8YX70	Engine Serial Number	CY 22	0365
Model Year	2007		Engine Description	35L 4	V DOHC VCT SMPI V6 GAS
Transmission	6 SPD A	UTO TRANS AISIN F21	Vehicle Description	CX 9	
Body Cab Style		5 DOOR LIGHT TRUCK	Drive Line		WHEEL LEFT HAND DRIVE
Production Date	28-May-		Retail Sale Indicator Code	1.22	
Plant Description		IIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle		
	HINOSI	IIIVIA ASSENIDLI I LAIVI JAFAN	Warranty Start Date	19-Jul	2007
Build Region				19-Jul	-2007
Build Country Code			Transmission Serial Number		
Mileage	U		Vehicle Axle Ratio		
Vehicle Restraint Code					

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Report Detail

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ECI Record	620656573	Source Code	MAZDA Hotline		
Commodity Assignment					
Commodity	chassis-axle (solid)—	Symptom	damage		
Commodity	chassis-axle (solid)—	Symptom	damage-cracked/fractured/split		
Commodity	chassis-axle (solid)—	Symptom	function-malfunction/inoperative		
Commodity	chassis-steering-steering linkage—	Symptom	damage		
Commodity	chassis-steering-steering linkage—	Symptom	damage-cracked/fractured/split		
Commodity	chassis-steering-steering linkage—	Symptom	function-malfunction/inoperative		
Commodity	chassis-steering-steering mixage— chassis-suspension-alignment-front suspension-	Symptom	damage		
Commodity	chassis-suspension-alignment-front suspension-		damage-cracked/fractured/split		
Commodity	chassis-suspension-alignment-front suspension-	Symptom	function-malfunction/inoperative		
Commodity	unknown—	Symptom Symptom	no keyword found		
Significant Event	ulikilowii—	Verified	no keyword round		
		vermed	11		
Tread Information					
Tread Category Code	01	Tread Category Description	steering		
Tread Category Code	10	Tread Category Description	powertrain		
Reported in Tread Quarter	Q1 2015				
Report Details					
Source Claim Key	020072205	Wannata Camarant Class	:C:		
Source Claim Key	020072203	Warranty Component Class (WCC)	ilication		
Corporate Product Systems Class	ssification	Time in Service	92		
(CPSC)					
Customer Condition Code		V Function Group (VFG)			
Source System Program Type		Repair/Report/Paid Date	03-Feb-2015		
Version Series Code	AAAMR	Load Date	16 -Mar-2015		
Causal Part Prefix- Base - Suffix		Dealer Code	34635		
Causal Part Name	unknown	Dealer Name	TUMMINIA MAZDA		
Non Causal Part Prefix-Base-Suf		Dealer City	OLATHE		
Non Causal Part Numbers		Dealer State/Province	KS		
Fault Code		Dealer Country	USA		
Diagonstic Trouble Code		Dealer Phone Number	9137803500		
Labor Operation Code		Attachment	7137603300		
Communication Type		VOQ Component Description	Code		
Maintenance Date	16 -Mar-2015	VOQ Component Description	Code		
	10 17141 2013				
	J INV\13\51\0001 01 01\LEFT FRONT LOWE EN AND AXLE DAMAGE	R BALL CX9 BJ INV\13\51\00	001 01 01\LEFT FRONT LOWER BALL JOINT		
C Q I S					
Recommendations					
Tire Information					
Tire Manufacturer	Unknown	Tire Size	Unknown		
Tire Brand Series	Cimile #11	Wheel	Cimilo (iii		
DOT Left Front		DOT Right Front			
DOT Left Ploit		DOT Right Front DOT Right Rear			
DOT Left Inner		DOT Right Rear			
DOT Spare		DOT Right linler			
1					
Vehicle Information					
VIN	JM3TB38Y270	Engine Serial Number	CY 202255		
Model Year	2007	Engine Description	35L 4V DOHC VCT SMPI V6 GAS		
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9		
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE		
Production Date	08-Dec-2006	Retail Sale Indicator Code			
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle			
Build Region		Warranty Start Date	01-Aug-2007		
Build Country Code		Transmission Serial Number			
Mileage	0	Vehicle Axle Ratio			
Vehicle Restraint Code					
	Disclaimer:				
	DISCISIMET:	1			

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Report Detail

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ECI Record	620656672		Source Code M		MAZDA Hotline		
Commodity Assignment							
Commodity		suspension—	Symptom	loss of	control		
Significant Event	CHassis-s	uspension	Verified	N	control		
Tread Information							
	10 8						
Tread Category Code	02		Tread Category Description	suspen	ISION		
Reported in Tread Quarter	Q1 2015						
Report Details							
Source Claim Key		020093085	Warranty Component Class	ification			
· ·			(WCC)				
Corporate Product Systems Cla	ssification	1	Time in Service		87		
(CPSC)							
Customer Condition Code			V Function Group (VFG)				
Source System Program Type			Repair/Report/Paid Date		03-Feb-2015		
Version Series Code			Load Date		16 -Mar-2015		
Causal Part Prefix- Base - Suffix			Dealer Code		70719		
Causal Part Name		unknown	Dealer Name		PAUL MILLER MAZDA		
Non Causal Part Prefix-Base-Su	ffix		Dealer City		LEXINGTON		
Non Causal Part Numbers			Dealer State/Province		KY		
Fault Code			Dealer Country		USA		
Diagonstic Trouble Code			Dealer Phone Number		8592554242		
Labor Operation Code			Attachment				
Communication Type			VOQ Component Description	Code			
Maintenance Date		16 -Mar-2015					
Technician Comment CQIS Recommendations	CX9 BJ NOTED	INV\13\52\0001 01 01\NO CONTRO	L ARM ISSUES CX9 BJ INV\	13\52\00	001 01 01\NO CONTROL ARM ISSUES		
Time Information							
Tire Information			The state of the s				
Tire Manufacturer	Unknow	n	Tire Size	Unkno	own		
Tire Brand Series			Wheel				
DOT Left Front			DOT Right Front				
DOT Left Rear			DOT Right Rear				
DOT Left Inner			DOT Right Inner				
DOT Spare							
Vehicle Information							
VIN	ЈМ3ТВ3	8A680	Engine Serial Number		211915		
VIN Model Year	2008		Engine Description	37L 4	211915 V DAMB PFI V6 NA GAS		
VIN Model Year Transmission	2008 6 SPD A	UTO TRANS AISIN F21	Engine Description Vehicle Description	37L 4 CX 9	V DAMB PFI V6 NA GAS		
VIN Model Year Transmission Body Cab Style	2008 6 SPD A CA WE	UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK	Engine Description Vehicle Description Drive Line	37L 4 CX 9			
VIN Model Year Transmission Body Cab Style Production Date	2008 6 SPD A CA WE 06-Sep-2	UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK 2007	Engine Description Vehicle Description Drive Line Retail Sale Indicator Code	37L 4 CX 9	V DAMB PFI V6 NA GAS		
VIN Model Year Transmission Body Cab Style Production Date Plant Description	2008 6 SPD A CA WE 06-Sep-2	UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK	Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	37L 4 CX 9 ALL 4	V DAMB PFI V6 NA GAS WHEEL LEFT HAND DRIVE		
VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	2008 6 SPD A CA WE 06-Sep-2	UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK 2007	Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	37L 4 CX 9	V DAMB PFI V6 NA GAS WHEEL LEFT HAND DRIVE		
VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code	2008 6 SPD A CA WE 06-Sep-2	UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK 2007	Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	37L 4 CX 9 ALL 4	V DAMB PFI V6 NA GAS WHEEL LEFT HAND DRIVE		
VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	2008 6 SPD A CA WE 06-Sep-2	UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK 2007	Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	37L 4 CX 9 ALL 4	V DAMB PFI V6 NA GAS WHEEL LEFT HAND DRIVE		

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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	620656674		Source Code MAZD		DA Hotline		
Commodity Assignm	ent						
Commodity	chassis-s	suspension—	Symptom	function	on-malfunction/inoperative		
Significant Event			Verified	N			
Tread Information							
Tread Category Code	02		Tread Category Description	susper	nsion		
Reported in Tread Quarter Q1 2015				•			
Report Details							
Source Claim Key		020093125	Warranty Component Class	ification			
•			(WCC)				
Corporate Product Systems Class	sification	1	Time in Service		96		
(CPSC)							
Customer Condition Code			V Function Group (VFG)				
Source System Program Type			Repair/Report/Paid Date		03-Feb-2015		
Version Series Code		AAAMR	Load Date		16 -Mar-2015		
Causal Part Prefix- Base - Suffix			Dealer Code		51509		
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name		MALLOY MAZDA		
Non Causal Part Prefix-Base-Suf	fix		Dealer City		WOODBRIDGE		
Non Causal Part Numbers			Dealer State/Province		VA		
Fault Code			Dealer Country		USA		
Diagonstic Trouble Code			Dealer Phone Number		7034949121		
Labor Operation Code			Attachment		7 05 15 15 12 1		
Communication Type			VOQ Component Description Code				
Maintenance Date		16 -Mar-2015	v o & component Description	Code			
	X9 BJ IN 9849	1V\13\51\0001 01 01\CONTROL ARMS	S REPLACED CX9 BJ INV\13\5.	1/0001 0	01 01\CONTROL ARMS REPLACED REF		
Tire Information							
Tire Manufacturer	Unknow	n	Tire Size	Unkno	own		
Tire Brand Series	Chikhow	···	Wheel	CIRCIC			
DOT Left Front			DOT Right Front				
DOT Left Rear			DOT Right Rear				
DOT Left Inner			DOT Right Inner				
DOT Spare			2 0 1 Tugiii Timoi				
Vehicle Information							
VIN	ЈМ 3ТВ3	20V57	Engine Serial Number	CY 20	15801		
Model Year	2007	00 I J /	Engine Description		V DOHC VCT SMPI V6 GAS		
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX 9	V DOTIC VCI SWIFT VUUAS		
Body Cab Style		5 DOOR LIGHT TRUCK	Drive Line		WHEEL LEFT HAND DRIVE		
	26-Dec-			ALL 4	WHEEL LEFT HAND DRIVE		
Production Date			Retail Sale Indicator Code				
Plant Description	HEOME	HIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	15 4			
Build Region			Warranty Start Date	15-Ap	I-2007		
Build Country Code	0		Transmission Serial Number				
Mileage	U		Vehicle Axle Ratio				
Vehicle Restraint Code							

Disclaimer:

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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	6206569	23	Source Code	MAZDA Hotline		
Commodity Assignment						
Commodity		suspension—	Symptom	function-malfunction/inoperative		
Commodity	unknowr	suspension—	Symptom	no keyword found		
Significant Event	ulikilowi	<u> </u>	Verified	no keyword round		
			vermed	Į (
Tread Informat	tion					
Tread Category Code	02		Tread Category Description	suspension		
Reported in Tread Quarter Q1 2015						
Report Details						
Source Claim Key		020134985	Warranty Component Class	sification		
			(WCC)			
Corporate Product Syst	ems Classification		Time in Service	93		
(CPSC)	ems classification		Time in Service			
Customer Condition Cod	No.		V Function Group (VFG)			
			Repair/Report/Paid Date	04-Feb-2015		
Source System Program	Туре	AAAMO				
Version Series Code	C CC	AAAMQ	Load Date	16 -Mar-2015		
Causal Part Prefix- Base	- Suinx		Dealer Code	60170		
Causal Part Name	0 00	unknown	Dealer Name	WILKINS MAZDA		
Non Causal Part Prefix-l			Dealer City	ELMHURST		
Non Causal Part Numbe	rs		Dealer State/Province	IL		
Fault Code			Dealer Country	USA		
Diagonstic Trouble Code	e		Dealer Phone Number	6302793000		
Labor Operation Code			Attachment			
Communication Type			VOQ Component Description	1 Code		
Maintenance Date		16 -Mar-2015				
Customer Comment Technician Comment		8\51\0001 01 01\CUSTOMER LEFT I REPLACEMEN	VEHICLE CX9 BJ INV\13\51\	0001 01 01\CUSTOMER LEFT VEHICLE FOR		
C Q I S						
Recommendations						
T 1						
Tire Information						
Tire Manufacturer	Unknow	n	Tire Size	Unknown		
Tire Brand Series			Wheel			
DOT Left Front			DOT Right Front			
DOT Left Rear			DOT Right Rear			
DOT Left Inner			DOT Right Inner			
DOT Spare						
Vehicle Information						
VIN	ЈМ3ТВ3	38Y070	Engine Serial Number	CY 220017		
Model Year	2007		Engine Description	35L 4V DOHC VCT SMPI V6 GAS		
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX 9		
Body Cab Style		5 DOOR LIGHT TRUCK	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE		
	CA WE	2007		ALL + WHEEL LEFT HAND DRIVE		
Production Date	23-May-	ZUU /	Retail Sale Indicator Code			
Plant Description	HIKOSH	IIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	20 1 2007		
Build Region			Warranty Start Date	30-Jun-2007		
Build Country Code			Transmission Serial Number			
Mileage	0		Vehicle Axle Ratio			
Vehicle Restraint Code						

Disclaime

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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	620657248		Source Code	MAZI	DA Hotline	
Commodity Assignm	ent					
Commodity	chassis-s	suspension—	Symptom	no key	word found	
Significant Event	Significant Event		Verified	N		
Tread Information						
Tread Category Code	02		Tread Category Description	suspen	sion	
Reported in Tread Quarter	Q1 2015					
Report Details						
Source Claim Key		020175595	Warranty Component Class (WCC)	sification		
Corporate Product Systems Class	ssification	1	Time in Service		78	
(CPSC)						
Customer Condition Code			V Function Group (VFG)			
Source System Program Type			Repair/Report/Paid Date		05-Feb-2015	
Version Series Code			Load Date		16 -Mar-2015	
Causal Part Prefix- Base - Suffix			Dealer Code		34245	
Causal Part Name	<u>C</u>	unknown	Dealer Name		NELSON MAZDA	
Non Causal Part Prefix-Base-Suf	ПX		Dealer City		TULSA	
Non Causal Part Numbers			Dealer State/Province		OK	
Fault Code			Dealer Country		USA	
Diagonstic Trouble Code Labor Operation Code			Dealer Phone Number Attachment		9182967800	
Communication Type			VOQ Component Description	Codo		
Maintenance Date		16 -Mar-2015	voq Component Description	Code		
Technician Comment CQIS Recommendations	CX9 BJ	INV\13\51\0001 01 01\LOWER CON	TROL ARMS CX9 BJ INV\13\51\	0001 01	01\LOWER CONTROL ARMS	
Tire Information						
Tire Manufacturer	Unknow	n	Tire Size	Unkno	own	
Tire Brand Series			Wheel	- IIIII		
DOT Left Front			DOT Right Front			
DOT Left Rear			DOT Right Rear			
DOT Left Inner			DOT Right Inner			
DOT Spare						
Vehicle Information						
VIN	ЈМ3ТВ3	8A380	Engine Serial Number		225965	
Model Year	2008		Engine Description		V DAMB PFI V6 NA GAS	
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX 9		
Body Cab Style	Unknow		Drive Line	ALL 4	WHEEL LEFT HAND DRIVE	
Production Date	26-Dec-2		Retail Sale Indicator Code			
Plant Description	Unknow	n	Reaquired Vehicle	12.0	2000	
Build Region			Warranty Start Date	12-Sep	0-2008	
Build Country Code			Transmission Serial Number			
Mileage	U		Vehicle Axle Ratio			
Vehicle Restraint Code						

Disclaimer:

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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	6206581	13	Source Code	MAZI	DA Hotline		
Commodity Assignment							
Commodity		service brakes—	Symptom	no key	word found		
Commodity		suspension—	Symptom		word found		
Significant Event	CHassis-s	suspension—	Verified	N	Word Tourid		
			vermed				
Tread Information							
Tread Category Code	02		Tread Category Description	susper			
Tread Category Code	03		Tread Category Description	Found	ation Brakes		
Reported in Tread Quarter	Q1 2015						
Report Details							
Source Claim Key		020285525	Warranty Component Class	sification	1		
			(WCC)				
Corporate Product Systems Cla	ssification		Time in Service		85		
(CPSC)							
Customer Condition Code			V Function Group (VFG)				
Source System Program Type			Repair/Report/Paid Date		07-Feb-2015		
Version Series Code			Load Date		16 -Mar-2015		
Causal Part Prefix- Base - Suffix			Dealer Code		51492		
Causal Part Name		unknown	Dealer Name		MAXON MAZDA		
Non Causal Part Prefix-Base-Su	ffix		Dealer City		UNION		
Non Causal Part Numbers			Dealer State/Province		NJ		
Fault Code			Dealer Country		USA		
Diagonstic Trouble Code			Dealer Phone Number				
Labor Operation Code			Attachment				
Communication Type			VOQ Component Description	Code			
Maintenance Date		16 -Mar-2015					
CC	(9 BJ INV ONTROL		BOTH LOWER CX9 BJ INV\13	8\51\000	01 01 01\BRAKES AND BOTH LOWER		
CQIS Recommendations Tire Information							
Tire Manufacturer	Unline		Dina Siga	Unless			
Tire Brand Series	Unknow	11	Tire Size Wheel	Unkno	JWII		
DOT Left Front			DOT Right Front				
DOT Left Front DOT Left Rear			DOT Right Front DOT Right Rear				
DOT Left Rear DOT Left Inner			DOT Right Rear DOT Right Inner				
DOT Left filler DOT Spare			DOT RIGHT HIHEF				
1							
Vehicle Information							
VIN	JM3TB3	8V280	Engine Serial Number	CA 10	226878		
Model Year	2008		Engine Description	37L 4	V DAMB PFI V6 NA GAS		
Transmission	6 SPD A	UTO TRANS AISIN F21	Vehicle Description	CX 9			
Body Cab Style	Unknow	n	Drive Line	ALL 4	WHEEL LEFT HAND DRIVE		
Production Date	09-Jan-2		Retail Sale Indicator Code				
Plant Description	HIROSE	IIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle				
Build Region			Warranty Start Date	28-Fel	5-2008		
Build Country Code			Transmission Serial Number				
Mileage	0		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.

	:
Commodity Assignment	
Commodity chassis-steering-steering linkage— Symptom function-malfunc	
Commodity chassis-suspension— Symptom function-malfunc	
Commodity unknown— Symptom no keyword foun-	d
Significant Event Verified N	
Tread Information	
Tread Category Code 01 [Fread Category Description steering	
Tread Category Code 02 Tread Category Description suspension	
Reported in Tread Quarter Q1 2015	
Report Details	
Source Claim Key (020312405 Warranty Component Classification)	
(WCC)	
Corporate Product Systems Classification Time in Service 93	
(CPSC)	
	115
Source System Program Type Repair/Report/Paid Date 09-Feb-20	
Version Series Code AAAMR Load Date 16 -Mar-2	3015
Causal Part Prefix- Base - Suffix Dealer Code 51620	
	MAZDA OF WEST CHESTER
Non Causal Part Prefix-Base-Suffix Dealer City WEST CF	HESTER
Non Causal Part Numbers Dealer State/Province PA	
Fault Code Dealer Country USA	
Diagonstic Trouble Code Dealer Phone Number 61039953	30
Labor Operation Code Attachment	
Communication Type VOQ Component Description Code Maintenance Date 16 -Mar-2015	
Communication Type VOQ Component Description Code Maintenance Date 16 -Mar-2015 Customer Comment	S IT HAS BAD LOWER BALI
Communication Type Maintenance Date I6 -Mar-2015 Customer Comment CX9 BJ INV\13\51\0001 01 01\YES IT HAS BAD LOWER B CX9 BJ INV\13\51\0001 01 01\YES JOINT CQIS Recommendations	S IT HAS BAD LOWER BALI
Communication Type Maintenance Date I6 -Mar-2015 Customer Comment CX9 BJ INV\13\51\0001 01 01\YES IT HAS BAD LOWER B CX9 BJ INV\13\51\0001 01 01\YES JOINT CQIS Recommendations Tire Information	S IT HAS BAD LOWER BALI
Communication Type VOQ Component Description Code Maintenance Date 16 -Mar-2015 Customer Comment CX9 BJ INV\13\51\0001 01 01\YES IT HAS BAD LOWER B CX9 BJ INV\13\51\0001 01 01\YES JOINT CQIS Recommendations Tire Information Tire Manufacturer Unknown Tire Size Unknown Communication VOQ Component Description Code VOQ	S IT HAS BAD LOWER BALI
Communication Type Maintenance Date I6 -Mar-2015 Customer Comment CX9 BJ INV\13\51\0001 01 01\YES IT HAS BAD LOWER B CX9 BJ INV\13\51\0001 01 01\YES JOINT CQIS Recommendations Tire Information Tire Manufacturer Unknown Tire Brand Series Unknown Wheel	S IT HAS BAD LOWER BALI
Communication Type Maintenance Date Customer Comment CX9 BJ INV\13\51\0001 01 01\YES IT HAS BAD LOWER B CX9 BJ INV\13\51\0001 01 01\YES JOINT CQIS Recommendations Tire Information Tire Manufacturer Unknown Tire Brand Series Unknown Tire Brand Series DOT Left Front VOQ Component Description Code	S IT HAS BAD LOWER BALI
Communication Type Maintenance Date I6 -Mar-2015 Customer Comment CX9 BJ INV\13\51\0001 01 01\YES IT HAS BAD LOWER B CX9 BJ INV\13\51\0001 01 01\YES IT HAS	S IT HAS BAD LOWER BALI
Communication Type Maintenance Date I6 -Mar-2015 Customer Comment CX9 BJ INV\13\51\0001 01 01\YES IT HAS BAD LOWER B CX9 BJ INV\13\51\0001 01 01\YES JOINT CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Rear DOT Left Inner	S IT HAS BAD LOWER BALI
Communication Type Maintenance Date I6 -Mar-2015 Customer Comment CX9 BJ INV\13\51\0001 01 01\YES IT HAS BAD LOWER B CX9 BJ INV\13\51\0001 01 01\YES IT HAS	S IT HAS BAD LOWER BALI
Communication Type Maintenance Date I6 -Mar-2015 Customer Comment CX9 BJ INV\13\51\0001 01 01\YES IT HAS BAD LOWER B CX9 BJ INV\13\51\0001 01 01\YES JOINT CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Rear DOT Left Inner	S IT HAS BAD LOWER BALI
Communication Type Maintenance Date Customer Comment CX9 BJ INV\13\51\0001 01 01\YES IT HAS BAD LOWER B CX	S IT HAS BAD LOWER BALI
Communication Type Maintenance Date I6 -Mar-2015 Customer Comment CX9 BJ INV\13\51\0001 01 01\YES IT HAS BAD LOWER B CX9 BJ INV\13\51\0001 01 01\YES JOINT CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Rear DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN JM3TB38Y170 Engine Serial Number CY 205506	
Communication Type Maintenance Date Customer Comment CX9 BJ INV\13\51\0001 01 01\YES IT HAS BAD LOWER B CX9 BJ INV\13\51\0001 01 01\YES JOINT CQIS Recommendations CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series Wheel DOT Left Front DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN JM3TB38Y170 Engine Serial Number CY 205506 Model Year Engine Description Code VOQ Component Description Code VOQ Component Description Code VOQ Component Description Code Vol Q Component Description Code Vol Q Component Description Code Vol Q Component Description Code	S IT HAS BAD LOWER BALI
Communication Type Maintenance Date Customer Comment CX9 BJ INV\13\51\0001 01 01\YES IT HAS BAD LOWER B CX9 BJ INV\13\51\0001 01 01\YES JOINT CQIS Recommendations Tire Information Tire Manufacturer Unknown Tire Brand Series DOT Left Front DOT Left Rear DOT Left Rear DOT Left Inner DOT Left Inner DOT Spare Vehicle Information VIN JM3TB38Y170 Engine Serial Number CX 9 BJ INV\13\51\0001 01 01\YES IT HAS BAD LOWER B CX9 BJ INV\13\51\0001 01 01\YES JOINT Unknown Tire Size Unknown Unknown DOT Right Front DOT Right Rear DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN JM3TB38Y170 Engine Serial Number CY 205506 Whodel Year Z007 Engine Description S\$L 4V DOHC VIN Vehicle Description CX 9	VCT SMPI V6 GAS
Communication Type	
Communication Type Maintenance Date I6 -Mar-2015 Customer Comment CX9 BJ INV\13\51\0001 01 01\YES IT HAS BAD LOWER B CX9 BJ INV\13\51\0001 01 01\YES JOINT CQIS Recommendations Tire Information Tire Manufacturer Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Front DOT Left Rear DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN JM3TB38Y17 Engine Serial Number CY 205506 Model Year Transmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description Code VOQ Component Description Code Unknown Tire Size	VCT SMPI V6 GAS
Communication Type Maintenance Date Castomer Comment	VCT SMPI V6 GAS
Communication Type Maintenance Date Customer Comment CX9 BJ INV\13\51\0001 01 01\YES IT HAS BAD LOWER B CX9 BJ INV\13\51\0001 01 01\YES JOINT CQIS Recommendations Tire Information Tire Manufacturer Unknown Tire Brand Series DOT Left Front DOT Left Front DOT Left Rear DOT Left Rear DOT Left Rear DOT Right Rear DOT Spare Vehicle Information VIN JM3TB38Y170 Engine Serial Number CY 205506 Model Year Poduction Date Production Date 25-Dec-2006 Retail Sale Indicator Code Plant Description Build Region Warranty Start Date 03-Jul-2007	VCT SMPI V6 GAS
Communication Type Maintenance Date Customer Comment CX9 BJ INV\13\51\0001 01 01\YES IT HAS BAD LOWER B CX9 BJ INV\13\51\0001 01 01\YES JOINT CQIS Recommendations CQIS Recommendations Fire Information Tire Manufacturer Unknown Tire Brand Series DOT Left Front DOT Left Front DOT Left Rear DOT Left Rear DOT Left Inner DOT Sight Rear DOT Left Inner DOT Sight Front DOT Sight Inner DOT Sight Inner	VCT SMPI V6 GAS
Communication Type Maintenance Date Customer Comment CX9 BJ INV\13\51\0001 01 01\YES IT HAS BAD LOWER B CX9 BJ INV\13\51\0001 01 01\YES JOINT CQIS Recommendations Tire Information Tire Manufacturer Unknown Tire Brand Series DOT Left Front DOT Left Front DOT Left Rear DOT Left Rear DOT Left Rear DOT Right Rear DOT Spare Vehicle Information VIN JM3TB38Y170 Engine Serial Number CY 205506 Model Year Poduction Date Production Date 25-Dec-2006 Retail Sale Indicator Code Plant Description Build Region Warranty Start Date 03-Jul-2007	VCT SMPI V6 GAS

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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	620658343	Source Code	MAZDA Hotline			
Commodity Assignment						
Commodity	chassis-steering-steering linkage—	Symptom	loose			
Commodity	chassis-suspension-alignment-front suspension-	Symptom	loose			
Commodity	powertrain-engine—	Symptom	loose			
Commodity	powertrain-engine—	Symptom	no keyword found			
Significant Event	powertain engine	Verified	N			
Tread Information						
Tread Category Code	01	Track Catagory Description	stooring			
	06	Tread Category Description	steering			
Tread Category Code Reported in Tread Quarter	Q1 2015	Tread Category Description	engine and engine cooling			
Report Details	Q1 2013					
	100000105	***				
Source Claim Key	020320105	Warranty Component Classi	fication			
		(WCC)				
Corporate Product Systems Class	sification	Time in Service	69			
(CPSC)						
Customer Condition Code		V Function Group (VFG)				
Source System Program Type		Repair/Report/Paid Date	09-Feb-2015			
Version Series Code		Load Date	16 -Mar-2015			
Causal Part Prefix- Base - Suffix		Dealer Code	51484			
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	OPEN ROAD MAZDA			
Non Causal Part Prefix-Base-Suff	fix	Dealer City	EAST BRUNSWICK			
Non Causal Part Numbers		Dealer State/Province	NJ			
Fault Code		Dealer Country	USA			
Diagonstic Trouble Code		Dealer Phone Number				
Labor Operation Code		Attachment				
Communication Type		VOQ Component Description	Code			
Maintenance Date	16 -Mar-2015	The second secon				
C u s t o m e r Comment Technician CX9 BJ INV\13\51\0001 01 01\CAME IN FOR OIL CHANGE CX9 BJ INV\13\51\0001 01 01\CAME IN FOR OIL CHANGE, TECHNICIAN FOUND FRONT LOWER BALL JOINTS HAVE PLAY IN THEM AND LEFT FRONT OUTER AND RIGHT FRON INNER TIE RODS HAVE PLAY						
CQIS Recomme						
ndations						
Tire Information						
Tire Manufacturer	Unknown	Tire Size	Unknown			
Tire Brand Series		Wheel				
DOT Left Front		DOT Right Front				
DOT Left Rear		DOT Right Rear				
DOT Left Inner		DOT Right Inner				
DOT Spare		DOT Right Inner				
Vehicle Information						
VIN	JM3TB38VX90	Engine Serial Number	CA 10292359			
Model Year	2009	Engine Description	37L 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-May-2009	Retail Sale Indicator Code	TIED I TITLED DEL I TITLED DICETE			
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaguired Vehicle				
Build Region	THROUGHNET TOOLHIDET TEANT JAIAN	Warranty Start Date	06-Jul-2009			
Build Country Code		Transmission Serial Number	00 341 2007			
Mileage	0	Vehicle Axle Ratio				
Vehicle Restraint Code		Venicle Axie Ratio				
venicle 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	6206584	24	Source Code	MAZI	DA Hotline	
Commodity Assignm	ent					
Commodity	chassis-s	suspension-stabilizers-front suspension-	Symptom	loose		
Commodity		suspension-stabilizers-front suspension-	Symptom	mod-v	veather-cold	
Commodity	unknowr	1—	Symptom	no key	word found	
Significant Event			Verified	N		
Tread Information						
Tread Category Code	02		Tread Category Description	susper	nsion	
Reported in Tread Quarter	Q1 2015		Tread Category Description	pusper		
Report Details	•					
Source Claim Key		020327935	Warranty Component Class	ification	1	
·			(WCC)	meanor		
Corporate Product Systems Class	ssification		Time in Service		90	
(CPSC)						
Customer Condition Code			V Function Group (VFG)			
Source System Program Type			Repair/Report/Paid Date		09-Feb-2015	
Version Series Code			Load Date		16 -Mar-2015	
Causal Part Prefix- Base - Suffix			Dealer Code		51441	
Causal Part Name		unknown	Dealer Name		BROWN'S FAIRFAX MAZDA	
Non Causal Part Prefix-Base-Suf	fix	unknown	Dealer City		FAIRFAX	
Non Causal Part Numbers	ПА		Dealer State/Province		VA	
Fault Code			Dealer Country		USA	
Diagonstic Trouble Code			Dealer Phone Number		CS/1	
Labor Operation Code			Attachment			
Communication Type			VOQ Component Description	Code		
Maintenance Date		16 -Mar-2015	VOQ Component Description	Coue		
COMMENT FULL CIRCLI CQIS Recomme		1 01 01\CUSTOMER IS IN FOR WIN C CTION TECHNICIAN FOUND THE DR			MER IS IN FOR WINTER SPECIAL, AND M HAS PLAY IN IT	
ndations						
Tire Information						
Tire Manufacturer	Unknow	n	Tire Size	Unkno	own	
Tire Brand Series			Wheel			
DOT Left Front			DOT Right Front			
DOT Left Rear			DOT Right Rear			
DOT Left Inner			DOT Right Inner			
DOT Spare						
Vehicle Information						
VIN	ЈМ 3ТВ3	8V380	Engine Serial Number	CA 10	205380	
Model Year	2008		Engine Description		V DAMB PFI V6 NA GAS	
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX 9		
Body Cab Style	Unknow		Drive Line		WHEEL LEFT HAND DRIVE	
Production Date	18-Jul-20		Retail Sale Indicator Code			
Plant Description		IIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle			
Build Region	1111001		Warranty Start Date	15-Oc	t-2007	
Build Country Code			Transmission Serial Number	13-00	1 2007	
Mileage	0		Vehicle Axle Ratio			
Vehicle Restraint Code			Tomolo I IAIC IXIIIO			
Tomoro 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	6206589	10	Source Code	MAZDA Hotline		
Commodity Assignment						
Commodity		steering-steering linkage—	Symptom	loose		
Commodity		steering-steering linkage—	Symptom		isy operation	
Commodity		suspension—	Symptom	loose	nsy operation	
Commodity		suspension—	Symptom		isy operation	
Commodity	unknowr		Symptom		word found	
Significant Event	ulikilowi	I—	Verified	N N	word found	
8			vermed	1		
Tread Information						
	01		Tread Category Description	steerin		
Tread Category Code	02		Tread Category Description	suspen	sion	
Reported in Tread Quarter	Q1 2015					
Report Details						
Source Claim Key 020392045 Warranty Component Classification						
			(WCC)			
Corporate Product Systems Class	sification		Time in Service		78	
(CPSC)						
Customer Condition Code			V Function Group (VFG)			
Source System Program Type			Repair/Report/Paid Date		10-Feb-2015	
Version Series Code			Load Date		16 -Mar-2015	
Causal Part Prefix- Base - Suffix			Dealer Code		51619	
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name		CHAPMAN MAZDA SALES	
Non Causal Part Prefix-Base-Suff	fix		Dealer City		EGG HARBOR TOWNSHIP	
Non Causal Part Numbers			Dealer State/Province		NJ	
Fault Code			Dealer Country		USA	
Diagonstic Trouble Code			Dealer Phone Number		6096462000	
Labor Operation Code			Attachment			
Communication Type			VOQ Component Description	Code		
Maintenance Date		16 -Mar-2015				
		,0001 01 01\IN FOR MAINTENANCE. DUND L/F LOWER BALL JOINT LOOS	HV CX9 BJ INV\13\51\0001 (01 01\II	N FOR MAINTENANCE, HVAC NOISE	
C Q I S Recommendations						
Tire Information						
Tire Manufacturer	Unknow:	n	Tire Size	Unkno	wn	
Tire Brand Series			Wheel			
DOT Left Front			DOT Right Front			
DOT Left Rear			DOT Right Rear			
DOT Left Inner			DOT Right Inner			
DOT Spare						
Vehicle Information						
VIN	ЈМ3ТВ3	8VX80	Engine Serial Number	CA 10:	255904	
Model Year	2008		Engine Description		V DAMB PFI V6 NA GAS	
Transmission	6 SPD A	UTO TRANS AISIN F21	Vehicle Description	CX 9		
Body Cab Style	Unknow		Drive Line		WHEEL LEFT HAND DRIVE	
Production Date	26-Jun-2		Retail Sale Indicator Code			
Plant Description	Unknow		Reaquired Vehicle			
Build Region			Warranty Start Date	30-Sep	p-2008	
Build Country Code			Transmission Serial Number			
	h		Vehicle Axle Ratio			
Mileage	()					
Mileage Vehicle Restraint Code	U		Vehicle Axie 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	6206590	001	Source Code	MAZDA Hotline		
Commodity Assignment						
Commodity		axle (solid)—	Symptom	function-malfunction/inoperative		
Commodity		axle (solid)—	Symptom	separation		
Commodity		steering-steering linkage—	Symptom	function-malfunction/inoperative		
Commodity	chassis-	steering-steering linkage—	Symptom	separation		
Commodity	chassis-	suspension—	Symptom	function-malfunction/inoperative		
Commodity		suspension—	Symptom	separation		
Commodity	unknow		Symptom	no keyword found		
Significant Event	ulikilow	II—	Verified	N N		
			vermed	11		
Tread Informa	tion					
Tread Category Code	01		Tread Category Description	steering		
Tread Category Code	02		Tread Category Description	suspension		
Tread Category Code	10		Tread Category Description	powertrain		
Reported in Tread Quar	rter Q1 201:	5				
Report Details						
Source Claim Key 020401945 Warranty Component Classification						
- saree claim recj			(WCC)			
Corporate Product Sys	tems Classification	n	Time in Service	91		
	cins Classificatio	•	Time in Service	71		
(CPSC)	1		VIE C (VEC)			
Customer Condition Co	ode		V Function Group (VFG)	10 17 1 2017		
Source System Progran	n Type		Repair/Report/Paid Date	10-Feb-2015		
Version Series Code		AAAMQ	Load Date	16 -Mar-2015		
Causal Part Prefix- Bas	e - Suffix		Dealer Code	60194		
Causal Part Name		unknown	Dealer Name	ROSEN MAZDA		
Non Causal Part Prefix-			Dealer City	WAUKEGAN		
Non Causal Part Numb	ers		Dealer State/Province	IL		
Fault Code			Dealer Country	USA		
Diagonstic Trouble Cod	de		Dealer Phone Number			
Labor Operation Code			Attachment			
Communication Type			VOQ Component Description	Code		
Maintenance Date		16 -Mar-2015				
Customer Comment Technician Comment		51~52\0001 01 01\CUSTOMER STATE	ES BAL CX9 BJ INV\13\51~52\6	0001 01 01\CUSTOMER STATES BALL JOINT		
C Q I S						
Recommendations						
Tire Informati	on					
Tire Manufacturer	Unknow	vn	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		38VY70	Engine Serial Number	CV 218638		
Model Year	2007	38YX70	Engine Serial Number Engine Description	CY 218638 35L 4V DOHC VCT SMPI V6 GAS		
Transmission		AUTO TRANS AISIN F21	Vehicle Description	CX 9		
Body Cab Style		5 DOOR LIGHT TRUCK	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE		
			Retail Sale Indicator Code	ALL + WILEL LEFT HAND DRIVE		
Production Date	10-May					
Plant Description	HIROSI	HIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	00 8-2007		
Build Region			Warranty Start Date	09-Sep-2007		
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	6206592	66	Source Code	MAZDA Hotline		
Commodity Assignment						
		eering-steering linkage—	Symptom	leak-failed gasket/seal/weatherstrip		
		ispension—	Symptom	leak-failed gasket/seal/weatherstrip		
	powertrain-engine-oil system-oil pan and cr		ankSymptom	leak-failed gasket/seal/weatherstrip		
,	sealing-	8	J 1	The state of the s		
Significant Event			Verified	N		
Tread Information						
Tread Category Code	01		Tread Category Description	steering		
Tread Category Code Tread Category Code	02		Tread Category Description	suspension		
Tread Category Code	06		Tread Category Description	engine and engine cooling		
Reported in Tread Quarter	Q1 2015		Tread Category Description	engine and engine coomig		
1	Q1 2013					
Report Details						
Source Claim Key		020437035	Warranty Component Class	ification		
			(WCC)			
Corporate Product Systems Class	ssification		Time in Service	68		
(CPSC)						
Customer Condition Code			V Function Group (VFG)			
Source System Program Type			Repair/Report/Paid Date	11-Feb-2015		
Version Series Code			Load Date	16 -Mar-2015		
Causal Part Prefix- Base - Suffix			Dealer Code	61615		
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name	CAUSLEY MAZDA		
Non Causal Part Prefix-Base-Suf	fiv	TOT TROVIDED BT SCERCE	Dealer City	MACOMB TOWNSHIP		
Non Causal Part Numbers	111.		Dealer State/Province	MI		
Fault Code			Dealer State/Province Dealer Country	USA		
Diagonstic Trouble Code			Dealer Phone Number	5869486000		
Labor Operation Code			Attachment			
Communication Type			VOQ Component Description	Code		
Maintenance Date		16 -Mar-2015				
		0001 01 01\REPLACING OIL PAN GA L/F LOWER CONTROL ARM AND SW		01 01\REPLACING OIL PAN GASKET, BOTH		
C Q I S Recommendations						
Tire Information						
Tire Manufacturer	Unknow	n	Tire Size	Unknown		
Tire Brand Series			Wheel			
DOT Left Front			DOT Right Front			
DOT Left Rear			DOT Right Rear			
DOT Left Inner			DOT Right Inner			
DOT Spare						
Vehicle Information						
VIN	ЈМ3ТВ3	8A890	Engine Serial Number	CA 10292547		
Model Year	2009		Engine Description	37L 4V DAMB PFI V6 NA GAS		
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX 9		
Body Cab Style	Unknow		Drive Line	ALL 4 WHEEL LEFT HAND DRIVE		
Production Date	27-May-		Retail Sale Indicator Code	ILL . WILDE DEI I III II D DIN VE		
Plant Description		IIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle			
Build Region	THOSE	IIIII AND ENIDET LEANT JAIAN	Warranty Start Date	03-Aug-2009		
Duild Country Code				05-Aug-2007		
Build Country Code	6		Transmission Serial Number			
Mileage Vehicle Restraint Code	V		Vehicle Axle Ratio			

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Report Detail

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ECI Record	620659417		Source Code MAZE		DA Hotline		
Commodity Assignm	nent						
Commodity	chassis-steering-steering linkage—		Symptom func		on-malfunction/inoperative		
Commodity		suspension—	Symptom		on-malfunction/inoperative		
Significant Event	CHassis-s	suspension—	Verified N		on-manufiction/moperative		
Tread Information	10.4						
Tread Category Code	01		Tread Category Description	steerin	2		
Tread Category Code	02		Tread Category Description	susper	nsion		
Reported in Tread Quarter	Q1 2015						
Report Details							
Source Claim Key		020450225	Warranty Component Class	sification	1		
•	·		(WCC)				
Corporate Product Systems Cla	assification		Time in Service		70		
(CPSC)	assincation		Time in Service				
Customer Condition Code			V Function Group (VFG)				
Source System Program Type			Repair/Report/Paid Date		11-Feb-2015		
Version Series Code			Load Date		11-Feb-2015 16 -Mar-2015		
Causal Part Prefix- Base - Suffix	(NOT PROVIDED BY GOLDER	Dealer Code		51620		
Causal Part Name	CC	NOT PROVIDED BY SOURCE	Dealer Name		PIAZZA MAZDA OF WEST CHESTER		
Non Causal Part Prefix-Base-Su	ППХ		Dealer City		WEST CHESTER		
Non Causal Part Numbers			Dealer State/Province		PA		
Fault Code			Dealer Country		USA		
	Diagonstic Trouble Code		Dealer Phone Number		6103995330		
Labor Operation Code			Attachment				
Communication Type			VOQ Component Description Code				
Maintenance Date		16 -Mar-2015					
Customer Comment							
Technician Comment	CX9 BJ	INV\13\51\0001 01 01\BAD LOWER	BALL JOINT CX9 BJ INV\13\51	\0001 01	01\BAD LOWER BALL JOINT		
		, , ,	, ,	•	,		
COIC D 1 - t'							
CQIS Recommendations							
Tire Information							
Tire Manufacturer	Unknow	n	Tire Size	Unkno	NW M		
Tire Brand Series	UIIKIIOW		Wheel	Olikno	JWII		
DOT Left Front			11.2222				
			DOT Right Front				
DOT Left Rear			DOT Right Rear				
DOT Left Inner			DOT Right Inner				
DOT Spare							
Vehicle Information							
VIN	ЈМ3ТВ3	8V490	Engine Serial Number	CA 10	0269421		
Model Year	2009	* · · · · ·	Engine Description		V DAMB PFI V6 NA GAS		
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX 9			
Body Cab Style	Unknow		Drive Line		WHEEL LEFT HAND DRIVE		
Production Date	21-Aug-		Retail Sale Indicator Code	, 100	THE DELTIMATE DIGITE		
Plant Description		IIMA ASSEMBLY PLANT JAPAN	Reaguired Vehicle				
Build Region	IIICOSI	IIIII I I I I I I I I I I I I I I I I	Warranty Start Date	23_M	ny-2009		
Build Country Code			Transmission Serial Number	2J-1V16	iy 2007		
Mileage	0		Vehicle Axle Ratio				
Vehicle Restraint Code	U		venicie Axie Ratio				
venicie Restraint Code							

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Report Detail

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ECI Record	620659644	Source Code	MAZDA Hotline				
Commodity Assignment							
Commodity	chassis-suspension—	Symptom	no keyword found				
Significant Event	enassis suspension	Verified	N				
Tread Information							
Tread Category Code	02	Tread Category Description	suspension				
Reported in Tread Quarter	O1 2015	fread Category Description	suspension				
Reported in Tread Quarter	Q1 2013						
Report Details							
Source Claim Key	020473955	Warranty Component Class	sification				
		(WCC)					
Corporate Product Systems Clas	ssification	Time in Service	82				
(CPSC)							
Customer Condition Code		V Function Group (VFG)					
Source System Program Type		Repair/Report/Paid Date	11-Feb-2015				
Version Series Code		Load Date	16 -Mar-2015				
Causal Part Prefix - Base - Suffix		Dealer Code	51564 SENTEN WEST MAZDA				
Causal Part Name	unknown	Dealer Name	SENTRY WEST MAZDA				
Non Causal Part Prefix-Base-Suf	ПХ	Dealer City	SHREWSBURY				
Non Causal Part Numbers		Dealer State/Province	MA				
Fault Code		Dealer Country	USA				
Diagonstic Trouble Code		Dealer Phone Number	5088457700				
Labor Operation Code		Attachment					
Communication Type		VOQ Component Description	Code				
Maintenance Date	16 -Mar-2015						
	K9 BJ INV\13\51\0001 01 01\LOWER CONTRO DE,	DL ARM DRIV CX9 BJ INV\13\5	1\0001 01 01\LOWER CONTROL ARM DRIVERS				
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		DOT RIGHT HINCI					
Vehicle Information	W (077) 00 1 10 2						
VIN	JM3TB38A180	Engine Serial Number	CA 10207060				
Model Year	2008	Engine Description	37L 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-Jul-2007	Retail Sale Indicator Code					
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle					
Build Region		Warranty Start Date	20-May-2008				
Build Country Code		Transmission Serial Number	20 1.120 2000				
Mileage		Vehicle Axle Ratio					
Vehicle Restraint Code	V	venicle Axie Ratio					
venicie Restraint Code							

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Report Detail

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ECI Record	6206598	41	Source Code MA		MAZDA Hotline			
Commodity Assignr	Commodity Assignment							
Commodity		suspension—	Symptom fu		on-malfunction/inoperative			
Commodity	unknowi		Symptom		word found			
Significant Event	unknown	1	Verified	N	word found			
Tread Information								
Tread Category Code	02		Tread Category Description	suspen	nsion			
Reported in Tread Quarter	Q1 2015							
Report Details								
Source Claim Key		020499115	Warranty Component Class	sification	1			
			(WCC)					
Corporate Product Systems Cl	assification	1	Time in Service		79			
(CPSC)								
Customer Condition Code			V Function Group (VFG)					
Source System Program Type			Repair/Report/Paid Date		12-Feb-2015			
Version Series Code			Load Date		16 -Mar-2015			
Causal Part Prefix- Base - Suffix	X		Dealer Code		34664			
Causal Part Name		unknown	Dealer Name		BARNES CROSSING MAZDA			
Non Causal Part Prefix-Base-Su	ıffix		Dealer City		TUPELO			
Non Causal Part Numbers			Dealer State/Province		MS			
Fault Code			Dealer Country		USA			
Diagonstic Trouble Code			Dealer Phone Number		6628441383			
Labor Operation Code			Attachment					
Communication Type			VOQ Component Description	Code				
Maintenance Date		16 -Mar-2015						
	9 BJ INV∖ MS PER M		ER CONTRO CX9 BJ INV\13\5	52\0001	01 01\REPLACING LOWER CONTROL			
Tire Information								
Tire Manufacturer	Unknow	n	Tire Size	Unkno	NV199			
Tire Brand Series	Ulikilow	II	Wheel	Ulikho	JWII			
DOT Left Front			DOT Right Front					
DOT Left Front			DOT Right From					
DOT Left Inner			DOT Right Inner					
DOT Spare								
Vehicle Information								
VIN	JM3TB2	8A180	Engine Serial Number		234591			
Model Year	2008		Engine Description		V DAMB PFI V6 NA GAS			
Transmission	6 SPD A	UTO TRANS AISIN F21	Vehicle Description	CX 9				
Body Cab Style	Unknow	n	Drive Line	2 WHI	L L/H FRONT DRIVE			
Production Date	26-Feb-2	2008	Retail Sale Indicator Code					
Plant Description	HIROSE	IIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle					
Build Region			Warranty Start Date	02-Ser	p-2008			
Build Country Code			Transmission Serial Number	1	•			
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.

Commodity Assignment Commodity Chassis-suspension Chass	ECI Record	6206599	41	Source Code	MAZDA Hotline		
Commodity	Commodity Assignment						
Commodity Chasis-suspension— Symptom and-driving condition-over humpics Commodity Chasis-suspension— Symptom and-driving condition-while driving Commodity Chasis-suspension— Symptom and-driving condition-while driving Commodity Commodit			uspension	Symptom	Toose		
Commodity chassis-suspension— Symptom mod-driving condition-while driving Commodity chassis-suspension— Symptom myth-noisy operation provertine-regine-oil system-oil filter Symptom loose commodity powertine-regine-oil system-oil filter Symptom loose commodity powertine-regine-oil system-oil filter Symptom mod-driving condition-over bumpt () commodity powertine-regine-oil system-oil filter Symptom provided the driving powertine-regine-oil system-oil filter Symptom provided the driving powertine-regine-oil system-oil filter Symptom provided North Provided N					1.1.1.1		
Commodity Devertance and Systems of Bleer Symptom whososy operation Commodity powertrance negment of systems of filter Symptom mod-driving condition-were hump(s) Commodity powertrance negment of systems of filter Symptom mod-driving condition-while fiving condition-while fiving condition-while fiving powertrance negment of systems off filter Symptom mod-driving condition-while fiving condition-while fiving powertrance negment of systems off filter Symptom incidence of systems of filter Symptom incidence of systems o			1				
Commodify powertrain-engine-oil system-oil filter Symptom pool-driving condition-over bump(o) Commodity powertrain-engine-oil system-oil filter Symptom pool-driving condition-over bump(o) powertrain-engine-oil system-oil filter Symptom powertrain							
Commodity powertrain-engine-oil system-oil filter Symptom mod-driving condition-while driving commodity powertrain-engine-oil system-oil filter Symptom mod-driving condition-while driving commodity powertrain-engine-oil system-oil filter Symptom in Keyword found System-oil filter Symptom in Keyword Systems							
Commodify							
Commodity powertrain-engine-oil system-oil filter Symptom powertrain-engine-oil systems Category Description puspension powertrain-engine-oil systems Category Description puspension powertrain-engine-oil filter Category Description puspension puspension filter Symptom powertrain-engine-oil filter Category Description puspension filter Symptom powertrain-engine-oil filter Symptom powertrain-engi							
Commodity powertrain-engine-oil system-oil filter Symptom in Wentited N Tread Information Tread Category Code 102 Fread Category Code 105 Report Details Source Claim Key D20505545 Report Details Source Tondition Code Source System Program Type Repair Report Pad Date 12-Feb-2015 Report Details Source System Program Type Repair Report Pad Date 12-Feb-2015 Report Details NOT PROVIDED BY SOURCE Deleter Code Deleter State Deleter Code Deleter State Deleter Code Deleter Code Deleter Code Deleter State Deleter Code Deleter State Deleter Code Deleter State Deleter Code Deleter State Deleter Stat					no keyword found		
Verified N Verified N					nyh-noisy operation		
Tread Category Code		powertita	in engine on system on inter				
Tread Category Code 12		1		remed			
Tread Category Code Reported in Tread Quarter Q12015 Report Details Source Claim Key D20505545 Warranty Component Classification (WCC) Corporate Product Systems Classification (WCC) Corporate Product Systems Classification COPSC) Customer Condition Code VFunction Group (VFG) Source System Program Type Repair Report/Paid Date 12-Feb-2015 Repair Report/Paid Date 16-Mar-2015 Repair Repo		102					
Report Details Report Details Source Claim Key D20505545 Warranty Component Classification (WCC) Corporate Product Systems Classification (WCC) Consider Profession System Program Type (Workshop Profession Systems (Workshop Profession Pro							
Report Details Source Claim Key O20505545 Warranty Component Classification (WCC) Corporate Product Systems Classification (WCC) Corporate Product Systems Classification (WCC) Corporate Product Systems Classification (WCC) Cistomer Condition Code V Function Group (VFG) Source System Program Type Repair/Report/Paid Date 12-Feb-2015 Version Series Code Load Date 16-Mar-2015 Causal Part Prefix- Base - Suffix Causal Part Prefix- Base - Suffix Causal Part Prefix- Base - Suffix Nor Causal Part Numbers Dealer Country USA Dealer Name USA Dealer Na				Tread Category Description	engine and engine cooling		
Source Claim Key	Reported in Tread Quarter	Q1 2015					
Corporate Product Systems Classification Time in Service 87	Report Details						
Corporate Product Systems Classification Time in Service 87			020505545	Warranty Component Class	ification		
Time in Service 87							
CPSC Customer Condition Code	Corporate Product Systems Class	sification			87		
V Function Group (VFG) Source System Program Type Repair/Report/Paid Date 12-Feb-2015					· .		
Source System Program Type Repair/Report/Påd Date 12-Feb-2015				V Function Group (VEG)			
Version Series Code					12-Feb-2015		
Causal Part Prefix - Base - Suffix							
Causal Part Name NOT PROVIDED BY SOURCE Dealer Name OPEN ROAD MAZDA Non Causal Part Prefix-Base-Suffix Dealer City EAST BRUNSWICK Non Causal Part Prefix-Base-Suffix Dealer State/Province NI Fault Code Dealer Country USA Diagonstic Trouble Code Dealer Mimber Labor Operation Code Attachment Communication Type NOQ Component Description Code Maintenance Date I6 - Mar-2015 C u s t o m e r Comment Te c h n i c i a n CX9 BJ INV\13\51\0001 01 01\01L AND FILTER CHANGE, CX9 BJ INV\13\51\0001 01 01\01L AND FILTER CHANGE, KNOCKING NOISE COMMENT WHEN DRIVING OVER BUMPS FOUND BOTH LOWER CONTROL ARM BALLJOINTS LOOS CQIS Recomment dations Tire Information Tire Information Tire Manufacturer Unknown Ifire Size Unknown Ifire Brand Series Wheel DOT Left Front DOT Right Front DOT Right Rear DOT Left Rear DOT Right Inner DOT Left Inner DOT Sight Inner							
Non Causal Part Numbers Dealer Clay EAST BRUNSWICK			NOT DDOVIDED BY SOURCE				
Non Causal Part Numbers Dealer State/Province NJ Fault Code Dealer Country USA Diagonstic Trouble Code Dealer Country USA Dealer Phone Number Labor Operation Code Attachment Communication Type NOQ Component Description Code Maintenance Date 16 - Mar-2015 Cu s t o m e r Comment Comment Te c h n i c i a n CMS pB J INV\13\51\0001 01 01\01L AND FILTER CHANGE, CX9 BJ INV\13\51\0001 01 01\01L AND FILTER CHANGE, KNOCKING NOISE WHEN DRIVING OVER BUMPS FOUND BOTH LOWER CONTROL ARM BALLJOINTS LOOS CQIS Recomment Matter Unknown Tire Size Unknown Tire Binformation Tire Binformation DOT Left Front DOT Right Front DOT Left Front DOT Right Rear DOT Left Inner DOT Spare DOT Right Inner DOT Right Inner DOT Spare Vehicle Information VIN JM3TB38V18C Engine Serial Number CA 10212364 Model Year 2008 Engine Description 37L 4V DAMB PFI V6 NA GAS Iransmission S PD AUTO TRANS AISIN F21 Vehicle Description CX 9 Body Cab Style Unknown Dire Line ALL 4 WHEEL LEFT HAND DRIVE Production Date 10-Sep-2007 Warranty Start Date Duff Transmission Serial Number 29-Dec-2007 Build Country Code Transmission Serial Number Dot Vicilic Alz Ratio Vicilic Alz Ratio Dot Volice Alz Ratio Vicilic Alz Ratio Dot Vehicle Alz Ratio Vicilic Alz Ratio Dot Vehicle Alz Ratio Vicilic Alz Ratio Dot Volice Alz Ratio Vicilic Alz Ratio Dot Vehicle Alz Ratio Vicilic Alz Ratio Dot Vehicle Alz Ratio Vicilic Alz Ratio Discription Micro Vehicle Description Discription Vicilic Alz Ratio Dot Vehicle Alz Ratio Vicilic Alz Ratio Dot Vehicle Alz Ratio Vicilic Alz Ratio Discription Vicilic Alz Ratio Discription		fiv	NOT I ROVIDED BT SOURCE				
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Maintenance Date					Code		
C u s t o m e r Comment			16. Mar 2015	VOQ Component Description	Code		
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Vehicle Restraint Code		U		Vehicle Axle Ratio			
	venicle Restraint Code						

Disclaimer

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

Report Detail

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

ECI Record	6206600	74	Source Code		MAZDA Hotline	
Commodity Assignment						
Commodity		teering-steering linkage—	Symptom	functio	on-malfunction/inoperative	
Commodity		teering steering linkage—	Symptom	loose	ли пининеном торегиите	
Commodity		uspension—	Symptom		on-malfunction/inoperative	
Commodity		uspension—	Symptom	loose	maranetion/moperative	
Commodity		in-transmission-manual-bearings-	Symptom		on-malfunction/inoperative	
Commodity		in-transmission-manual-bearings-	Symptom	loose	m-manufiction/moperative	
	powertia	ili-transmission-manuar-bearings-	J 1	N		
Significant Event			Verified	IN		
Tread Information						
Tread Category Code	01		Tread Category Description	steerin		
Tread Category Code	02		Tread Category Description	suspen		
Tread Category Code	10		Tread Category Description	powert	rain	
Reported in Tread Quarter	Q1 2015		·	•		
Report Details						
Source Claim Key		020520235	Warranty Component Class	sification		
			(WCC)			
Componete Duadwat Systems Cla	anification				02	
Corporate Product Systems Cla	ssincation	•	Time in Service		92	
(CPSC)						
Customer Condition Code			V Function Group (VFG)		12.71.2015	
Source System Program Type			Repair/Report/Paid Date		12-Feb-2015	
Version Series Code		AAAMR	Load Date		16 -Mar-2015	
Causal Part Prefix- Base - Suffix			Dealer Code		61615	
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name		CAUSLEY MAZDA	
Non Causal Part Prefix-Base-Sut	ffix		Dealer City		MACOMB TOWNSHIP	
Non Causal Part Numbers			Dealer State/Province		MI	
Fault Code			Dealer Country		USA	
Diagonstic Trouble Code			Dealer Phone Number		5869486000	
Labor Operation Code			Attachment		5007400000	
Labor Operation Code			Attachinent			
Communication Type			VOO Component Description	Codo		
Communication Type Maintenance Date		16 -Mar-2015	VOQ Component Description	Code		
Communication Type Maintenance Date Customer Comment Technician Comment CX9 BJ I					EPLACING L/R BEARING FOUND L/F	
Communication Type Maintenance Date Customer Comment Technician Comment OUTER T C Q I S Recommendations		\0001 01 01\REPLACING L/R BEA			EPLACING L/R BEARING FOUND L/F	
Communication Type Maintenance Date Customer Comment Technician Comment OUTER T C Q I S Recommendations Tire Information	TIE ROD A	\0001 01 01\REPLACING L/R BEA	RING CX9 BJ INV\13\51\0001	01 01\RI		
Communication Type Maintenance Date Customer Comment Technician Comment CX9 BJ I OUTER T C Q I S Recommendations Tire Information Tire Manufacturer		\0001 01 01\REPLACING L/R BEA	RING CX9 BJ INV\13\51\0001			
Communication Type Maintenance Date Customer Comment Technician Comment OUTER T C Q I S Recommendations Tire Information Tire Manufacturer Tire Brand Series	TIE ROD A	\0001 01 01\REPLACING L/R BEA	RING CX9 BJ INV\13\51\0001	01 01\RI		
Communication Type Maintenance Date Customer Comment Technician Comment CX9 BJ I OUTER T C Q I S Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front	TIE ROD A	\0001 01 01\REPLACING L/R BEA	RING CX9 BJ INV\13\51\00001	01 01\RI		
Communication Type Maintenance Date Customer Comment Technician Comment CX9 BJ I OUTER T C Q I S Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear	TIE ROD A	\0001 01 01\REPLACING L/R BEA	RING CX9 BJ INV\13\51\0001 (Tire Size Wheel DOT Right Front DOT Right Rear	01 01\RI		
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Communication Type Maintenance Date Customer Comment Technician Comment CX9 BJ I OUTER T C Q I S Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner	TIE ROD A	\0001 01 01\REPLACING L/R BEA	RING CX9 BJ INV\13\51\0001 (Tire Size Wheel DOT Right Front DOT Right Rear	01 01\RI		
Communication Type Maintenance Date Customer Comment Technician Comment CX9 BJ I OUTER T C Q I S Recommendations Tire Information Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare	TIE ROD A	\00001 01 01\REPLACING L/R BEALND LOWER BALL JOINT LOOS	RING CX9 BJ INV\13\51\0001 (Tire Size Wheel DOT Right Front DOT Right Rear	01 01\RI	wn	
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Communication Type Maintenance Date Customer Comment Technician Comment CX9 BJ I OUTER T C Q I S Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year	Unknow JM3TB3 2007	\0001 01 01\REPLACING L/R BEA \ND LOWER BALL JOINT LOOS	RING CX9 BJ INV\13\51\0001 Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description	Unkno	wn	
Communication Type Maintenance Date Customer Comment Technician Comment CX9 BJ I OUTER T C Q I S Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission	Unknows JM3TB3 2007 6 SPD A	\00001 01 01\REPLACING L/R BEA AND LOWER BALL JOINT LOOS 10 11 12 13 14 15 16 17 17 17 17 17 17 17 17 17 17 17 17 17	RING CX9 BJ INV\13\51\0001 Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description	Unkno CY 21 35L 44 CX 9	0851 V DOHC VCT SMPI V6 GAS	
Communication Type Maintenance Date Customer Comment Technician Comment CX9 BJ I OUTER T C Q I S Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style	Unknow JM3TB3 2007 6 SPD A CA WE	\00001 01 01\REPLACING L/R BEALND LOWER BALL JOINT LOOS 8Y170 UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line	Unkno CY 21 35L 44 CX 9	wn	
Communication Type Maintenance Date Customer Comment Technician Comment CX9 BJ I OUTER T C Q I S Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date	Unknow JM3TB3 2007 6 SPD A CA WE 02-Feb-2	NO001 01 01\REPLACING L/R BEAL ND LOWER BALL JOINT LOOS 8Y170 UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK	RING CX9 BJ INV\13\51\0001 Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code	Unkno CY 21 35L 44 CX 9	0851 V DOHC VCT SMPI V6 GAS	
Communication Type Maintenance Date Customer Comment Technician Comment CX9 BJ I OUTER T C Q I S Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description	Unknow JM3TB3 2007 6 SPD A CA WE 02-Feb-2	\00001 01 01\REPLACING L/R BEALND LOWER BALL JOINT LOOS 8Y170 UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK	RING CX9 BJ INV\13\51\0001 Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	Unkno CY 21 35L 4 CX 9 ALL 4	0851 V DOHC VCT SMPI V6 GAS WHEEL LEFT HAND DRIVE	
Communication Type Maintenance Date Customer Comment Technician Comment CX9 BJ I OUTER T C Q I S Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	Unknow JM3TB3 2007 6 SPD A CA WE 02-Feb-2	NO001 01 01\REPLACING L/R BEAL ND LOWER BALL JOINT LOOS 8Y170 UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK	RING CX9 BJ INV\13\51\0001 Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	Unkno CY 21 35L 44 CX 9	0851 V DOHC VCT SMPI V6 GAS WHEEL LEFT HAND DRIVE	
Communication Type Maintenance Date Customer Comment Technician Comment CX9 BJ I OUTER T C Q I S Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Front DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Region Build Country Code	Unknow JM3TB3 2007 6 SPD A CA WE 02-Feb-2	NO001 01 01\REPLACING L/R BEAL ND LOWER BALL JOINT LOOS 8Y170 UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK	Tire Size Wheel DOT Right Front DOT Right Inner Engine Serial Number Engine Description Vehicle Description Vehicle Description Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	Unkno CY 21 35L 4 CX 9 ALL 4	0851 V DOHC VCT SMPI V6 GAS WHEEL LEFT HAND DRIVE	
Communication Type Maintenance Date Customer Comment Technician Comment CX9 BJ I OUTER T C Q I S Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code Mileage	Unknow JM3TB3 2007 6 SPD A CA WE 02-Feb-2	NO001 01 01\REPLACING L/R BEAL ND LOWER BALL JOINT LOOS 8Y170 UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK	RING CX9 BJ INV\13\51\0001 Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	Unkno CY 21 35L 4 CX 9 ALL 4	0851 V DOHC VCT SMPI V6 GAS WHEEL LEFT HAND DRIVE	
Communication Type Maintenance Date Customer Comment Technician Comment CX9 BJ I OUTER T C Q I S Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Front DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Region Build Country Code	Unknow JM3TB3 2007 6 SPD A CA WE 02-Feb-2	NO001 01 01\REPLACING L/R BEAL ND LOWER BALL JOINT LOOS 8Y170 UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK	Tire Size Wheel DOT Right Front DOT Right Inner Engine Serial Number Engine Description Vehicle Description Vehicle Description Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	Unkno CY 21 35L 4 CX 9 ALL 4	0851 V DOHC VCT SMPI V6 GAS WHEEL LEFT HAND DRIVE	

Disclaimer:

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

Report Detail

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

ECI Record	620660091		Source Code	MAZD	A Hotline		
Commodity Assignment							
Commodity		suspension-stabilizers-front suspension-	Symptom	no keys	word found		
Commodity	unknowi	n	Symptom		word found		
Significant Event	unknowi	1	Verified	N	word round		
Tread Information							
	02		Tread Category Description	suspens	sion		
Reported in Tread Quarter	Q1 2015						
Report Details							
Source Claim Key		020521965	Warranty Component Class	sification			
			(WCC)				
Corporate Product Systems Class	sification	1	Time in Service	8	86		
(CPSC)							
Customer Condition Code			V Function Group (VFG)				
Source System Program Type			Repair/Report/Paid Date		12-Feb-2015		
Version Series Code			Load Date		16 -Mar-2015		
Causal Part Prefix- Base - Suffix			Dealer Code		70927		
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name		FRANK BOMMARITO MAZDA		
Non Causal Part Prefix-Base-Suff	fix	TOTTHO TIPED BY BOOKEE	Dealer City		ELLISVILLE		
Non Causal Part Numbers	1174		Dealer State/Province		MO		
Fault Code			Dealer Country		USA		
Diagonstic Trouble Code			Dealer Phone Number		6363910073		
Labor Operation Code			Attachment		0303710073		
Communication Type			VOQ Component Description	Code			
Maintenance Date		16 -Mar-2015	VOQ Component Description	Code			
	CX9 BJ IN SA	NV\13\51\0001 01 01\FRONT LOWER 0	CONTROL AR CX9 BJ INV\13\:	51\0001 0	01 01\FRONT LOWER CONTROL ARMS		
CQIS Recommendations							
Tire Information							
Tire Manufacturer	Unknow	n	Tire Size	Unknov	wn		
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							
	ЈМ3ТВ 3	38Y370	Engine Serial Number	CY 202	2805		
Model Year	2007		Engine Description		DOHC VCT SMPI V6 GAS		
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX 9			
Body Cab Style	Unknow		Drive Line		WHEEL LEFT HAND DRIVE		
Production Date	08-Dec-		Retail Sale Indicator Code	TILL T			
Plant Description	Unknow		Reaguired Vehicle				
Build Region	JIMIOW	··	Warranty Start Date	25-Jan-	2008		
Build Country Code			Transmission Serial Number	25 3411	2000		
Mileage	0		Vehicle Axle Ratio				
Vehicle Restraint Code			Venicie Axie Ratio				
remeie 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	6206600	92	Source Code M	AZDA Hotline
Commodity Assign				
Commodity		teering-steering linkage—		keyword found
Commodity		teering-steering linkage—		paration
Commodity		uspension-alignment-front suspension-	Symptom	keyword found
Commodity	chassis-s	uspension-alignment-front suspension-		paration
Significant Event			Verified N	
Tread Information				
Tread Category Code	01		Tread Category Description ste	eering
Reported in Tread Quarter	Q1 2015			
Report Details				
Source Claim Key		020521985	Warranty Component Classifica (WCC)	ation
Corporate Product Systems C	lassification		Time in Service	97
(CPSC)				
Customer Condition Code			V Function Group (VFG)	
Source System Program Type			Repair/Report/Paid Date	12-Feb-2015
Version Series Code		AAAMR	Load Date	16 -Mar-2015
Causal Part Prefix- Base - Suff	ix		Dealer Code	70510
Causal Part Name		unknown	Dealer Name	RILEY'S MAZDA
Non Causal Part Prefix-Base-S	uffix		Dealer City	DUBUQUE
Non Causal Part Numbers	uma		Dealer State/Province	IA
Fault Code			Dealer Country	USA
Diagonstic Trouble Code			Dealer Phone Number	5635882326
Labor Operation Code			Attachment	5055662520
Communication Type			VOQ Component Description Co	do
Maintenance Date		16 -Mar-2015	VOQ Component Description Co	ue
Customer Comment		10 -Wai-2013		
Customer Comment Technician Comment	CX9 BJ SEPARA	INV\13\51\0001 01 01\LEFT FRON	BALL JOINT CX9 BJ INV\13\:	51\0001 01 01\LEFT FRONT BALL JOINT
Technician Comment CQIS Recommendations		INV\13\51\0001 01 01\LEFT FRON	BALL JOINT CX9 BJ INV\13\:	51\0001 01 01\LEFT FRONT BALL JOINT
Technician Comment CQIS Recommendations Tire Information	SEPARA	INV\13\51\0001 01 01\LEFT FRONT TE		
CQIS Recommendations Tire Information Tire Manufacturer		INV\13\51\0001 01 01\LEFT FRONT TE	Tire Size U	51\0001 01 01\LEFT FRONT BALL JOINT
Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series	SEPARA	INV\13\51\0001 01 01\LEFT FRONT TE	Tire Size Ui	
Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front	SEPARA	INV\13\51\0001 01 01\LEFT FRONT TE	Tire Size Ui Wheel DOT Right Front	
Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear	SEPARA	INV\13\51\0001 01 01\LEFT FRONT TE	Tire Size Ui Wheel DOT Right Front DOT Right Rear	
Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner	SEPARA	INV\13\51\0001 01 01\LEFT FRONT TE	Tire Size Ui Wheel DOT Right Front	51\0001 01 01\LEFT FRONT BALL JOINT
Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare	SEPARA	INV\13\51\0001 01 01\LEFT FRONT TE	Tire Size Ui Wheel DOT Right Front DOT Right Rear	
Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information	SEPARA Unknow	INV\13\51\0001 01 01\LEFT FRONT	Tire Size Ui Wheel DOT Right Front DOT Right Rear DOT Right Inner	nknown
Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN	Unknow Un	INV\13\51\0001 01 01\LEFT FRONT	Tire Size Un Wheel DOT Right Front DOT Right Rear DOT Right Inner	nknown Y 201673
Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year	Unknow Unknow Unknow Unknow	INV\13\51\0001 01 01\LEFT FRONT TE	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description 33	nknown Y 201673 SL 4V DOHC VCT SMPI V6 GAS
Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission	Unknow JM3TB3 2007 6 SPD A	INV\13\51\0001 01 01\LEFT FRONT TE 8Y870 UTO TRANS AISIN F21	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description 35 Vehicle Description	nknown Y 201673 SL 4V DOHC VCT SMPI V6 GAS X 9
Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style	Unknow JM3TB3 2007 6 SPD A CA WE	INV\13\51\0001 01 01\LEFT FRONT TE 8Y870 UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK	Tire Size Ur Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Cr Engine Description 35 Vehicle Description Cr Drive Line Al	nknown Y 201673 SL 4V DOHC VCT SMPI V6 GAS
Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date	Unknow JM3TB3 2007 6 SPD A CA WE 11-Dec-2	INV\13\51\0001 01 01\LEFT FRONT TE 8Y870 UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK	Tire Size Ur Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Compared to the series of the	nknown Y 201673 SL 4V DOHC VCT SMPI V6 GAS X 9
Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description	Unknow JM3TB3 2007 6 SPD A CA WE 11-Dec-2	INV\13\51\0001 01 01\LEFT FRONT TE 8Y870 UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK	Tire Size Un Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number C Engine Description 35 Vehicle Description C Drive Line Al Retail Sale Indicator Code Reaquired Vehicle	NKNOWN Y 201673 SL 4V DOHC VCT SMPI V6 GAS X 9 LL 4 WHEEL LEFT HAND DRIVE
Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	Unknow JM3TB3 2007 6 SPD A CA WE 11-Dec-2	INV\13\51\0001 01 01\LEFT FRONT TE 8Y870 UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Orive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	nknown Y 201673 SL 4V DOHC VCT SMPI V6 GAS X 9
Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code	Unknow JM3TB3 2007 6 SPD A CA WE 11-Dec-2	INV\13\51\0001 01 01\LEFT FRONT TE 8Y870 UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Stephicle Description Orive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date I ransmission Serial Number	NKNOWN Y 201673 SL 4V DOHC VCT SMPI V6 GAS X 9 LL 4 WHEEL LEFT HAND DRIVE
Technician Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	Unknow JM3TB3 2007 6 SPD A CA WE 11-Dec-2	INV\13\51\0001 01 01\LEFT FRONT TE 8Y870 UTO TRANS AISIN F21 5 DOOR LIGHT TRUCK	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Orive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	NKNOWN Y 201673 SL 4V DOHC VCT SMPI V6 GAS X 9 LL 4 WHEEL LEFT HAND DRIVE

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Report Detail

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	620660436		ource Code MAZD		AZDA Hotline	
Commodity Assignment						
Commodity	chassis-s	uspension-stabilizers-front suspension-	Symptom	no keyv	word found	
Commodity	unknown		Symptom		o keyword found	
Significant Event		·	Verified	N		
Tread Information	100			_		
Tread Category Code Reported in Tread Quarter	02 Q1 2015		Tread Category Description	suspens	sion	
	Q1 2013					
Report Details Source Claim Key		000575705	NV C	C .: 1		
		020565735	Warranty Component Classi (WCC)	ncation		
Corporate Product Systems Class	ssification		Time in Service		91	
(CPSC)						
Customer Condition Code			V Function Group (VFG)			
Source System Program Type			Repair/Report/Paid Date		13-Feb-2015	
Version Series Code			Load Date		16 -Mar-2015	
Causal Part Prefix- Base - Suffix			Dealer Code		51492	
Causal Part Name		unknown	Dealer Name		MAXON MAZDA	
Non Causal Part Prefix-Base-Suf	fix		Dealer City		UNION	
Non Causal Part Numbers			Dealer State/Province		N.J	
Fault Code			Dealer Country		USA	
Diagonstic Trouble Code			Dealer Phone Number		USA	
Labor Operation Code			Attachment			
Labor Operation Code			Attachment	C 1		
Communication Type		16.15. 2015	VOQ Component Description	Code		
Maintenance Date		16 -Mar-2015				
Customer Comment CX9 BJ INV\13\51\0001 01 01\FOUND BOTH FRONT LOWER CX9 BJ INV\13\51\0001 01 01\FOUND BOTH						
(CA)			NT LOWER CX9 BJ INV\13\5	51\0001	01 01\FOUND BOTH FRONT LOWER	
(CA)			NT LOWER CX9 BJ INV\13\5	51\0001	01 01\FOUND BOTH FRONT LOWER	
CON			NT LOWER CX9 BJ INV\13\5	51\0001	01 01\FOUND BOTH FRONT LOWER	
CQIS Recommendations Tire Information	TROL AR	MS BA				
CON CONTROL CO		MS BA	Tire Size	Unknov		
CON CONTROL CO	TROL AR	MS BA	Tire Size Wheel			
CON CON CONTROL CONTRO	TROL AR	MS BA	Tire Size Wheel DOT Right Front			
CON CON CONTROL CONTRO	TROL AR	MS BA	Tire Size Wheel DOT Right Front DOT Right Rear			
CON CONSTRUCTION C	TROL AR	MS BA	Tire Size Wheel DOT Right Front			
CON	TROL AR	MS BA	Tire Size Wheel DOT Right Front DOT Right Rear			
CONTON CO	TROL AR	MS BA	Tire Size Wheel DOT Right Front DOT Right Rear			
CON	TROL AR	MS BA	Tire Size Wheel DOT Right Front DOT Right Rear		wn	
CONTON CO	Unknown	MS BA	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner	Unknov CA 102	wn	
CON	Unknown JM3TB3 2008	MS BA	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description	Unknov CA 102	wn	
CON	Unknown Unknown JM3TB3 2008 6 SPD A	MS BA 1 8V580 UTO TRANS AISIN F21	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description	CA 102 37L 4V CX 9	wn 204464 V DAMB PFI V6 NA GAS	
CON	Unknown Unknown JM3TB3 2008 6 SPD A Unknown	MS BA 8V580 UTO TRANS AISIN F21	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line	CA 102 37L 4V CX 9	wn	
CONTONNAME OF CO	Unknown JM3TB3 2008 6 SPD A Unknown 12-Jul-20	MS BA 10 10 10 10 10 10 10 10 10 1	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code	CA 102 37L 4V CX 9	wn 204464 V DAMB PFI V6 NA GAS	
CON CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description	Unknown JM3TB3 2008 6 SPD A Unknown 12-Jul-20	MS BA 8V580 UTO TRANS AISIN F21	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	CA 102 37L 4V CX 9 ALL 4	wn 204464 7 DAMB PFI V6 NA GAS WHEEL LEFT HAND DRIVE	
CON CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	Unknown JM3TB3 2008 6 SPD A Unknown 12-Jul-20	MS BA 10 10 10 10 10 10 10 10 10 1	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	CA 102 37L 4V CX 9	wn 204464 7 DAMB PFI V6 NA GAS WHEEL LEFT HAND DRIVE	
CON' CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Front DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code	Unknown JM3TB3 2008 6 SPD A Unknown 12-Jul-20	MS BA 10 10 10 10 10 10 10 10 10 1	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	CA 102 37L 4V CX 9 ALL 4	wn 204464 7 DAMB PFI V6 NA GAS WHEEL LEFT HAND DRIVE	
CON CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	Unknown JM3TB3 2008 6 SPD A Unknown 12-Jul-20	MS BA 10 8V580 UTO TRANS AISIN F21 11 10 107	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	CA 102 37L 4V CX 9 ALL 4	wn 204464 7 DAMB PFI V6 NA GAS WHEEL LEFT HAND DRIVE	

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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	6206608	50	Source Code	MAZE	DA Hotline		
Commodity Assignment							
Commodity	chassis-s	teering-steering linkage—	Symptom	loose			
Commodity	chassis-suspension-alignment-front suspension		Symptom	loose			
Commodity	chassis-s	suspension-stabilizers-front suspension-	Symptom	loose			
Commodity	chassis-suspension-stabilizers-front suspension-		Symptom	no key	word found		
Significant Event		1	Verified	N			
Tread Information							
Tread Category Code	01		Tread Category Description	steerin	g		
Tread Category Code	02		Tread Category Description	suspen	sion		
Reported in Tread Quarter	Q1 2015						
Report Details							
Source Claim Key		020663845	Warranty Component Class	ification			
			(WCC)				
Corporate Product Systems Cla	esification		Time in Service		68		
1	SSIIICALIOI		Time in Service				
(CPSC)			V Function Course (VEC)				
Customer Condition Code			V Function Group (VFG)		14 Feb 2015		
Source System Program Type			Repair/Report/Paid Date		14-Feb-2015		
Version Series Code			Load Date		16 -Mar-2015		
Causal Part Prefix- Base - Suffix			Dealer Code		51492		
Causal Part Name	00	NOT PROVIDED BY SOURCE	Dealer Name		MAXON MAZDA		
Non Causal Part Prefix-Base-Su	ffix		Dealer City		UNION		
Non Causal Part Numbers			Dealer State/Province		NJ		
Fault Code			Dealer Country		USA		
Diagonstic Trouble Code			Dealer Phone Number				
Labor Operation Code			Attachment				
Communication Type			VOQ Component Description	Code			
Maintenance Date		16 -Mar-2015					
JOINT C Q I S		\51\0001 01 01\FRT LOWER CONTR , BOTH SIDE	OL ARM CX9 BJ INV\13\51\00	001 01 0	DI\FRT LOWER CONTROL ARM BALL		
Recommendations							
Tire Information							
Tire Manufacturer	Unknow	n	Tire Size	Unkno	wn		
Tire Brand Series			Wheel				
DOT Left Front			DOT Right Front				
DOT Left Rear			DOT Right Rear				
DOT Left Inner			DOT Right Inner				
DOT Spare							
Vehicle Information							
Vehicle Information	ЈМ3ТВ2	28V690	Engine Serial Number		289322		
Vehicle Information	2009		Engine Description		289322 V DAMB PFI V6 NA GAS		
Vehicle Information VIN Model Year Transmission	2009	.8V690 UTO TRANS AISIN F21	Engine Description Vehicle Description	37L 4V CX 9	V DAMB PFI V6 NA GAS		
Vehicle Information VIN Model Year	2009	UTO TRANS AISIN F21	Engine Description	37L 4V CX 9			
Vehicle Information VIN Model Year Transmission	2009 6 SPD A	UTO TRANS AISIN F21	Engine Description Vehicle Description	37L 4V CX 9	V DAMB PFI V6 NA GAS		
Vehicle Information VIN Model Year Transmission Body Cab Style	2009 6 SPD A Unknow 03-Apr-2	UTO TRANS AISIN F21	Engine Description Vehicle Description Drive Line	37L 4V CX 9	V DAMB PFI V6 NA GAS		
Vehicle Information VIN Model Year Transmission Body Cab Style Production Date	2009 6 SPD A Unknow 03-Apr-2	UTO TRANS AISIN F21 n 2009	Engine Description Vehicle Description Drive Line Retail Sale Indicator Code	37L 4V CX 9	DAMB PFI V6 NA GAS LI/H FRONT DRIVE		
Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description	2009 6 SPD A Unknow 03-Apr-2	UTO TRANS AISIN F21 n 2009	Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	37L 4V CX 9 2 WHI	DAMB PFI V6 NA GAS LI/H FRONT DRIVE		
Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	2009 6 SPD A Unknow 03-Apr-2	UTO TRANS AISIN F21 n 2009	Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	37L 4V CX 9 2 WHI	V DAMB PFI V6 NA GAS L L/H FRONT DRIVE		

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Report Detail

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ECI Record	620661	101	Source Code MAZI		AZDA Hotline	
Commodity As	signment					
Commodity		steering-steering linkage—	Symptom	loose		
Commodity		suspension-stabilizers-front suspension-	Symptom	loose		
Commodity	unknow		Symptom	loose		
Significant Event	dikilow		Verified	N		
_ <i>U</i>	4.0		Tormod	_r ·		
Tread Information						
Tread Category Code	01		Tread Category Description	steerin		
Tread Category Code	02		Tread Category Description	suspen	ision	
Reported in Tread Quar	ter Q1 2013)				
Report Details						
Source Claim Key		020705105	Warranty Component Class	ification		
			(WCC)			
Corporate Product Syst	tems Classification	n	Time in Service		69	
(CPSC)						
Customer Condition Co	ode		V Function Group (VFG)			
Source System Program			Repair/Report/Paid Date		16-Feb-2015	
Version Series Code	71		Load Date		16 -Mar-2015	
Causal Part Prefix- Base	e - Suffix		Dealer Code		51563	
Causal Part Name		unknown	Dealer Name		WAYNE MAZDA	
Non Causal Part Prefix-	Base-Suffix		Dealer City		WAYNE	
Non Causal Part Number	ers		Dealer State/Province		NJ	
Fault Code			Dealer Country		USA	
Diagonstic Trouble Cod	le		Dealer Phone Number		9736947700	
Labor Operation Code			Attachment			
Communication Type			VOQ Component Description	Code		
Maintenance Date		16 -Mar-2015				
		\0001 01 01\EXCESSIVE PLAY IN RIC RODS, CONTROL ARM	GH CX9 BJ INV\13\51\0001 01 ()1\EXCE	ESSIVE PLAY IN RIGHT FRONT INNER	
C Q I S Recommendations						
Ti I						
Tire Information			W 0:			
Tire Manufacturer	Unknow	'n	Tire Size	Unkno	own	
Tire Brand Series			Wheel			
DOT Left Front			DOT Right Front			
DOT Left Rear			DOT Right Rear			
DOT Left Inner			DOT Right Inner			
DOT Spare						
Vehicle Inform	ation					
VIN	ЈМ3ТВ:	38V390	Engine Serial Number	CA 10	290550	
Model Year	2009		Engine Description		V DAMB PFI V6 NA GAS	
Transmission	6 SPD A	UTO TRANS AISIN F21	Vehicle Description	CX 9		
Body Cab Style	Unknow		Drive Line	ALL 4	WHEEL LEFT HAND DRIVE	
Production Date	20-Apr-		Retail Sale Indicator Code			
Plant Description		HIMA ASSEMBLY PLANT JAPAN	Reaguired Vehicle			
Build Region			Warranty Start Date	16-Jul	-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	620	066314	42	Source Code MAZDA Hotline		DA Hotline	
Commodit	Commodity Assignment						
Commodity			pension—		Cymptom	funct	ion-malfunction/inoperative
Commodity			pension—		Symptom Symptom		r-prior repair mentioned
Commodity					Symptom	function-malfunction/inoperativ	
Commounty			amps/butos-neadramps/daytime ru	ummig	Symptom	runct	ion-manunction/moperative
C II.	light				0		
Commodity			amps/bulbs-headlamps/daytime ru	unnıng	Symptom	repan	r-prior repair mentioned
	light						
Commodity		nown—	-		Symptom	repair	r-prior repair mentioned
Significant Event	t				Verified	N	
Tread Info	rmation						
Tread Category (suspen	
Tread Category (Code 12			Tre	ad Category Description	exterio	r lighting
Reported in Trea	d Quarter Q1	2015					
Report De	tails						
Source Claim Ke	2V		020949735	V	Varranty Component Classif	fication	
Suree Claim Re	-,		0207.7700		WCC)		
Componete Deside	ot Cristoms Cl:	antin					60
	ict Systems Classifi	cation		1	ime in Service		68
(CPSC)							
Customer Condit					Function Group (VFG)		
Source System P					Repair/Report/Paid Date		20-Feb-2015
Version Series C				L	oad Date		16 -Mar-2015
Causal Part Prefi	ix- Base - Suffix			D	Dealer Code		34592
Causal Part Nam	ne		NOT PROVIDED BY SOURCE	D	Dealer Name		NELSON MAZDA
Non Causal Part	Prefix-Base-Suffix			D	Dealer City		NASHVILLE
Non Causal Part					Dealer State/Province		TN
Fault Code					Dealer Country L		USA
Diagonstic Troub	ble Code				Dealer Phone Number		6158688100
Labor Operation					Attachment		0130000100
Communication					OQ Component Description C	Code	
Maintenance Dat			16 -Mar-2015		o d component Bescription o	Joue	
Customer							
Comment							
Technician	CVO DI INIVI 1214	£ 1\000	1 01 01/WE HAVE ALDEADY DE	DI AC	CV0 DI INIV/12/51/0001 0	1 01/33	VE HAVE ALREADY REPLACED THE
Comment	CA9 BJ INV\13\3	31/000	OI OI OI WE HAVE ALKEADY KE	PLAC	CX9 BJ INV\13\51\0001 0	1 01/W	VE HAVE ALKEADY REPLACED THE
Comment	CONTROL ARMS	S PER	MAZDA'S REQUEST CUSTOMER IS	IS BAC	CK AGAIN FOR THE SAME	LOW E	BEAM HEADLIGHT GOING OUT
CQIS Recomme	2						
ndations							
lidations							
Tire Inform	mation						
		1		Æ.	S:	IT 1?	
Tire Manufacture		ıknowr	1		e Size	Unkno	wn
Tire Brand Series	S			Wh			
DOT Left Front					T Right Front		
DOT Left Rear					T Right Rear		
DOT Left Inner				DO	T Right Inner		
DOT Spare							
Vehicle Inf	formation						
		(OTD)	24200		-i Ci-1 N 1	CA 10	257590
VIN		13TB3	8A29U				256589
Model Year	200		700 00 1 10 1 10 110 110 110 110 110 110		5		V DAMB PFI V6 NA GAS
Transmission			UTO TRANS AISIN F21			CX 9	
Body Cab Style		ıknowr				ALL 4	WHEEL LEFT HAND DRIVE
Production Date		-Jul-20		Ret	ail Sale Indicator Code		
Plant Description	n HI	ROSH	IMA ASSEMBLY PLANT JAPAN		quired Vehicle		
Build Region				Wa	rranty Start Date	06-Aug	g-2009
Build Country C	ode			Tra	nsmission Serial Number	l '	-
Mileage	0			Veh	nicle Axle Ratio		
Vehicle Restraint	t Code						

Disclaimer:

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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	6206633	02	Source Code	MAZI	DA Hotline			
Commodity Assignm	ent							
Commodity		suspension—	Symptom	no kev	word found			
Significant Event			Verified	N	Word Tourid			
	Constitution of the consti							
Tread Information								
Tread Category Code	02		Tread Category Description	suspen	nsion			
Reported in Tread Quarter	Q1 2015							
Report Details								
Source Claim Key		021033075	Warranty Component Class	ification				
			(WCC)					
Corporate Product Systems Cla	ssification		Time in Service		66			
(CPSC)								
Customer Condition Code			V Function Group (VFG)					
Source System Program Type			Repair/Report/Paid Date		23-Feb-2015			
Version Series Code			Load Date		16 -Mar-2015			
Causal Part Prefix- Base - Suffix			Dealer Code		60170			
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name		WILKINS MAZDA			
Non Causal Part Prefix-Base-Suf	fix		Dealer City		ELMHURST			
Non Causal Part Numbers			Dealer State/Province		IL			
Fault Code			Dealer Country		USA			
Diagonstic Trouble Code			Dealer Phone Number		6302793000			
Labor Operation Code			Attachment					
Communication Type			VOQ Component Description	Code				
Maintenance Date		16 -Mar-2015						
AF	(9 BJ INV RE WOR	V\13\51\0001 01 01\CUSTOMERS CC	ONTROL ARMS CX9 BJ INV\13	\51\0001	01 01\CUSTOMERS CONTROL ARMS			
CQIS Recommendations								
Tire Information								
Tire Manufacturer	Unknow	n	Tire Size	Unkno	own			
Tire Brand Series			Wheel					
DOT Left Front			DOT Right Front					
DOT Left Rear			DOT Right Rear					
DOT Left Inner			DOT Right Inner					
DOT Spare								
Vehicle Information								
VIN	ЈМ3ТВ3	8A890	Engine Serial Number	CA 10	292542			
Model Year	2009		Engine Description		V DAMB PFI V6 NA GAS			
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX 9				
Body Cab Style	Unknow		Drive Line		WHEEL LEFT HAND DRIVE			
Production Date	27-May-	2009	Retail Sale Indicator Code	1				
Plant Description	HIROSE	IIMA ASSEMBLY PLANT JAPAN	Reaguired Vehicle					
Build Region			Warranty Start Date	20-Oc	t-2009			
Build Country Code			Transmission Serial Number					
Mileage	0		Vehicle Axle Ratio					
Vehicle Restraint Code	_		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1					

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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	6206636	99	Source Code	MAZI	DA Hotline					
Commodity Assignm	ent									
Commodity		teering-steering linkage—	Symptom	loose						
Commodity		suspension—	Symptom	loose						
Commodity	powertra	in-engine—	Symptom	loose						
Commodity	powertra	in-engine—	Symptom	no key	word found					
Significant Event			Verified	N						
Tread Information										
Tread Category Code	01		Tread Category Description	steerin	g					
Tread Category Code	02		Tread Category Description	suspen	sion					
Tread Category Code	06		Tread Category Description	engine	and engine cooling					
Reported in Tread Quarter Q1 2015										
Report Details										
Source Claim Key		021174245	Warranty Component Class	sification						
			(WCC)							
Corporate Product Systems Class	sification		Time in Service		76					
(CPSC)										
Customer Condition Code			V Function Group (VFG)							
Source System Program Type			Repair/Report/Paid Date		25-Feb-2015					
Version Series Code			Load Date		16 -Mar-2015					
Causal Part Prefix- Base - Suffix			Dealer Code		61561					
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name		OAK LAWN MAZDA					
Non Causal Part Prefix-Base-Suf	fix	THE THE TELE ET SECTION	Dealer City		OAK LAWN					
Non Causal Part Numbers			Dealer State/Province		IL					
Fault Code			Dealer Country		USA					
Diagonstic Trouble Code			Dealer Phone Number		7082337700					
Labor Operation Code			Attachment		7.002557700					
Communication Type			VOQ Component Description	n Code						
Maintenance Date		16 -Mar-2015	r o & component construction							
Customer										
Comment										
Technician CX9 BJ INV	\13\51\00	001 01 01\OIL CHANGE, WE PERFO	CX9 BJ INV\13\51\0001 01 01\	OIL CH	ANGE, WE PERFORMED INSPECTION					
				•	,					
THI ID I OUT	Comment AND FOUND BOUTH LOWER CONTROL ARMS (BALL JOINTS HAVE PLAY									
		TEOWER CONTROLLING (BREE	JOINTS HAVE PLAT							
		TEOWER CONTROL PRIVID (BRIED	JOINTS HAVE PLAT							
C Q I S		TEOWER COLVINOETHUS (ELEE	JOINTS HAVE PLAT							
C Q I S Recommendations		TECHER CONTROL MANO (BIEE	JOINTS HAVE PLAT							
Recommendations		TEOMER CONTROLLING (BILEE	JOINTS HAVE PLAT							
Recommendations Tire Information		`		Unkno	AVD.					
Recommendations Tire Information Tire Manufacturer	Unknow	`	Tire Size	Unkno	wn					
Tire Information Tire Manufacturer Tire Brand Series		`	Tire Size Wheel	Unkno	wn					
Tire Information Tire Manufacturer Tire Brand Series DOT Left Front		`	Tire Size Wheel DOT Right Front	Unkno	wn					
Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear		`	Tire Size Wheel DOT Right Front DOT Right Rear	Unkno	wn					
Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner		`	Tire Size Wheel DOT Right Front	Unkno	wn					
Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare		`	Tire Size Wheel DOT Right Front DOT Right Rear	Unkno	wn					
Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information	Unknow	n	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner							
Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN	Unknow	n	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number	CA 10	257648					
Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year	Unknow JM3TB3	n 8V290	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description	CA 10 37L 4						
Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission	Unknow JM3TB3 2009 6 SPD A	n 8V290 UTO TRANS AISIN F21	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description	CA 10 37L 4 CX 9	257648 V DAMB PFI V6 NA GAS					
Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style	Unknow JM3TB3 2009 6 SPD A Unknow	n 18V290 UTO TRANS AISIN F21	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line	CA 10 37L 4 CX 9	257648					
Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date	Unknow JM3TB3 2009 6 SPD A Unknow 02-Aug-	n 	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code	CA 10 37L 4 CX 9	257648 V DAMB PFI V6 NA GAS					
Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description	Unknow JM3TB3 2009 6 SPD A Unknow 02-Aug-	n 18V290 UTO TRANS AISIN F21	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	CA 10 37L 4° CX 9 ALL 4	257648 V DAMB PFI V6 NA GAS WHEEL LEFT HAND DRIVE					
Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	Unknow JM3TB3 2009 6 SPD A Unknow 02-Aug-	n 	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	CA 10 37L 4 CX 9	257648 V DAMB PFI V6 NA GAS WHEEL LEFT HAND DRIVE					
Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code	Unknow JM3TB3 2009 6 SPD A Unknow 02-Aug-	n 	Fire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	CA 10 37L 4° CX 9 ALL 4	257648 V DAMB PFI V6 NA GAS WHEEL LEFT HAND DRIVE					
Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	Unknow JM3TB3 2009 6 SPD A Unknow 02-Aug-	n 	Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	CA 10 37L 4° CX 9 ALL 4	257648 V DAMB PFI V6 NA GAS WHEEL LEFT HAND DRIVE					

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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	6206638	69	Source Code	MAZD	A Hotline
Commodity Assi		~			
Commodity ASSI		suspension—	Cumptom	damaga	-cracked/fractured/split
Commodity		suspension—	Symptom Symptom	nyh noi	sy operation
Commodity	unknowi		Symptom		vord found
Significant Event	ulikilowi	<u>I—</u>	Verified	N N	void foulid
<u> </u>			vermed	μv	
Tread Information					
Tread Category Code	02		Tread Category Description	suspens	ion
Reported in Tread Quarter	Q1 2015				
Report Details					
Source Claim Key		021208405	Warranty Component Class	ssification	
			(WCC)		
Corporate Product System	ns Classification		Time in Service	8	33
(CPSC)					
Customer Condition Code			V Function Group (VFG)		
Source System Program Ty			Repair/Report/Paid Date		25-Feb-2015
Version Series Code	<i>y</i> pc		Load Date		.6 -Mar-2015
Causal Part Prefix- Base -	Suffix		Dealer Code		2179
Causal Part Name	Julia	NOT PROVIDED BY SOURCE	Dealer Name		EARNHARDT MAZDA
Non Causal Part Prefix-Ba	as Cuffin	NOT I KOVIDED BT SOURCE	Dealer City		SCOTTSDALE
Non Causal Part Numbers			Dealer State/Province		AZ
Fault Code			Dealer Country		JSA
Diagonstic Trouble Code			Dealer Phone Number	4	806073000
Labor Operation Code			Attachment		
Communication Type		1.c M 2015	VOQ Component Description	on Code	
Maintenance Date		16 -Mar-2015			
Customer					
Comment					
Technician CX9 BJ IN	VV\13\51\0001	01 01\CUSTOMER CAME IN ORIG	I CX9 BJ INV\13\51\0001 01 01	1\CUSTOM	IER CAME IN ORIGINALLY FOR OIL
					RMED US OF AN ABNORMAL FRONT
SUSPENS	ION NOISE IT	IRNING LEFT OR RIGHT SNAP TYI	PE NOISE FRONT END PARKIN	NG LUI SE	EED
CQIS Recom					
mendations					
Tire Information	1				
Tire Manufacturer	Unknow	n	Tire Size	Unknov	vn
Tire Brand Series			Wheel		
DOT Left Front			DOT Right Front		
DOT Left Rear			DOT Right Rear		
DOT Left Inner			DOT Right Inner		
DOT Spare			DOT RIGHT IIIICI		
-	tion				
Vehicle Informat		10V.70	English Carlot Name	OV 202	007
VIN	JM3TB2	.810/U	Engine Serial Number	CY 207	
Model Year	2007		Engine Description		DOHC VCT SMPI V6 GAS
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX 9	
Body Cab Style	Unknow	n	Drive Line	2 WHL	L/H FRONT DRIVE
Production Date	16-Jan-2	007	Retail Sale Indicator Code		
Plant Description	HIRUSH	IIMA ASSEMBI V DI ANT IADAN	Reaguired Vehicle		

Transmission Serial Number Vehicle Axle Ratio

05-May-2008

Reaquired Vehicle

Warranty Start Date

Disclaimer:

HIROSHIMA ASSEMBLY PLANT JAPAN

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Contact CDR HELP
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Plant Description

Build Country Code

Vehicle Restraint Code

Build Region

Mileage

Report Detail

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

ECI Record	620663915	Source Code	MAZDA Hotline
Commodity Assignm	ent		
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	unknown—	Symptom	no keyword found
Significant Event		Verified	N
Tread Information		·	
Tread Category Code	02	Tread Category Desc	ription suspension
Reported in Tread Quarter	Q1 2015		
Report Details			
Source Claim Key	021219325		ent Classification
Corporate Product Systems Clas	sification	(WCC) Time in Service	94
1	sincation	Time in Service	94
(CPSC)		W.F Carre	(VEC)
Customer Condition Code		V Function Group	(VFG)
Source System Program Type	A A A MD	Repair/Report/Paid Load Date	Date 26-Feb-2015
Version Series Code	AAAMR		16 -Mar-2015
Causal Part Prefix- Base - Suffix		Dealer Code	34245
Causal Part Name	NOT PROVIDED		NELSON MAZDA
Non Causal Part Prefix-Base-Suf	1X	Dealer City	TULSA
Non Causal Part Numbers		Dealer State/Provin	
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Num	ber 9182967800
Labor Operation Code		Attachment	
Communication Type		VOQ Component I	Description Code
Maintenance Date	16 -Mar-2015		
CONTRO	NV\13\52\0001 01 01\TEC L ARM NEEDING TO BE I		13\52\0001 01 01\TECHNICIAN FOUND RIGHT LOWER
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	JM3TB28Y970	Engine Serial Number	r CY 219285
Model Year	2007	Engine Description	35L 4V DOHC VCT SMPI V6 GAS
Transmission	6 SPD AUTO TRANS AISI		CX 9
Body Cab Style	CA WE 5 DOOR LIGHT T		2 WHL L/H FRONT DRIVE
Production Date	16-May-2007	Retail Sale Indicator	
Plant Description	110 1/1ay-2007	PLANT JAPAN Reaquired Vehicle	Couc
		I LANT JATAN REQUIRED VEHICLE	
	HIROŠHIMA ASSEMBLY		04 Inl 2007
Build Region	HIROSHIMA ASSEMBLY	Warranty Start Date	04-Jul-2007
Build Region Build Country Code	HIROSHIMA ASSEMBLY	Warranty Start Date Transmission Serial I	
Build Region	0	Warranty Start Date	

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Report Detail

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ECI Record	620663998		Source Code	MAZDA Hotline		
Commodity Assignm	ent					
Commodity		suspension-stabilizers-front suspension-	Symptom		on-malfunction/inoperative	
Commodity		suspension-stabilizers-front suspension-	Symptom		gned/out of position/adjustment/poor fit	
Commodity	unknowr	1—	Symptom	no key	word found	
Significant Event			Verified	N		
Tread Information						
Tread Category Code	02		Tread Category Description	susper	nsion	
Reported in Tread Quarter	Q1 2015					
Report Details						
Source Claim Key		021231505	Warranty Component Class:	ification	1	
·			(WCC)			
Corporate Product Systems Class	ssification		Time in Service		12	
(CPSC)	33111041101		Time in Service			
Customer Condition Code			V Function Group (VFG)			
Source System Program Type			Repair/Report/Paid Date		26-Feb-2015	
Version Series Code			Load Date		16 -Mar-2015	
Causal Part Prefix- Base - Suffix			Dealer Code		34486	
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name		INGRAM PARK MAZDA	
Non Causal Part Prefix-Base-Suf	Gv.	NOT I ROVIDED BT SOURCE	Dealer City		SAN ANTONIO	
Non Causal Part Numbers	IIX		Dealer State/Province		TX	
Fault Code			Dealer State/Flovince Dealer Country		USA	
Diagonstic Trouble Code			Dealer Phone Number		2104060122	
Labor Operation Code			Attachment		2104000122	
Communication Type			VOQ Component Description	Code		
Maintenance Date		16 -Mar-2015	voq Component Description	Coue		
C Q I S PROCESS #		001 01 01\INVENTORY VEHICLE T FRONT LOWER CONTROL ARMS RE	, , ,	01 01\1	INVENTORY VEHICLE TO PERFORM	
Recommendations						
Tire Information			TP: O'			
Tire Manufacturer	Unknow	n	Tire Size	Unkno	own	
Tire Brand Series			Wheel			
DOT Left Front			DOT Right Front			
DOT Left Rear			DOT Right Rear			
DOT Left Inner			DOT Right Inner			
DOT Spare						
Vehicle Information						
VIN	JM3TB2	CA9E0	Engine Serial Number		489154	
Model Year	2014		Engine Description		V DAMB PFI V6 NA GAS	
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX 9		
Body Cab Style		5 DOOR LIGHT TRUCK	Drive Line	2 WH	L L/H FRONT DRIVE	
Production Date	08-Nov-		Retail Sale Indicator Code			
Plant Description	HIROSE	IIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle			
Build Region			Warranty Start Date	08-Ma	ur-2014	
Build Country Code			Transmission Serial Number			
Mileage						
Vehicle Restraint Code	0		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	620664670	Source Code	MAZDA Hotline				
Commodity Assignm	Commodity Assignment						
Commodity	chassis-differential—	Symptom	frozen/seized				
Commodity	chassis-differential—	Symptom	function-malfunction/inoperative				
Commodity	chassis-differential—	Symptom	misaligned/out of position/adjustment/poor fit				
Commodity	chassis-steering-steering linkage—	Symptom	frozen/seized				
Commodity	chassis-steering-steering linkage—	Symptom	function-malfunction/inoperative				
Commodity	chassis-steering-steering linkage—	Symptom	misaligned/out of position/adjustment/poor fit				
Commodity	chassis-suspension-alignment-front suspension-	Symptom	frozen/seized				
Commodity	chassis-suspension-alignment-front suspension-	Symptom	function-malfunction/inoperative				
Commodity	chassis-suspension-alignment-front suspension-	Symptom	misaligned/out of position/adjustment/poor fit				
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	frozen/seized				
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	function-malfunction/inoperative				
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	misaligned/out of position/adjustment/poor fit				
Commodity	chassis-suspension-stabilizers-rear suspension-	Symptom	frozen/seized function-malfunction/inoperative				
Commodity Commodity	chassis-suspension-stabilizers-rear suspension- chassis-suspension-stabilizers-rear suspension-	Symptom Symptom					
Commodity	unknown—	J 1	misaligned/out of position/adjustment/poor fit no keyword found				
	unknown—	Symptom Verified	no keyword found N				
Significant Event		vermed	IN .				
Tread Information							
Tread Category Code	01	Tread Category Description	steering				
Tread Category Code	02	Tread Category Description	suspension				
Tread Category Code	10	Tread Category Description	powertrain				
Reported in Tread Quarter	Q1 2015						
Report Details							
Source Claim Key	021371655	Warranty Component Classi	ification				
		(WCC)					
Corporate Product Systems Class	ssification	Time in Service	97				
(CPSC)	sincution .	Time in service	7				
Customer Condition Code		V Function Group (VFG)					
Source System Program Type		Repair/Report/Paid Date	03-Mar-2015				
Version Series Code	AAAMR	Load Date	16 -Mar-2015				
Causal Part Prefix- Base - Suffix	AAAWIK	Dealer Code	50501				
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	ROSENTHAL MAZDA ARLINGTON				
Non Causal Part Prefix-Base-Suff		Dealer City	ARLINGTON				
Non Causal Part Numbers	IIX	Dealer State/Province	VA				
Fault Code		Dealer State/Trovince Dealer Country	USA				
Diagonstic Trouble Code		Dealer Phone Number	USA				
Labor Operation Code		Attachment					
Communication Type		VOQ Component Description	Code				
Maintenance Date	16 -Mar-2015	voq component Bescription	Code				
	10 1/141 2015						
Customer							
Comment							
Technician CX9 BLINV\13\5	51\0001 01 01\TECHNICIAN FOUND I FET CX	(9 RI INV\13\51\0001 01 01\TF(CHNICIAN FOUND LEFT FRONT AND RIGHT				
Comment ERONT LOWER	DALL TOTAL DI OWN NEEDS DOTH LEET	EDON'T AND DIGHT EDON'T I	OWER CONTROL ARMS TECHNICIAN ALSO				
I KONT LOWER	*						
		OZEN, NEEDS BOTH REAR TO	DE LINKS TECHNICIAN FOUND RIGHT REAR				
DIFFERENTIAL	BROKEN						
CQIS Recom							
mendations							
Tire Information							
Tire Manufacturer	Unknown	Tire Size	Unknown				
Tire Brand Series		Wheel					
DOT Left Front		DOT Right Front					
DOT Left Rear		DOT Right Rear					
DOT Left Inner		DOT Right Inner					
DOT Spare							
Vehicle Information							
	IM2TD20V47/	English Carlo Namelan	KCV 205279				
VIN Model Veer	JM3TB38Y470	Engine Serial Number	CY 205278				
Model Year	2007	Engine Description	35L 4V DOHC VCT SMPI V6 GAS				
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9				
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE				
Production Date	22-Dec-2006	Retail Sale Indicator Code					
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	17.14 2007				
Build Region		Warranty Start Date	17-Mar-2007				
Build Country Code		Transmission Serial Number					
Mileage	U	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	620665136	Source Code	MAZDA Hotline
Commodity Assignm	nent		
Commodity	chassis-steering-steering linkage—	Symptom	function-malfunction/inoperative
Commodity	chassis-steering-steering mikage— chassis-suspension-alignment-front suspension-	Symptom	function-malfunction/inoperative
Significant Event	chassis-suspension-ariginitent-front suspension-	Verified	N
		verified	IN .
Tread Information			
Tread Category Code	01	Tread Category Description	steering
Reported in Tread Quarter	Q1 2015		
Report Details			
Source Claim Key	021473655	Warranty Component Class	sification
		(WCC)	
Corporate Product Systems Cla	ssification	Time in Service	91
(CPSC)			
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	05-Mar-2015
Version Series Code	AAAAR	Load Date	16 -Mar-2015
Causal Part Prefix- Base - Suffix		Dealer Code	61614
Causal Part Name	unknown	Dealer Name	RUSS DARROW METRO MAZDA
Non Causal Part Prefix-Base-Sut		Dealer City	MILWAUKEE
Non Causal Part Numbers		Dealer State/Province	WI
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	4149733939
Labor Operation Code		Attachment	1147/33737
Communication Type		VOQ Component Description	a Code
Maintenance Date	16 -Mar-2015	VOQ Component Description	i Code
	10 1/141 2013		
Customer Comment			
Technician Comment	CX9 BJ INV\13\51\0001 01 01\FRONT BALL	IOINT EAH H CVO DI INV/12/5	1\0001 01 01\EDON'T DALL JOINT FAILUD
Teelinietan Comment	CA9 bJ INV\13\31\0001 01 01\FKON1 bALL	JOINT FAILU CAS BJ INV (13/3	1\0001 01 01\FKON1 BALL JOIN1 FAILUR
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	JM3TB28Y5701	Engine Serial Number	CY 216596
Model Year	2007	Engine Description	35L 4V DOHC VCT SMPI V6 GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
	CA WE 5 DOOR LIGHT TRUCK	Drive Line	2 WHL L/H FRONT DRIVE
Body Cab Style			Z WILL/II FRONT DRIVE
Production Date	29-Mar-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	24 8 2007
Build Region		Warranty Start Date	24-Sep-2007
Build Country Code		Transmission Serial Number	
Mileage	U	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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

Report Detail

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

ECI Record	6206653	41	Source Code	MAZDA Hotline		
Commodity Assi	ionment					
Commodity		taanina ataanina linkaas	Crymatom	function-malfunction/inoperative		
Commodity		teering-steering linkage— uspension—	Symptom Symptom	function-malfunction/inoperative		
Commodity	unknown		Symptom	function-malfunction/inoperative		
Significant Event	ulikilowii	<u> </u>	Verified	N		
			verified	IV.		
Tread Informati	on					
Tread Category Code	01		Tread Category Description	steering		
Tread Category Code	02		Tread Category Description	suspension		
Reported in Tread Quarter	r Q1 2015					
Report Details						
Source Claim Key		021524735	Warranty Component Clas	sification		
Bource Claim Rey		021321733	(WCC)	Sincution		
Corporate Product System	ne Classification		Time in Service	97		
1	iis Ciassification		Time in Service	71		
(CPSC)			V Engetion Crown (VEC)			
Customer Condition Code Source System Program T	lino.		V Function Group (VFG) Repair/Report/Paid Date	06 Mar 2015		
Version Series Code		AAAAR	Load Date	06-Mar-2015 16 -Mar-2015		
Causal Part Prefix- Base -		лалак	Dealer Code	34469		
Causal Part Name	Suilix	NOT PROVIDED BY SOURCE	Dealer Name	BOMMARITO MAZDA		
Non Causal Part Prefix-Ba	and Cuffer	NOT PROVIDED BY SOURCE	Dealer City	SAINT PETERS		
Non Causal Part Numbers			Dealer State/Province	MO		
Fault Code	•		Dealer State/Flovince Dealer Country	USA		
Diagonstic Trouble Code			Dealer Phone Number	6369282300		
Labor Operation Code			Attachment	0309282300		
Communication Type			VOQ Component Description	n Code		
Maintenance Date		16 -Mar-2015	VOQ Component Description	ii Code		
Technician Comment	Customer Comment CX9 BJ INV\13\51\0001 01 01\APPEARS TO HAVE BROKEN CX9 BJ INV\13\51\0001 01 01\APPEARS TO HAVE BROKEN BAL JOINT/CONTROL AR					
CQIS Recommendations Tire Information	1					
Tire Manufacturer	Unknowi	2	Tire Size	Unknown		
Tire Brand Series	Ulikilowi	.1	Wheel	CHRIOWII		
DOT Left Front			DOT Right Front			
DOT Left Rear			DOT Right Folk DOT Right Rear			
DOT Left Inner			DOT Right Inner			
DOT Spare			DOT RIGHT HIHEI			
Vehicle Information						
VIN	JM3TB2	8Y570	Engine Serial Number	CY 212151		
Model Year	2007		Engine Description	35L 4V DOHC VCT SMPI V6 GAS		
Transmission		UTO TRANS AISIN F21	Vehicle Description	CX 9		
Body Cab Style		DOOR LIGHT TRUCK	Drive Line	2 WHL L/H FRONT DRIVE		
Production Date	13-Feb-2		Retail Sale Indicator Code			
Plant Description	HIROSH	IMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle			
Build Region			Warranty Start Date	12-Apr-2007		
Build Country Code			Transmission Serial Number	•		
Mileage	0		Vehicle Axle Ratio			
Vehicle Restraint Code						
			•			

Disclaimer:

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



Report Detail

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

Commodity	ECI Record	6206654	30	Source Code	MAZDA Hotline	
Commodity	Commodity Assignm	ent				
Commodity blassis-steering inkage— Symptom mod-driving condition-when engine/gnition turned off symptom blassis-stapeasion-alignment-front suspension- Symptom mod-driving condition-when engine/gnition turned off commodity blassis-suspension-stabilizers-front suspension- Symptom mod-driving condition-when engine/gnition turned off commodity blextical climate control-blower motor— Symptom function-stusy on function-stusy on function-stusy on function-when engine/gnition turned off symptom mod-driving condition-when engine/gnition turned off symptom product symptom mod-driving condition-when engine/gnition turned off symptom mod-driving condition-when engine/gnition turned off model and symptom model off model an	Commodity	chassis-st	eering-steering linkage—	Symptom	function-shuts off	
Commodity blassis-steering inkage— Symptom mod-driving condition-when engine/gnition turned off symptom blassis-stapeasion-alignment-front suspension- Symptom mod-driving condition-when engine/gnition turned off commodity blassis-suspension-stabilizers-front suspension- Symptom mod-driving condition-when engine/gnition turned off commodity blextical climate control-blower motor— Symptom function-stusy on function-stusy on function-stusy on function-when engine/gnition turned off symptom mod-driving condition-when engine/gnition turned off symptom product symptom mod-driving condition-when engine/gnition turned off symptom mod-driving condition-when engine/gnition turned off model and symptom model off model an	Commodity	chassis-st	eering-steering linkage—	Symptom	function-stays on	
Commodity Chassis-suspension-algalizers-front suspension by Symptom and driving condition-when engine ignition turned of Commodity Chassis-suspension-stabilizers-front suspension by Symptom and driving condition-when engine ignition turned of Commodity Section-classis on Commodity Section-Commodity Symptom Sy				Symptom		
Commodity chassis-suspension-stabilizers-front suspension by mod-driving condition-when eigine/ignition turned off commodity electrical-climate control-blower motor— Symptom Inaction-shuts off Commodity electrical-climate control-blower motor— Symptom Infect	Commodity	haccic-ci	ispension-alignment-front suspension-	Symptom		
Commodity Secrical-climate control-blower motor— Symptom Symptom Sunction-shays off Symptom Symptom Symptom Secrical Commodity Secrical-climate control-blower motor— Symptom	Commodity	ziidssis se	aspension ungilinent from suspension	Symptom 		
Commodity Secretical-Climate control-Bower motor	Commodity	chassis-su	spension-stabilizers-front suspension-	Symptom		
Commodity electrical-climate control-blower motor— Commodity electrical-climate control-blower motor— Symptom bond-driving condition-when engine/agnition turned off processing and the	Commodity	alactrical	climate control blower motor	Symptom		
Commodity electrical Climate control-blower motor— Symptom body with a control of the control o						
Commodity minnown— Symptom no keyword found						
Nerfied Nerf	Commodity	Jecu icai-	emiliate control-blower motor—	Symptom		
Tread Information		ınknown-	_			
Tread Category Code	8			Verified	N	
Tread Category Code 12		10.4				
Tread Category Code 13	Tread Category Code					
Report Details Source Claim Key						
Corporate Product Systems Classification Corporate Product Systems Classification WCC Time in Service 70				Tread Category Description	visibility	
Source Claim Key Page Pag		Q1 2015				
COPPOTATE Product Systems Classification	Report Details					
Corporate Product Systems Classification Corporate Program Type	Source Claim Key		021541265		ssification	
CESC	Components Dundy at Court Court	ai6 a-ti-			70	
V		sincation		lime in Service	/0	
Source System Program Type Repair/Report/Paid Date 16-Mar-2015				V Function Group (VFG)		
Load Date					06-Mar-2015	
Causal Part Name	Version Series Code				16 -Mar-2015	
Non Causal Part Prefix-Base-Suffix Non Causal Part Numbers Dealer City Non Causal Part Numbers Dealer Country USA Dealer Countr	Causal Part Prefix- Base - Suffix					
Non Causal Part Numbers Dealer State/Province NJ Fault Code Diagonstic Trouble Code Dealer Country USA Diagonstic Trouble Code Dealer Phone Number Labor Operation Code Over the Communication Type If - Mar-2015 Cu s t o m e r Comment Cay BJ INV\13\51\0001 01 01\CAME IN BECAUSE HVAC B CX9 BJ INV\13\51\0001 01 01\CAME IN BECAUSE HVAC BLOWER STAYS ON Comment CX9 BJ INV\13\51\0001 01 01\CAME IN BECAUSE HVAC B CX9 BJ INV\13\51\0001 01 01\CAME IN BECAUSE HVAC BLOWER STAYS ON WHEN VEHICLE IS SHUT OFF, DURING FULL CIRCLE INSPECTION WE FRONT FROMT LOWER CONTROL ARM BALL JOINTS BLOWN AND THEY HAVE EXCESSIVE PLA CQIS Recommendations Tire Information Tire Band Series Wheel DOT Left Rear DOT Right Front DOT Left Rear DOT Right Rear DOT Left Inner DOT Right Font DOT Left Inner DOT Right Font DOT Left Inner DOT Right Font DOT Right Rear DOT Right Font DOT Left Rear DOT Right Rear DOT Left Rear DOT Right Rear DOT Left Rear DOT Right Rear DOT Rear DOT Rear DOT Rear DOT Rear DOT Rear DOT Rear Rear Rear DOT Rear R	Causal Part Name		NOT PROVIDED BY SOURCE			
Non Causal Part Numbers Dealer State/Province NJ Fault Code Diagonstic Trouble Code Dealer Country USA Diagonstic Trouble Code Dealer Phone Number Labor Operation Code Over the Communication Type If - Mar-2015 Cu s t o m e r Comment Cay BJ INV\13\51\0001 01 01\CAME IN BECAUSE HVAC B CX9 BJ INV\13\51\0001 01 01\CAME IN BECAUSE HVAC BLOWER STAYS ON Comment CX9 BJ INV\13\51\0001 01 01\CAME IN BECAUSE HVAC B CX9 BJ INV\13\51\0001 01 01\CAME IN BECAUSE HVAC BLOWER STAYS ON WHEN VEHICLE IS SHUT OFF, DURING FULL CIRCLE INSPECTION WE FRONT FROMT LOWER CONTROL ARM BALL JOINTS BLOWN AND THEY HAVE EXCESSIVE PLA CQIS Recommendations Tire Information Tire Band Series Wheel DOT Left Rear DOT Right Front DOT Left Rear DOT Right Rear DOT Left Inner DOT Right Font DOT Left Inner DOT Right Font DOT Left Inner DOT Right Font DOT Right Rear DOT Right Font DOT Left Rear DOT Right Rear DOT Left Rear DOT Right Rear DOT Left Rear DOT Right Rear DOT Rear DOT Rear DOT Rear DOT Rear DOT Rear DOT Rear Rear Rear DOT Rear R		fix				
Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date Communication Type Maintenance Date Course to on er Comment C	Non Causal Part Numbers					
Capton Code Communication Type Maintenance Date It - Mar-2015 Cu s to mer Comment Technician CX9 BJ INV\13\51\0001 01 01\CAME IN BECAUSE HVAC B CX9 BJ INV\13\51\0001 01 01\CAME IN BECAUSE HVAC BLOWER STAYS ON Comment WHEN VEHICLE IS SHUT OFF, DURING FULL CIRCLE INSPECTION WE FRONT FROMT LOWER CONTROL ARM BALL JOINTS BLOWN AND THEY HAVE EXCESSIVE PLA CQIS Recommendations Tire Information Tire Manufacturer Unknown Tire Size Unknown DOT Left Front DOT Right Front DOT Right Rear DOT Right Inner DOT Left Rear DOT Right Inner DOT Left Inner DOT Left Rear DOT Right Inner DOT Spare Vehicle Information Model Year 2009 Engine Serial Number CA 10261661 Transmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description ST. 4V DAMB PPI V6 NA GAS Transmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX 9 Body Cab Style Unknown Drive Line ALL 4 WHEEL LEFT HAND DRIVE Production Date 02-Aug-2008 Plant Description HIROSHIMA ASSEMBLY PLANT JAPAN Reaquired Vehicle Build Region Warranty Start Date III-Jun-2009 Whileage 0 Wehicle Axle Ratio	Fault Code			Dealer Country	USA	
Communication Type VOQ Component Description Code Maintenance Date I6-Mar-2015 Cu s t o m e r Comment Technician CX9 BJ INV/13/51/0001 01 01/CAME IN BECAUSE HVAC B CX9 BJ INV/13/51/0001 01 01/CAME IN BECAUSE HVAC BLOWER STAYS ON Comment WHEN VEHICLE IS SHUT OFF, DURING FULL CIRCLE INSPECTION WE FRONT FROMT LOWER CONTROL ARM BALL JOINTS BLOWN AND THEY HAVE EXCESSIVE PLA CQIS Recommendations Tire Information 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 Was a commendation Vehicle Information Vehicle Information SPD AUTO TRANS AISIN F21 Vehicle Description Fine Serial Number CX 9 BJ INV/13/51/0001 01 01/CAME IN BECAUSE HVAC BLOWER STAYS ON CONTROL ARM BALL JOINTS BLOWER STAYS ON	Diagonstic Trouble Code					
Maintenance Date I6-Mar-2015 Customent Cxy BJ INV\13\51\0001 01 01\CAME IN BECAUSE HVAC B CX9 BJ INV\13\51\0001 01 01\CAME IN BECAUSE HVAC BLOWER STAYS ON WHEN VEHICLE IS SHUT OFF, DURING FULL CIRCLE INSPECTION WE FRONT FROMT LOWER CONTROL ARM BALL JOINTS BLOWN AND THEY HAVE EXCESSIVE PLA CQIS Recommendations Tire Information Tire Size 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 DOT Right Foot Vehicle Information VIN JM3TB38V29C Engine Serial Number CA 10261661 Model Year 2009 Engine Description 37L 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 D2-Aug-2008 Retail Sale Indicator Code Build Region Warranty Start Date I1-Jun-2009 Wellicage O Welrice Reation Warranty Start Date I1-Jun-2009 Welrice Reation Warranty Start Date I1-Jun-2009 Warranty Start Date Vehicle Reatio Welrice Reation Warranty Start Date Vehicle Reation Warranty Start Date Vehicle Reation Warranty Start Date Vehicle Reation Warranty Start Date Vehicle Reation Warranty Start Date Vehicle Reation Warranty Start Date Vehicle Reation Warranty Start Date Vehicle Reation Warranty Start Date Vehicle Reation Warranty Start Date Vehicle Reation Warranty Start Date Vehicle Reation Warranty Start Date Vehicle Reation Warranty Start Date Vehicle Reation Warranty Start Date Vehicle Reation Warranty Start Date Vehicle Reation Warranty Start Date Vehicle Reation Warranty Start Date Vehicle Reation Warranty Start Reation Vehicle Reation Warranty Start Date Vehicle Reation						
Customent Comment Comment Comment Comment Comment Case C				VOQ Component Description	on Code	
Comment	Maintenance Date		16 -Mar-2015			
Comment Cxo BJ INV 13\51\0001 01 01\CAME IN BECAUSE HVAC B Cx9 BJ INV\13\51\0001 01 01\CAME IN BECAUSE HVAC BLOWER STAYS ON WHEN VEHICLE IS SHUT OFF, DURING FULL CIRCLE INSPECTION WE FRONT FROMT LOWER CONTROL ARM BALL JOINTS BLOWN AND THEY HAVE EXCESSIVE PLA CQIS Recommendations Tire Information Tire Manufacturer Unknown Fire Size Unknown DOT Left Front DOT Right Front DOT Right Rear DOT Left Rear DOT Right Rear DOT Left Inner DOT Spare Vehicle Information VIN JM3TB38V290 Engine Serial Number CA 10261661 Model Year 2009 Engine Description 37L 4V DAMB PFI V6 NA GAS Transmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX 9 Body Cab Style Unknown Drive Line ALL 4 WHEEL LEFT HAND DRIVE Production Date 02-Aug-2008 Retail Stale Indicator Code Plant Description HIROSHIMA ASSEMBLY PLANT JAPAN Read Indicator Stale Indicator Code Build Region Warranty Start Date II-Jun-2009 Mileage 0 Vehicle Axle Ratio	Customer					
WHEN VEHICLE IS SHUT OFF, DURING FULL CIRCLE INSPECTION WE FRONT FROMT LOWER CONTROL ARM BALL JOINTS BLOWN AND THEY HAVE EXCESSIVE PLA Tire Information Tire Information Tire Manufacturer Unknown Tire Size Unknown DOT Left Front DOT Right Front DOT Left Rear DOT Right Rear DOT Left Inner DOT Right Inner DOT Right Inner DOT Right Inner DOT Right Inner DOT Right Inner DOT Right Inner DOT Right Inner DOT Right Inner DOT Spare Serial Number CA 10261661 Model Year 2009 Engine Description 37L 4V DAMB PFI V6 NA GAS Transmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX 9 Body Cab Style Unknown Drive Line ALL 4 WHEEL LEFT HAND DRIVE Production Date 02-Aug-2008 Retail Sale Indicator Code Plant Description HIROSHIMA ASSEMBLY PLANT JAPAN Required Vehicle Build Region Warranty Start Date Infaminission Script Number Infaministion Script Number Infaminission Script Number Infaministion Script Number Infa						
WHEN VEHICLE IS SHUT OFF, DURING FULL CIRCLE INSPECTION WE FRONT FROMT LOWER CONTROL ARM BALL JOINTS BLOWN AND THEY HAVE EXCESSIVE PLA Tire Information Tire Information Tire Manufacturer Unknown Tire Size Unknown DOT Left Front DOT Right Front DOT Left Rear DOT Right Rear DOT Left Inner DOT Right Inner DOT Right Inner DOT Right Inner DOT Right Inner DOT Right Inner DOT Right Inner DOT Right Inner DOT Right Inner DOT Spare Serial Number CA 10261661 Model Year 2009 Engine Description 37L 4V DAMB PFI V6 NA GAS Transmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX 9 Body Cab Style Unknown Drive Line ALL 4 WHEEL LEFT HAND DRIVE Production Date 02-Aug-2008 Retail Sale Indicator Code Plant Description HIROSHIMA ASSEMBLY PLANT JAPAN Required Vehicle Build Region Warranty Start Date Infaminission Script Number Infaministion Script Number Infaminission Script Number Infaministion Script Number Infa	Technician CX9 BJ INV\13	51\0001	01 01\CAME IN BECAUSE HVAC B	CX9 BJ INV\13\51\0001 01 01\	CAME IN BECAUSE HVAC BLOWER STAYS O	
BLOWN AND THEY HAVE EXCESSIVE PLA CQIS Recommendations Tire Information Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Front DOT Left Rear DOT Left Rear DOT Right Rear DOT Right Inner DOT Spare Vehicle Information VIN JM3TB38V29C Engine Serial Number CA 10261661 Sproduction Date Production Date Dot Style Unknown Drive Line ALL 4 WHEEL LEFT HAND DRIVE Production Date Plant Description HROSHIMA ASSEMBLY PLANT JAPAN Build Region Build Region Wehricle All Ratio Wehricle All Sprial Number ALL 1 Jun-2009 Build Country Code Wehricle All Sprial Number Warranty Start Date II-Jun-2009 Transmission Serial Number Warranty Start Date II-Jun-2009 Transmission Serial Number Wehricle All Sprial Number Transmission Serial Number Wehricle All Sprial Number Warranty Start Date II-Jun-2009 Transmission Serial Number Wehricle All Ratio						
Tire Information Tire Information Tire Manufacturer Unknown Tire Size Unknown Tire Size Unknown Tire Size Unknown Wheel DOT Left Front DOT Right Front DOT Right Rear DOT Right Rear DOT Right Inner DOT Spare Vehicle Information VIN JM3TB38V29C Engine Serial Number CA 10261661 Model Year 2009 Engine Description 37L 4V DAMB PFI V6 NA GAS Transmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX 9 Body Cab Style Unknown Drive Line ALL 4 WHEEL LEFT HAND DRIVE Production Date 02-Aug-2008 Retail Sale Indicator Code Plant Description HIROSHIMA ASSEMBLY PLANT JAPAN Reaquired Vehicle Build Region Warranty Start Date II-Jun-2009 Build Country Code Transmission Serial Number Wehicle Axle Ratio	BLOWN AND T	HEY HA	VE EXCESSIVE PLA			
Tire Information Tire Information Tire Manufacturer Unknown Tire Size Unknown Tire Size Unknown Tire Size Unknown Wheel DOT Left Front DOT Right Front DOT Right Rear DOT Right Rear DOT Right Inner DOT Spare Vehicle Information VIN JM3TB38V29C Engine Serial Number CA 10261661 Model Year 2009 Engine Description 37L 4V DAMB PFI V6 NA GAS Transmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX 9 Body Cab Style Unknown Drive Line ALL 4 WHEEL LEFT HAND DRIVE Production Date 02-Aug-2008 Retail Sale Indicator Code Plant Description HIROSHIMA ASSEMBLY PLANT JAPAN Reaquired Vehicle Build Region Warranty Start Date II-Jun-2009 Build Country Code Transmission Serial Number Wehicle Axle Ratio						
Tire Information Tire Manufacturer Unknown Tire Size Unknown Tire Brand Series Wheel DOT Right Front DOT Left Front DOT Left Rear DOT Right Rear DOT Left Inner DOT Spare DOT Right Inner D	~					
Tire Manufacturer Unknown Tire Size Unknown Unknown Tire Brand Series Unknown Wheel UOT Left Front UOT Left Front UOT Left Rear UOT Left Rear UOT Left Inner UOT Spare UNKNOWN UNI UNATES 88 V290 Engine Serial Number Engine Description Fransmission Frans	endations					
Tire Manufacturer Unknown Tire Size Unknown Unknown Tire Brand Series Unknown Wheel UOT Left Front UOT Left Front UOT Left Rear UOT Left Rear UOT Left Inner UOT Spare UNKNOWN UNI UNATES 88 V290 Engine Serial Number Engine Description Fransmission Frans	Tire Information					
Tire Brand Series DOT Left Front DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN JM3TB38V290 Engine Serial Number Engine Description Fransmission Fransmiss		Unknow	n	Tire Size	Unknown	
DOT Left Front DOT Left Rear DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN JM3TB38V29C Engine Serial Number CA 10261661 Serial Number CA 1026161 Serial Number CA	Tire Brand Series	2 33330 11				
DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN JM3TB38V290 Engine Serial Number CA 10261661 Z009 Engine Description Body Cab Style JUNKNOWN Drive Line DOT Right Inner CA 10261661 37L 4V DAMB PFI V6 NA GAS Transmission CX 9 Body Cab Style JUNKNOWN Drive Line Production Date D2-Aug-2008 Production Date D2-Aug-2008 Plant Description HIROSHIMA ASSEMBLY PLANT JAPAN Build Region Warranty Start Date Build Country Code Wileage Wehicle Axle Ratio	DOT Left Front					
Vehicle Information VIN JM3TB38V290 Engine Serial Number CA 10261661 Engine Description 37L 4V DAMB PFI V6 NA GAS Transmission 6 SPD AUTO TRANS AISIN F21 Body Cab Style Unknown Drive Line Production Date 02-Aug-2008 Plant Description HIROSHIMA ASSEMBLY PLANT JAPAN Build Region Build Country Code Mileage O Vehicle Axle Ratio	DOT Left Rear					
Vehicle Information VIN VIN Model Year 2009 Engine Serial Number Engine Description 37L 4V DAMB PFI V6 NA GAS Transmission 6 SPD AUTO TRANS AISIN F21 Wehicle Description CX 9 Body Cab Style Unknown Drive Line ALL 4 WHEEL LEFT HAND DRIVE Production Date 02-Aug-2008 Retail Sale Indicator Code Plant Description HIROSHIMA ASSEMBLY PLANT JAPAN Reaquired Vehicle Build Region Warranty Start Date Transmission Serial Number Wehicle Axle Ratio	DOT Left Inner					
Vehicle Information VIN JM3TB38V290 Engine Serial Number CA 10261661 Model Year 2009 Engine Description 37L 4V DAMB PFI V6 NA GAS Transmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX 9 Body Cab Style Unknown Drive Line ALL 4 WHEEL LEFT HAND DRIVE Production Date 02-Aug-2008 Retail Sale Indicator Code Plant Description HIROSHIMA ASSEMBLY PLANT JAPAN Reaquired Vehicle Build Region Warranty Start Date 11-Jun-2009 Build Country Code Transmission Serial Number Wehicle Axle Ratio	DOT Spare					
VIN JM3TB38V290 Engine Serial Number CA 10261661 Model Year 2009 Engine Description 37L 4V DAMB PFI V6 NA GAS Transmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX 9 Body Cab Style Unknown Drive Line ALL 4 WHEEL LEFT HAND DRIVE Production Date 02-Aug-2008 Retail Sale Indicator Code Plant Description HIROSHIMA ASSEMBLY PLANT JAPAN Reaquired Vehicle Build Region Warranty Start Date 11-Jun-2009 Build Country Code Transmission Serial Number Mileage 0 Vehicle Axle Ratio						
Model Year 2009 Engine Description 37L 4V DAMB PFI V6 NA GAS Transmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX 9 Body Cab Style Unknown Drive Line ALL 4 WHEEL LEFT HAND DRIVE Production Date 02-Aug-2008 Retail Sale Indicator Code Plant Description HIROSHIMA ASSEMBLY PLANT JAPAN Reaquired Vehicle Build Region Warranty Start Date 11-Jun-2009 Build Country Code Transmission Serial Number Mileage 0 Vehicle Axle Ratio		IM3TB3	8V290	Engine Serial Number	CA 10261661	
Transmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX 9 Body Cab Style Unknown Drive Line ALL 4 WHEEL LEFT HAND DRIVE Production Date 02-Aug-2008 Retail Sale Indicator Code Plant Description HIROSHIMA ASSEMBLY PLANT JAPAN Reaquired Vehicle Build Region Warranty Start Date 11-Jun-2009 Build Country Code Transmission Serial Number Wehicle Axle Ratio			0 1 2 2 0	8		
Body Cab Style Unknown Drive Line ALL 4 WHEEL LEFT HAND DRIVE Production Date 02-Aug-2008 Retail Sale Indicator Code Plant Description HIROSHIMA ASSEMBLY PLANT JAPAN Reaquired Vehicle Build Region Warranty Start Date 11-Jun-2009 Build Country Code Transmission Serial Number Mileage 0 Vehicle Axle Ratio			UTO TRANS AISIN F21			
Production Date 02-Aug-2008 Retail Sale Indicator Code Plant Description HIROSHIMA ASSEMBLY PLANT JAPAN Reaquired Vehicle Build Region Warranty Start Date II-Jun-2009 Build Country Code Transmission Serial Number Mileage 0 Vehicle Axle Ratio						
Plant Description HIROŠHIMA ASSEMBLY PLANT JAPAN Reaquired Vehicle Build Region Warranty Start Date 11-Jun-2009 Build Country Code Transmission Serial Number Mileage 0 Vehicle Axle Ratio					TEE THE ENTITION OF THE PERSON	
Build Region Warranty Start Date II-Jun-2009 Build Country Code Transmission Serial Number Mileage 0 Vehicle Axle Ratio						
Build Country Code Transmission Serial Number Mileage 0 Vehicle Axle Ratio					11-Jun-2009	
Mileage 0 Vehicle Axle Ratio	Build Country Code					
		0				
	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	6206655	48	Source Code	MAZDA Hotline
Commodity Assign	ment			
Commodity	chassis-s	teering-steering linkage—	Symptom	damage-chafed/excessive wear
Commodity		suspension-alignment-front suspension-	Symptom	damage-chafed/excessive wear
Commodity	chassis-s	suspension-stabilizers-front suspension-	Symptom	damage-chafed/excessive wear
Commodity		suspension-stabilizers-front suspension-	Symptom	no keyword found
Significant Event	1		Verified	N
Tread Information				
Tread Category Code	01		Tread Category Description	steering
Tread Category Code	02		Tread Category Description	suspension
Reported in Tread Quarter	Q1 2015			p and p and a second
Report Details	'			
Source Claim Key		021579495	Warranty Component Class	sification
Source Claim Rey		021377473	(WCC)	incation
Corporate Product Systems (Taccification		Time in Service	61
	_iassiiicatioi		Time in Service	01
(CPSC)				
Customer Condition Code			V Function Group (VFG)	07.11 2017
Source System Program Type			Repair/Report/Paid Date	07-Mar-2015
Version Series Code			Load Date	16 -Mar-2015
Causal Part Prefix- Base - Suf	fix		Dealer Code	51608
Causal Part Name		unknown	Dealer Name	LIBERTY MAZDA
Non Causal Part Prefix-Base-	Suffix		Dealer City	WAKEFIELD
Non Causal Part Numbers			Dealer State/Province	MA
Fault Code			Dealer Country	USA
Diagonstic Trouble Code			Dealer Phone Number	7812458000
Labor Operation Code			Attachment	
Communication Type			VOQ Component Description	Code
Maintenance Date		16 -Mar-2015		
	CX9 BJ INV BALL JOINT		ARMS WO CX9 BJ INV\13\5	1\0001 01 01\FRONT CONTROL ARMS WORN
CQIS Recommendations				
Tire Information				
Tire Manufacturer	Unknow:	n	Tire Size	Unknown
Tire Brand Series			Wheel	
DOT Left Front			DOT Right Front	
DOT Left Rear			DOT Right Rear	
DOT Left Inner			DOT Right Inner	
DOT Spare				
Vehicle Informatio	n			
VIN	ЈМ3ТВ3	MV0A0	Engine Serial Number	CA 10319616
Model Year	2010		Engine Description	37L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD A	UTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknow		Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	24-Jan-2		Retail Sale Indicator Code	
Plant Description		IIMA ASSEMBLY PLANT JAPAN	Reaguired Vehicle	
Build Region	IIICOSI		Warranty Start Date	19-Mar-2010
Build Country Code			Transmission Serial Number	
Mileage	0		Vehicle Axle Ratio	
Vehicle Restraint Code			Tomero I inic Ratio	
venicle Restraille Code				

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

620671076

ECI Record

Concern Driven Reporting

Report Detail

MAZDA Hotline

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

Source Code

Berneeda	20071070	pource code	i i i i i i i i i i i i i i i i i i i
Commodity Assignme	ent		
	hassis-suspension—	Symptom loc	ose
	hassis-suspension—	~ 5 5 5 5 5 5 5 5	paration
Significant Event	nassis suspension	Verified N	paration
8		vermed	
Tread Information			
	2	Tread Category Description sus	spension
Reported in Tread Quarter	22 2015	·	
Report Details			
Source Claim Key	026697373	Warranty Component Classifica	ntion
Ť		(WCC)	
Corporate Product Systems Classic	ification	Time in Service	95
CPSC)			
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	10-Apr-2015
Version Series Code	AAAMQ	Load Date	13 -Apr-2015
Causal Part Prefix- Base - Suffix		Dealer Code	51454
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	MARTIN MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	NEWARK
Non Causal Part Numbers		Dealer State/Province	DE
Fault Code		Dealer Country	USA
Diagonstic Trouble Code		Dealer Phone Number	3027385200
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Cod	de
Maintenance Date	13 -Apr-2015	· · · · · · · · · · · · · · · · · · ·	
Customer Comment Technician DRIVERS SIDE	E BALL JOINT HAS EXCESSIVE PLAY A	ND PAS DRIVERS SIDE BALL JOIN'	T HAS EXCESSIVE PLAY AND PASS SID
COIS Recommen BALL JOINT IS	S SEPARATING FROM LOWER ARM NO II	NVESTIGATION FOR BALL JOINT E.	XCESSIVE PLAY
dations			
Tire Information			
	Jnknown		ıknown
Tire Brand Series		Wheel	
OOT Left Front		DOT Right Front	
OOT Left Rear		DOT Right Rear	
OOT Left Inner		DOT Right Inner	
OOT Spare			
Vehicle Information			
VIN J	M3TB38Y170	Engine Serial Number CY	Y 214020
	0007		L 4V DOHC VCT SMPI V6 GAS
Fransmission 6	SPD AUTO TRANS AISIN F21		Χ9
Body Cab Style C	CA WE 5 DOOR LIGHT TRUCK		LL 4 WHEEL LEFT HAND DRIVE
	2 Mor 2007	Datail Cala Indicator Cada	

Retail Sale Indicator Code Reaquired Vehicle

Transmission Serial Number

Warranty Start Date

Vehicle Axle Ratio

14-Jul-2007

Disclaimer:

HIROSHIMA ASSEMBLY PLANT JAPAN

02-Mar-2007

128516

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Contact CDR HELP
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Production Date Plant Description

Build Country Code

Vehicle Restraint Code

Build Region

Report Detail

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

ECI Record	6206780	15	Source Code	MAZI	DA Hotline	
Commodity Assignment						
		uspension—	Symptom	no key	word found	
Commodity		uspension—	Symptom	separa		
Significant Event	CHASSIS S	uspension	Verified	N	ition	
			vermed	μ,		
Tread Information						
Tread Category Code 02			Tread Category Description	susper	nsion	
Reported in Tread Quarter Q2 2015						
Report Details						
Source Claim Key		053866608	Warranty Component Class	sification	1	
·			(WCC)			
Corporate Product Systems Class	sification		Time in Service		90	
(CPSC)						
Customer Condition Code			V Function Group (VFG)			
Source System Program Type			Repair/Report/Paid Date		25-Jun-2015	
Version Series Code			Load Date		28 -Jun-2015	
Causal Part Prefix- Base - Suffix			Dealer Code		51596	
Causal Part Name		unknown	Dealer Name		LIBERTY MAZDA	
Non Causal Part Prefix-Base-Suff	iv	unknown	Dealer City		HARTFORD	
Non Causal Part Numbers	17.		Dealer State/Province		CT	
Fault Code			Dealer Country		USA	
Diagonstic Trouble Code			Dealer Phone Number		8602407406	
Labor Operation Code			Attachment		0002107100	
Communication Type			VOQ Component Description	Code		
Maintenance Date		05 -Jul-2015	VOQ Component Bescription	Code		
	LL 860 : CURREI		T SEPARATI CELL 860 263 4	325 LEF	FT LOWER BALL JOINT SEPARATION	
Tire Information						
Tire Manufacturer	Unknow	n	Tire Size	Unkno	OW/N	
Tire Brand Series	OHKHOW		Wheel	Ulikno	JWII	
DOT Left Front			DOT Right Front			
DOT Left Profit			DOT Right Plont DOT Right Rear			
DOT Left Inner			DOT Right Kear			
DOT Left filler DOT Spare			DOT RIGHT HIHEI			
Vehicle Information		N.N.O.	D : 0 : 133	- C - 10	222177	
	ЈМ3ТВ3	8 V X 8 U	Engine Serial Number		0221676	
Madel Veer	2000			[3:7] /1	V 130 MD DELVA NO (200	
	2008	LUTO TED A MO A JOHN FOR	Engine Description		V DAMB PFI V6 NA GAS	
Transmission	6 SPD A	UTO TRANS AISIN F21	Vehicle Description	CX 9		
Transmission Body Cab Style	6 SPD A Unknow	n	Vehicle Description Drive Line	CX 9	WHEEL LEFT HAND DRIVE	
Transmission Body Cab Style Production Date	6 SPD A Unknow 28-Nov-	n 2007	Vehicle Description Drive Line Retail Sale Indicator Code	CX 9		
Transmission Body Cab Style Production Date Plant Description	6 SPD A Unknow 28-Nov-	n	Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	CX 9 ALL 4	WHEEL LEFT HAND DRIVE	
Transmission Body Cab Style Production Date Plant Description Build Region	6 SPD A Unknow 28-Nov-	n 2007	Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	CX 9 ALL 4		
Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code	6 SPD A Unknow 28-Nov- HIROSH	n 2007	Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	CX 9 ALL 4	WHEEL LEFT HAND DRIVE	
Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code	6 SPD A Unknow 28-Nov-	n 2007	Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	CX 9 ALL 4	WHEEL LEFT HAND DRIVE	

Disclaime

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

Report Detail

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

Commodity Assignment Commodity Commo
Commodity Chassis-suspension———————————————————————————————————
Commodity Chassis-suspension— Symptom pich-noisy operation of commodity Chassis-suspension— Commodity Chassis-suspension— Commodity Chassis-suspension-alignment-front suspension— Commodity Chassis-suspension-stabilizers-front suspension— Symptom no keyword found N Fread Category Code D1 Fread Category Code D2 Fread Category Description Suspension Fread Category Code D2 Fread Category Description Suspension Source Claim Key Corporate Product Systems Classification CPSC) Corporate Product Systems Classification CPSC) Customer Condition Code R V Function Group (VFG) Source System Program Type Version Series Code Source System Program Type Version Series Code Source Staff Program Staff Version Series Code Source Staff Program Type Version Series Code Source Staff Program Type Version Series Code Source Staff Program Type Version Series Code Source Staff Program Staff Version Series Code Source Staff Version Series Code Source Staff Program Staff Version Series Code Source Staff Version Series Code Sou
Commodity Chassis-suspension— Commodity Chassis-suspension— Commodity Chassis-suspension— Commodity Chassis-suspension— Commodity Chassis-suspension— Commodity Chassis-suspension— Symptom No keyword found Noverided N
Commodity chasis-suspension-alignment-front suspension— Symptom no keyword found (Normation) Tread Information Tread Category Code D1 Iread Category Description Normation Normati
Comment Comm
Nerifical Type Nerifical N Nerifical N
Tread Category Code
Tread Category Code
Tread Category Code D2
Report Details Source Claim Key
Report Details
Source Claim Key D00102430 Warranty Component Classification (WCC) Corporate Product Systems Classification (CPSC) Ilme in Service 35
COPORTION CONDITION COME CORPORATE PRODUCT Systems Classification CPSC) Customer Condition Code R V Function Group (VPG) Customer Condition Code R V Function Group (VPG) Repair Report Paid Date O3-Aug-2010 Version Series Code Load Date O3-Aug-2010 Version Series Code Load Date O3-Oct-2010 Causal Part Pretix. Base - Suffix IE69-34-350 Dealer Code 6 i5342 Causal Part Pretix. Base - Suffix Non Causal Part Name Non Causal Part Pretix. Base - Suffix Dealer Cotty ELGIN Non Causal Part Pretix Base-Suffix Non Causal Part Pretix. Base - Suffix Dealer Cotty ELGIN Non Causal Part Pretix Base-Suffix Non Causal Part Part Rase-Suffix Non Causal Part Part Rase-Su
Corporate Product Systems Classification (CPSC) Customer Condition Code R V Function Group (VFG) Source System Program Type Repair/Report/Paid Date 33-Aug-2010 Version Series Code Load Date 35 - Oct-2010 Causal Part Prefix Base - Suffix 169 - 34 - 350 Dealer Code Causal Part Name ARM(L) LOWER Dealer City Dealer City ELGIN Non Causal Part Rumbers Non Causal Part Rumbers Non Causal Part Rumbers Dealer Country USA Diagonstic Trouble Code Labor Operation Code Dealer Phone Number Hardcommunication Type Word Component Description Code Cust 1 om er Comment Code Code Code Code Code Code Code Code
Time in Service 35
CPSC) Customer Condition Code R V Function Group (VFG) Source System Program Type Repair/Report/Paid Date O3-Aug_2010 Version Series Code Causal Parr Prefix- Base - Suffix TE69 -34 -350 Dealer Code Causal Parr Name ARM(L) LOWER Dealer Code Causal Parr Name ARM(L) LOWER Dealer State Province LI Son Causal Parr Name Non Caus
Customer Condition Code R V Function Group (VFG)
Source System Program Type Version Sories Code Causal Part Prefix- Base - Suffix IE69 -34 -350 Dealer Code Causal Part Prefix- Base - Suffix IE69 -34 -350 Dealer Code Causal Part Name ARM(L) LOWER Dealer Code Causal Part Name BIGGRS MAZDA Non Causal Part Name Non Causal Part Name Non Causal Part Numbers Dealer City State/Province IL Fault Code Dealer Country USA Diagonstic Trouble Code Labor Operation Code Dealer Phone Number Attachment N Communication Type Woy Component Description Code Maintenance Date O3 - Oct-2010 C us to mer Comment Tee his cian CLUNK NOISE AND FEELING IN THE FRONT END THE VEHICLE MAKES A CLUNKING NOISE FROM THE FRONT OVER BUMPS Comment COMMENT Tire Information Tire Information Tire Manufacturer Unknown Tire Size Wheel DOT Left Front DOT Right Front DOT Right Rear DOT Left Inner DOT Spare Vehicle Information Vin M3TB38A380 Engine Serial Number CX 9 Engine Description GX 9 Vehicle Information Finansmission SPD AUTO TRANS AISIN F21 Vehicle Description GX 9 Veh
Version Series Code
Causal Part Prefix Base - Sutflix TE69 - 34 - 350 Dealer Code 61542 Causal Part Name ARM(L) LOWER Dealer Name BIGGERS MAZDA Non Causal Part Prefix-Base-Suffix Dealer State/Province L Fault Code Dealer Country USA Diagonstic Trouble Code Dealer Country USA Diagonstic Trouble Code Dealer Mumbers N Communication Type VOQ Component Description Code Maintenance Date O3 - Oct-2010 C u s t o m e r Comment Technician CLUNK NOISE AND FEELING IN THE FRONT END THE VEHICLE MAKES A CLUNKING NOISE FROM THE FRONT OVER BUMPS AND CAN BE FELT IN THE VEHICLE THE FRONT LEFT BALL JOINT IS LOOSE REPLACED THE FRONT LEFT LOWER CONTROL ARM CQIS Recomme In the Manufacturer Unknown If re Size Unknown It re Manufacturer Unknown If re Size Unknown It re Manufacturer Unknown Unknown Unknown It re Manufacturer Unknown Unknow
Causal Part Name ARM(L) LOWER Dealer Name BIGGERS MAZDA
Non Causal Part Prefix-Base-Suffix Non Causal Part Numbers Dealer State/Province LL Fault Code Dealer Country USA Diagonstic Trouble Code Dealer Plone Number 8476286000 Labor Operation Code Attachment N Communication Type WoQ Component Description Code Maintenance Date C u s t o m e r Comment Fe c h n i c i a n C UNK NOISE AND FEELING IN THE FRONT END THE VEHICLE MAKES A CLUNKING NOISE FROM THE FRONT OVER BUMPS Comment AND CAN BE FELT IN THE VEHICLE THE FRONT LEFT BALL JOINT IS LOOSE REPLACED THE FRONT LEFT LOWER CONTROL ARM CQIS Recomme ndations Fire Information Fire Manufacturer Unknown Fire Brand Series Unknown Fire Brand Series Unknown DOT Left Front DOT Left Rear DOT Left Rear DOT Left Rear DOT Left Inner DOT Left Inner DOT Right Inn
Dealer State/Province IL
Fault Code Dealer Country USA Diagonstic Trouble Code Labor Operation Code Attachment N N N Maintenance Date C u s t o m e r Comment Tee h n i c i a n C Comment AND CAN BE FELT IN THE VEHICLE THE FRONT LEFT BALL JOINT IS LOOSE REPLACED THE FRONT LEFT LOWER CONTROL ARM CQIS Recommendations Tire Information Tire Manufacturer In Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN MASTB38A380 Engine Description Engine Serial Number CA 10209300 Model Year Engine Description S476286000 N Attachment N VOQ Component Description N VEHICLE MAKES A CLUNKING NOISE FROM THE FRONT OVER BUMPS ATTACHMENT OF THE FRONT LEFT BALL JOINT IS LOOSE REPLACED THE FRONT LEFT LOWER CONTROL ARM CQIS Recommendations Fire Size Unknown Unknown Unknown Unknown Unknown Unknown Unknown DOT Right Front DOT Right Rear DOT Right Rear DOT Right Rear DOT Right Inner DOT Spare Vehicle Description 37L 4V DAMB PFI V6 NA GAS Fransmission 6 SPD AUTO TRANS AISIN F21
Diagonstic Trouble Code Labor Operation Code Labor Operation Code Mintenance Date C u s t o m e r Communication Type Maintenance Date C u s t o m e r Comment Teehnician CLUNK NOISE AND FEELING IN THE FRONT END THE VEHICLE MAKES A CLUNKING NOISE FROM THE FRONT OVER BUMPS Comment AND CAN BE FELT IN THE VEHICLE THE FRONT LEFT BALL JOINT IS LOOSE REPLACED THE FRONT LEFT LOWER CONTROL ARM CQIS Recomme ndations Tire Information Tire Manufacturer Tire Brand Series Wheel DOT Left Front DOT Left Front DOT Left Rear DOT Right Front DOT Left Rear DOT Right Rear DOT Right Inner DOT Spare Vehicle Information VIN MASTB38A380 Engine Serial Number CX 9 Engine Serial Number CX 9 Engine Serial Number CX 9 Engine Description CX 9 Vehicle Description CX 9 Vehicle Description CX 9 Vehicle Description CX 9 Vehicle Description CX 9
Labor Operation Code Communication Type VOQ Component Description Code Maintenance Date C u s t o m e r Comment Technician CLUNK NOISE AND FEELING IN THE FRONT END THE VEHICLE MAKES A CLUNKING NOISE FROM THE FRONT OVER BUMPS Comment AND CAN BE FELT IN THE VEHICLE THE FRONT LEFT BALL JOINT IS LOOSE REPLACED THE FRONT LEFT LOWER CONTROL ARM CQIS Recommendations Tire Information Fire Manufacturer Fire Brand Series Wheel DOT Left Front DOT Left Front DOT Left Rear DOT Left Rear DOT Right Front DOT Right Inner DOT Spare Vehicle Information VIN JM3TB38A38C Engine Serial Number Engine Description TCA 10209300 Model Year Length State Commendation Fire Brand Series DOT Left Dot Reserved to the provided
Communication Type VOQ Component Description Code Maintenance Date 03 -Oct-2010 Cu s t o m e r Comment Te c h n i c i a n CLUNK NOISE AND FEELING IN THE FRONT END THE VEHICLE MAKES A CLUNKING NOISE FROM THE FRONT OVER BUMPS AND CAN BE FELT IN THE VEHICLE THE FRONT LEFT BALL JOINT IS LOOSE REPLACED THE FRONT LEFT LOWER CONTROL ARM CQIS Recommendations Tire Information Tire Size Unknown Tire Manufacturer Unknown 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
Communication Type VOQ Component Description Code Maintenance Date 03 -Oct-2010 Cu s t o m e r Comment Te c h n i c i a n CLUNK NOISE AND FEELING IN THE FRONT END THE VEHICLE MAKES A CLUNKING NOISE FROM THE FRONT OVER BUMPS AND CAN BE FELT IN THE VEHICLE THE FRONT LEFT BALL JOINT IS LOOSE REPLACED THE FRONT LEFT LOWER CONTROL ARM CQIS Recommendations Tire Information Tire Size Unknown Tire Manufacturer Unknown 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
Maintenance Date 03 -Oct-2010 C u s t o m e r Comment CLUNK NOISE AND FEELING IN THE FRONT END THE VEHICLE MAKES A CLUNKING NOISE FROM THE FRONT OVER BUMPS Comment AND CAN BE FELT IN THE VEHICLE THE FRONT LEFT BALL JOINT IS LOOSE REPLACED THE FRONT LEFT LOWER CONTROL ARM COIS Recomme ndations Tire Information Fire Size Unknown If it is is in the size Unknown Unknown It is is is in the size Unknown It is is is in the size Unknown It is is is is in the size Unknown It is is is in the size Unknown Unknow
Comment Technician Comment Co
Tire Manufacturer Unknown Tire Size Unknown Tire Brand Series Wheel Wheel DOT Left Front DOT Right Front DOT Left Rear DOT Right Rear DOT Left Inner DOT Right Inner DOT Spare Vehicle Information VIN JM3TB38A380 Engine Serial Number CA 10209300 Model Year 2008 Engine Description 37L 4V DAMB PFI V6 NA GAS Iransmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX 9
Tire Brand Series Wheel
Tire Brand Series
DOT Left Front DOT Right Front DOT Left Rear DOT Right Rear DOT Left Inner DOT Right Inner DOT Spare DOT Right Inner Vehicle Information VIN VIN JM3TB38A380 Model Year 2008 Engine Serial Number CA 10209300 Model Year 2008 Transmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX 9
DOT Left Rear DOT Right Rear DOT Left Inner DOT Right Inner DOT Spare DOT Right Inner Vehicle Information VIN VIN JM3TB38A380 Engine Serial Number CA 10209300 Model Year 2008 Engine Description 37L 4V DAMB PFI V6 NA GAS Transmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX 9
DOT Left Inner DOT Spare Vehicle Information VIN UM3TB38A380 Engine Serial Number Engine Serial Number CA 10209300 Engine Description 37L 4V DAMB PFI V6 NA GAS Transmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX 9
Vehicle Information Engine Serial Number CA 10209300 VIN JM3TB38A380 Engine Serial Number CA 10209300 Model Year 2008 Engine Description 37L 4V DAMB PFI V6 NA GAS Transmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX 9
Vehicle Information VIN JM3TB38A380 Engine Serial Number CA 10209300 Model Year 2008 Engine Description 37L 4V DAMB PFI V6 NA GAS Transmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX 9
VIN JM3TB38A380 Engine Serial Number CA 10209300 Model Year 2008 Engine Description 37L 4V DAMB PFI V6 NA GAS Transmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX 9
Model Year 2008 Engine Description 37L 4V DAMB PFI V6 NA GAS Transmission 6 SPD AUTO TRANS AISIN F21 Vehicle Description CX 9
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-Aug-2007 Retail Sale Indicator Code
Plant Description HIROSHIMA ASSEMBLY PLANT JAPAN Reaquired Vehicle
Build Region Warranty Start Date 02-Oct-2007
Build Region Warranty Start Date 02-Oct-2007 Build Country Code Transmission Serial Number

Disclaimer:

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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	623027746	Source Code	MAZDA PQI				
Commodity Assignm	Commodity Assignment						
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative				
Commodity	chassis-suspension—	Symptom	loose				
Commodity	chassis-suspension—	Symptom	mod-driving condition-on deceleration/braking				
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving				
Commodity	chassis-suspension—	Symptom	mod-intermittent/random				
Commodity	chassis-suspension—	Symptom	nvh-noisy operation				
Significant Event		Verified	N				
Tread Information							
	02	Tread Category Description	suspension				
Reported in Tread Quarter	Q2 2011						
Report Details							
Source Claim Key	000104474	Warranty Component Classi	fication				
Source Claim Rey	000104474	(WCC)	neation				
Corporate Product Systems Clas	ssification	Time in Service	37				
(CPSC)							
Customer Condition Code	R	V Function Group (VFG)					
	IX		21-Jun-2011				
Source System Program Type Version Series Code		Repair/Report/Paid Date Load Date	21-Jun-2011 03 -Jul-2011				
	TD11 24 250D						
Causal Part Prefix- Base - Suffix	TD11 -34 -350B	Dealer Code	61542				
Causal Part Name	ARM(L) LOWER	Dealer Name	BIGGERS MAZDA				
Non Causal Part Prefix-Base-Suff	fix	Dealer City	ELGIN				
Non Causal Part Numbers		Dealer State/Province	IL				
Fault Code		Dealer Country	USA				
Diagonstic Trouble Code		Dealer Phone Number	8476286000				
Labor Operation Code		Attachment	N				
Communication Type		VOQ Component Description					
Maintenance Date	03 -Jul-2011	, o Q component 2 escription	3045				
	SE SQUEEK TYPE NOISE AT TIMES WHILI REPLACED LF LOWER CONTROL ARM	E BRAKING FROM 35MPHNOISE	FROM LEFT FRONT LF LOWER BALL JOINT				
C Q I S Recommendations							
Tire Information							
	TT 1	m' a'	TY 1				
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		- C					
Vehicle Information							
	JM3TB38A380	Engine Serial Number	CA 10245244				
	2008	Engine Description	37L 4V DAMB PFI V6 NA GAS				
	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9				
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE				
			ALL 4 WHEEL LEFT HAND DRIVE				
	22-Apr-2008	Retail Sale Indicator Code					
	HIRÔSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	20.4				
Build Region		Warranty Start Date	30-Jun-2008				
Build Country Code		Transmission Serial Number					
Mileage	35758	Vehicle Axle Ratio					
Vehicle Restraint Code							

Disclaimer:

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623029930

ECI Record

Concern Driven Reporting

Report Detail

ALL 4 WHEEL LEFT HAND DRIVE

01-Sep-2011

MAZDA PQI

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

Source Code

ECI Recold	0230299	730	Source Code	IVIAZL	DA FQI
Commodity Assign	ment				
Commodity		suspension—	Symptom	function	on-malfunction/inoperative
Commodity		suspension—	Symptom		riving condition-over bump(s)
Commodity		suspension—	Symptom		riving condition-while driving
Commodity		suspension—	Symptom		oisy operation
Commodity		suspension-alignment-front suspension-	Symptom	loose	nsy operation
Commodity	chaccie-c	suspension-alignment-front suspension-	Symptom		nsion-ride height/level concerns
Significant Event	Cliassis-s	suspension-ariginment-front suspension-	Verified	N	ision-ride neight/level concerns
Tread Information			11-2-2-2-2		
	0.1			.	
Tread Category Code	01		Tread Category Description	steerin	
Tread Category Code	02		Tread Category Description	suspen	nsion
Reported in Tread Quarter	Q2 2013				
Report Details					
Source Claim Key		000106676	Warranty Component Class	ification	1
			(WCC)		
Corporate Product Systems C	lassification	1	Time in Service		21
(CPSC)					
Customer Condition Code		R	V Function Group (VFG)		
Source System Program Type		1	Repair/Report/Paid Date		14-May-2013
Version Series Code			Load Date		02 -Jun-2013
Causal Part Prefix- Base - Suff	iv	TE69 -34 -350			50127
Causal Part Name	IA .	ARM(L) LOWER			ROGER BURDICK MAZDA
Non Causal Part Prefix-Base-S	f6	ARM(L) LOWER			CICERO
	uiiix				NY NY
Non Causal Part Numbers					
Fault Code					USA
Diagonstic Trouble Code			Dealer Phone Number		NY
Labor Operation Code			Attachment	<u> </u>	N
Communication Type		02 1 2012	VOQ Component Description	Code	
Maintenance Date		02 -Jun-2013			
C u s t o m e r Comment					
Technician NOISE IN	FRONT OV	ER BUMPS CUSTOMER STATES R	ATTLE TYPE NOISE WHEN P	ASSINC	G OVER BUMPS FOUND LEFT FRONT
la		TO BE LOOSE REPLACE CONTROL			
COIS Recommen					
dations					
Tire Information					
Tire Manufacturer	Unknow	n	Tire Size	Unkno	WY M
Tire Brand Series	Ulikilow	11	Wheel	Ulikilo	JWII
DOT Left Front			DOT Right Front		
DOT Left Rear			DOT Right Rear		
DOT Left Inner			DOT Right Inner		
DOT Spare					
Vehicle Information	n				
VIN	ЈМ3ТВ3	3CA8B0	Engine Serial Number	CA 10	393922
Model Year	2011	·	Engine Description		V DAMB PFI V6 NA GAS
1110001 1001	2011		Engine Description	P, L +	· Printer III (OTHE OAD

Vehicle Description

Reaquired Vehicle Warranty Start Date

Vehicle Axle Ratio

Retail Sale Indicator Code

Transmission Serial Number

Drive Line

Disclaimer:

17-Jul-2011

26613

6 SPD AUTO TRANS AISIN F21

HIROSHIMA ASSEMBLY PLANT JAPAN

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Contact CDR HELP
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Transmission Body Cab Style

Build Region

Mileage

Production Date

Plant Description

Build Country Code

Vehicle Restraint Code



Report Detail

ECI Record	6250111	17	Source Code	MAZDA Veh Inspect	
Commodity Assignm	ent				
ommodity chassis-suspension—		Symptom	appearance		
Commodity				appearance-scratches/nicks	
Commodity				damage	
Commodity		* .	, · · ·	function-malfunction/inoperative	
Commodity				mod-driving condition-while driving	
Commodity	chassis-s	uspension—	Symptom	no problem found	
Commodity				nvh-noisy operation	
Commodity				repair-similar failures on other vehicles mention	
Commodity				damage-cut/torn/frayed	
	Chassis-s			, , , , , , , , , , , , , , , , , , ,	
Significant Event			Verified	N	
Tread Information					
Tread Category Code	01			steering	
Tread Category Code	02		Tread Category Description	suspension	
Reported in Tread Quarter	Q3 2012	<u>'</u>	<u> </u>	1 *	
Report Details					
Source Claim Key		V00011455	Warranty Component Classif	fication	
Source Claim Rey		V 00011433	(WCC)	neation	
Corporate Product Systems Class	sification		Time in Service	48	
(CPSC)					
Customer Condition Code			V Function Group (VFG)		
			Repair/Report/Paid Date	10-Aug-2012	
Source System Program Type					
Version Series Code			Load Date	19 -Aug-2012	
Causal Part Prefix- Base - Suffix			Dealer Code	61432	
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name	PUGI MAZDA	
Non Causal Part Prefix-Base-Suf	fix		Dealer City	DOWNERS GROVE	
Non Causal Part Numbers			Dealer State/Province	IL	
Fault Code			Dealer Country	USA	
Diagonstic Trouble Code			Dealer Phone Number	6309649500	
Labor Operation Code			Attachment	N	
Communication Type			VOQ Component Description C	Code	
Maintenance Date		19 -Aug-2012		•	
Customer Technician found th	ao Eront r	ight side lower arm ball joint rubber was to	orn And both front lower orm ball	Il joints had booklash	
reclinician round ti	ie Front i	ight side lower arm ban john rubber was u	om And both from lower arm ban	ii joilits ilau backiasii	
Comment					
	is car an	d confirmed these things 1) We measure	ed the backlash Right side about	at 3mm, left side less than 1mm 2) Front & re	
Technician We investigated th				at 3mm, left side less than 1mm 2) Front & re	
Technician We investigated th suspensions are no	problem	except this problem There were no sign of	f car accident & prominent damag	age & desorption 3) This vehicles front left tire has	
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Technician We investigated th suspensions are no a scratched But I the	problem nink it die	except this problem There were no sign of In't relate to this problem because the wo	f car accident & prominent damag und is small All tires were no pro	age & desorption 3) This vehicles front left tire has roblems except that wound 4) We rotated the from	
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Report Detail

ECI Record	625011340	Source Code	MAZDA Veh Inspect		
Commodity Assignm			T		
Commodity Assigning	chassis-suspension—	Crimanton	Function multimation/incorretive		
Commodity	chassis-suspension—	Symptom Symptom	function-malfunction/inoperative		
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving		
Commodity	chassis-suspension—	Symptom	nvh-noisy operation		
Commodity	chassis-suspension—		vibration/pulsation		
Commodity	chassis-suspension-alignment-front suspension-	Symptom	damage		
Commodity	chassis-suspension-alignment-front suspension-	Symptom	damage-cracked/fractured/split		
Commodity	chassis-suspension-alignment-front suspension-	Symptom	loose		
Commodity	chassis-suspension-alignment-front suspension-	Symptom	no problem found		
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	loose		
Significant Event		Verified	N		
Tread Information					
Tread Category Code	01	Tread Category Description	steering		
Tread Category Code	02	Tread Category Description	suspension		
Reported in Tread Quarter	Q4 2012				
Report Details					
Source Claim Key	V00011693	Warranty Component Classif (WCC)	fication		
Corporate Product Systems Class (CPSC)	ssification	Time in Service	57		
Customer Condition Code		V Function Group (VFG)			
Source System Program Type		Repair/Report/Paid Date	20-Nov-2012		
Version Series Code		Load Date	09 -Dec-2012		
Causal Part Prefix- Base - Suffix		Dealer Code	61594		
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	CONTINENTAL MAZDA OF NAPERVIL		
Non Causal Part Prefix-Base-Suff	ПX	Dealer City	NAPERVILLE		
Non Causal Part Numbers Fault Code		Dealer State/Province Dealer Country	IL USA		
Diagonstic Trouble Code		Dealer Phone Number	6303525900		
Labor Operation Code		Attachment	N		
Communication Type		VOQ Component Description (
Maintenance Date	09 -Dec-2012	· · · · · · · · · · · · · · · · · · ·			
Comment	vibration were happened when drivingBoth side				
these below 1) The attached movies 3) both side hub bear	ere were no cracks on side ball joint boots 2) I co Front right side tie rod end (TD11 32 280A) was	uld not found any clearance on bal loose, too 4) Front and rear susper ent history but that situation was	nvestigated this vehicle in the dealer And I found Il joint when operating steering wheel Please refer asion were no problem except these issues 5) Front unknown This customer was second owner And I sother history is unknown		
CQIS Recom mendations					
Tire Information					
Tire Manufacturer	Unknown	Tire Size	Unknown		
Tire Brand Series		Wheel			
DOT Left Front		DOT Right Front			
DOT Left Rear		DOT Right Rear			
DOT Left Inner		DOT Right Inner			
DOT Spare					
Vehicle Information					
VIN	JM3TB28A380	Engine Serial Number	CA 10217791		
Model Year	2008	Engine Description	37L 4V DAMB PFI V6 NA GAS		
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9		
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE		
Production Date Plant Description	26-Oct-2007 HIROSHIMA ASSEMBLY PLANT JAPAN	Retail Sale Indicator Code Reaquired Vehicle			
Build Region	THROSHIMA ASSEMBLI FLANT JAPAN	Warranty Start Date	11-Apr-2008		
Build Country Code		Transmission Serial Number	11 /1p1 2000		
Mileage	62184	Vehicle Axle Ratio			
Vehicle Restraint Code	02101	venicie i vaic 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	672286		Source Code	VOQ I	Mazda	
Commodity Assignment						
Commodity		suspension-alignment-front suspension-	Crimenton	domoo	e-cracked/fractured/split	
Commodity			Symptom	functio	on-malfunction/inoperative	
		suspension-alignment-front suspension-	Symptom			
Commodity		suspension-alignment-front suspension-	Symptom	misalig	gned/out of position/adjustment/poor fit	
Commodity		suspension-alignment-front suspension-	Symptom		riving condition-at cruise	
Commodity		suspension-alignment-front suspension-	Symptom		riving condition-while driving	
Commodity	chassis-s	suspension-alignment-front suspension-	Symptom	nvh-nc	pisy operation	
Commodity	chassis-s	suspension-alignment-front suspension-	Symptom	pulls/d	rifts	
Significant Event		1 0 1	Verified	Y		
Tread Information						
Tread Category Code	01		Tread Category Description	steerin	g	
Report Details						
Source Claim Key		001515209 ODI 10546535	Warranty Component Classi	fication		
Source Claim Key		001313209 ODI 10346333	(WCC)	incation		
Corporate Product Systems Class	ssification		Time in Service			
(CPSC)						
			V Function Grove (VEC)			
Customer Condition Code			V Function Group (VFG)		02.0-+ 2012	
Source System Program Type		101101	Repair/Report/Paid Date		02-Oct-2013	
Version Series Code		UNKN	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-Suf	fix		Dealer City			
Non Causal Part Numbers			Dealer State/Province			
Fault Code			Dealer Country		USA	
Diagonstic Trouble Code			Dealer Phone Number		COLL	
Labor Operation Code			Attachment			
				C- 1-		
Communication Type		VOQ Component Description Code				
Maintenance Date		8 -Jan-2014				
Comment FORWARD THE NOT MOVE THE COULD HAVE C	FRONT CAR WI CAUSED	DRIVER SIDE WHEEL DISENGAGE HATSOEVER THE TOW TRUCK DRIV	D FROM THE VEHICLE AND YER INFORMED ME THAT MY	WAS JU BALL	A LOUD NOISE AND MY CAR JERKED UTTING OUT AT AN ANGLE I COULD JOINT AND AXLE HAD BROKEN THIS G FASTER OR ON THE FREEWAY I'M	
Technician						
Comment						
CQIS Recom						
mendations						
Tire Information						
Tire Manufacturer	Unknow	n	Tire Size	Unkno	own	
Tire Brand Series	J.IIIIOW		Wheel	C IIKIIO		
DOT Left Front			DOT Right Front			
OOT Left Inner			DOT Right Rear			
DOT Left Inner			DOT Right Inner			
DOT Spare						
Vehicle Information						
VIN	*JM3TB	28A380	Engine Serial Number	UNKN	IOWN	
Model Year 2008			Engine Description Unknown		own	
Transmission Unknow		n	Vehicle Description	CX 9		
Body Cab Style		Jnknown	Drive Line	Unkno	awn	
Production Date	OTTINI (JIRIIO WII	Retail Sale Indicator Code	CHKIIO	71111	
Plant Description	Unknow	n	Reaguired Vehicle			
	Unknow			04 1	2007	
Build Region			Warranty Start Date	04-Jun		
Build Country Code			Transmission Serial Number	UNKN	NOWN	
Mileage	80000		Vehicle Axle Ratio			
Vehicle Restraint Code						

Disclaimer

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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	694496		Source Code	VOQ 1	Mazda
Commodity Assignment					
Commodity		uspension-alignment-front suspension-	Symptom corrodo		ed/rusted
Commodity		uspension-alignment-front suspension-	Symptom		on-malfunction/inoperative
Commodity		uspension-alignment-front suspension-	Symptom		riving condition-at cruise
Commodity		uspension-alignment-front suspension-	Symptom		riving condition-while driving
Commodity	chassis-s	uspension-alignment-front suspension-	Symptom		ehicle towed in
Commodity	chassis-s	uspension-stabilizers-front suspension-	Symptom	corrod	ed/rusted
Commodity	chassis-s	uspension-stabilizers-front suspension-	Symptom		on-malfunction/inoperative
Commodity	chassis-s	uspension-stabilizers-front suspension-	Symptom		riving condition-at cruise
Commodity		uspension-stabilizers-front suspension-	Symptom		riving condition-while driving
Commodity	chassis-s	uspension-stabilizers-front suspension-	Symptom		ehicle towed in
Significant Event			Verified	Y	
Tread Information					
Tread Category Code	01		Tread Category Description	steerin	g
Tread Category Code	02		Tread Category Description	suspen	
				1 1	
Report Details					
Source Claim Key		003323961 ODI 10640541	Warranty Component Class:	ification	
			(WCC)		
Corporate Product Systems Clas	sification		Time in Service		
(CPSC)					
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date		25-Sep-2014
Version Series Code		UNKN	Load Date		07 -Oct-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-Suff	ПX		Dealer City		
Non Causal Part Numbers Fault Code			Dealer State/Province		TIC A
Diagonstic Trouble Code			Dealer Country Dealer Phone Number		USA
Labor Operation Code			Attachment		
Communication Type			VOQ Component Description Code		
Maintenance Date		07 -Oct-2014	7 -Oct-2014		
CAME OFF THE CONTROL ARM	VEHICL AND TH	E WAS TOWED TO DEALER MECHA	ANIC THE DEALER MECHANI E VEHICLE WAS NOT REPAIR	IC DIAC ED THE	MPH, THE FRONT DRIVER SIDE TIRE GNOSED AS FAILURE OF THE LOWER E MANUFACTURER WAS NOTIFIED OF LB
Technician					
Comment					
CQIS Recom					
mendations					
mendations					
Tire Information					
Tire Manufacturer	Unknow	n	Tire Size	Unkno	wn
Fire Brand Series		-	Wheel	C IIKIIO	
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	UNKN	IOWN
	2008		Engine Serial Number Engine Description		
Model Year 2008 Transmission Unknown		n	Engine Description Unknown Vehicle Description CX 9		VVV 11
Body Cab Style		Jnknown	Drive Line	Unkno	wn
Production Date	511111		Retail Sale Indicator Code	CHRIIO	
Plant Description	Unknow	n	Reaquired Vehicle		
Build Region	J.IIIIOW	-	Warranty Start Date	04-Jun	-2007
Build Country Code			Transmission Serial Number	UNKN	
Mileage					
wineage	102112		Vehicle Axle Ratio		
Vehicle Restraint Code	102112		Vehicle Axle Ratio		

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Report Detail

ECI Record	704431		Source Code	VOQ I	Mazda	
Commodity Assignm	ent					
Commodity		suspension-alignment-front suspension-	Symptom	function	on-malfunction/inoperative	
Commodity		suspension-alignment-front suspension-	Symptom		ction-steering/brake ineffective	
Commodity		suspension-alignment-front suspension-	Symptom		riving condition-at cruise	
Commodity		suspension-alignment-front suspension-	Symptom	mod-d	riving condition-while driving	
Commodity		suspension-alignment-front suspension-	Symptom	separa		
Commodity		suspension-stabilizers-front suspension-	Symptom	function	on-malfunction/inoperative	
Commodity		suspension-stabilizers-front suspension-	Symptom		on-steering/brake ineffective	
Commodity		suspension-stabilizers-front suspension-	Symptom		riving condition-at cruise	
Commodity		suspension-stabilizers-front suspension-	Symptom		riving condition-while driving	
Commodity	cnassis-s	suspension-stabilizers-front suspension-	Symptom	separa	tion	
Significant Event			Verified	Y		
Tread Information						
Tread Category Code	01		Tread Category Description	steerin		
Tread Category Code	02		Tread Category Description	suspen	sion	
Report Details						
Source Claim Key		003331413 ODI 10668978	Warranty Component Classi	fication		
·			(WCC)			
Corporate Product Systems Class	sification		Time in Service			
(CPSC)						
Customer Condition Code			V Function Group (VFG)			
Source System Program Type			Repair/Report/Paid Date		07-Aug-2014	
Version Series Code		UNKN	Load Date		06 -Jan-2015	
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-Suf	fix		Dealer City			
Non Causal Part Numbers			Dealer State/Province		770.4	
Fault Code			Dealer Country		USA	
Diagonstic Trouble Code Labor Operation Code			Dealer Phone Number			
Communication Type			Attachment VOO Component Description	Codo		
Maintenance Date		06 -Jan-2015	VOQ Component Description	Code		
CONTROL OF THE MONTHS PRIOR WAS NO DETECT	HE VEHIOTHE TION OF	CLE FORTUNATELY THE VEHICLE V FAILURE, THE CAR HAD A FRONT FTHE IMMINENT FAILURE I CERTA	WAS BEING DRIVEN THRU A WHEEL ALIGNMENT, AND T INLY DO NOT WISH TO HAVI	RESID THE MI E THIS	ESULTING IN IMMEDIATE LOSS OF ENTIAL AREA AT A LOW SPEED TWO ECHANIC ASSURED ME THAT THERE OCCUR AT HIGHWAY SPEEDS I HAD HE FAILED PART IN CASE YOU ARE	
Technician						
Comment						
CQIS Recom mendations						
Tire Information						
Tire Manufacturer	Unknow	n	Tire Size	Unkno	own	
Tire Brand Series			Wheel			
DOT Left Front			DOT Right Front			
DOT Left Rear			DOT Right Rear			
DOT Left Inner			DOT Right Inner			
DOT Spare						
Vehicle Information						
VIN	*JM3TB	28Y870	Engine Serial Number	UNKN	IOWN	
Model Year	2007		Engine Description	Unkno	own	
Transmission	Unknow		Vehicle Description	CX 9		
Body Cab Style	UNKN	Jnknown	Drive Line	Unkno	own	
Production Date	T. 1		Retail Sale Indicator Code			
Plant Description	Unknow	n	Reaquired Vehicle	04 1	2007	
Build Region			Warranty Start Date	04-Jun		
Build Country Code Mileage	117866		Transmission Serial Number Vehicle Axle Ratio	UNKI	NOWN	
Vehicle Restraint Code	11/800		VEHICLE AXIE KAUO			
venicie ivestranit Coue						

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Report Detail

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ECI Record	710162		Source Code	VOQ N	Mazda
Commodity Assign	ment				
Commodity		suspension-alignment-front suspension-	Symptom	functio	on-malfunction/inoperative
Commodity		suspension-alignment-front suspension-	Symptom		per assembly
Commodity	chassis-suspension-alignment-front sus		Symptom	loose	· · · · · · · · · · · · · · · · · · ·
Commodity		suspension-alignment-front suspension-	Symptom	mod-d	riving condition-while driving
Commodity		suspension-alignment-front suspension-	Symptom	mod-di	riving condition-while turning
ommodity		suspension-alignment-front suspension-	Symptom	mod-w	veather-cold
ommodity		suspension-alignment-front suspension-	Symptom	mod-w	veather-wet
Commodity		suspension-alignment-front suspension-	Symptom	nvh-no	isy operation
Commodity		suspension-stabilizers-front suspension-	Symptom		on-malfunction/inoperative
ommodity		suspension-stabilizers-front suspension-	Symptom		per assembly
ommodity		suspension-stabilizers-front suspension-	Symptom	loose	· · · · · · · · · · · · · · · · · · ·
Commodity		suspension-stabilizers-front suspension-	Symptom		riving condition-while driving
Commodity		suspension-stabilizers-front suspension-	Symptom		riving condition-while turning
Commodity		suspension-stabilizers-front suspension-	Symptom		veather-cold
Commodity	chassis-s	suspension-stabilizers-front suspension-	Symptom		veather-wet
Commodity	chassis-s	suspension-stabilizers-front suspension-	Symptom		oisy operation
gnificant Event		aspension statements from suspension	Verified	Y	isy operation
			Termod		
Fread Information					
Tread Category Code	01		Tread Category Description steering		g
read Category Code	02		Tread Category Description suspension		sion
Panart Datails	•				
Report Details					
Source Claim Key		003337441 ODI 10695142	Warranty Component Class:	ification	
			(WCC)		
Corporate Product Systems C	lassificatior		Time in Service		
CPSC)					
Customer Condition Code			V Function Group (VFG)		
ource System Program Type			Repair/Report/Paid Date		07-Mar-2015
Version Series Code		UNKN	Load Date		24 -Mar-2015
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		
abor Operation Code			Attachment		
Communication Type			VOQ Component Description	Code	
Maintenance Date		24 -Mar-2015	. 32 component Bescription	2000	I
		F 3010			

Customer Comment

I HAD BEEN HEARING A KNOCKING NOISE IN MY CAR WHEN I WENT TO MAKE LEFT OR RIGHT HAND TURNS FOR APPROXIMATELY A WEEK AFTER HAVING MY MECHANIC INVESTIGATE HE TOOK A LOOK AT THE BALL JOINTS, THEY ARE 'NON SERVICEABLE,' WHICH MEANS THEY ARE A SEALED UNIT HE SAID FROM WHAT HE COULD TELL THEY WERE FINE LATER THAT DAY I ATTEMPTED TO PULL OUT OF A PARKING SPACE MY WHEELS WERE SPINNING IN THE SNOW, I GOT OUT AND TOOK A LOOK AND MY FRONT LEFT TIRE WAS OFF" THE BALL JOINT WAS NO LONGER ATTACHED THE THE CAR THE ONLY THING SECURING THE WHEEL TO THE CAR WAS THE TIE ROD AFTER HAVING IT TOWED TO MY GARAGE BOTH LOWER CONTROL ARMS WERE REPLACED ON THE VEHICLE (ONE PER SIDE) ALONG WITH THE CV JOINT THEY WERE REPLACED WITH MAZDA PARTS INSPECTION ON THE PASSENGER RIGHT SIDE REVEALED THERE WAS BARELY ANY GREASE IN THAT BALL JOINT I HAD LUCK ON MY SIDE THAT DAY OTHERWISE I AM CERTAIN SOMEONE WOULD HAVE DIED

Technician
Comment
CQIS Reco
mmendation

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

Vehicle Information						
VIN	*JM3TB38V980	Engine Serial Number	UNKNOWN			
Model Year	2008	Engine Description	Unknown			
Transmission	Unknown	Vehicle Description	CX 9			
Body Cab Style	UNKN Unknown	Drive Line	Unknown			
Production Date		Retail Sale Indicator Code				

Plant Description	Unknown	Reaquired Vehicle	
Build Region		Warranty Start Date	04-Jun-2007
Build Country Code		Transmission Serial Number	UNKNOWN
Mileage	112080	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Vehicle Restraint Code

Concern Driven Reporting

Report Detail

ECI Record	713265		Source Code	VOQ I	Mazda		
Commodity Assignme	ent						
		suspension-alignment-front suspension-	Crimatom	damaa	e-road hazard		
Commodity		suspension-alignment-front suspension-	Symptom Symptom		on-malfunction/inoperative		
		suspension-alignment-front suspension-	Symptom		riving condition-at cruise		
Commodity		suspension-alignment-front suspension-	Symptom		riving condition-at cruise		
Commodity		suspension-alignment-front suspension-	Symptom		riving condition-while towing		
		suspension-alignment-front suspension-	Symptom		riving condition-while turning		
		suspension-alignment-front suspension-	Symptom	separa			
Commodity		suspension-alignment-front suspension-	Symptom		on/pulsation		
Significant Event	C11a5515-5	suspension-ariginment-front suspension-	Verified	Y	on/pulsation		
Tread Information							
Tread Category Code	01		Tread Category Description	steerin	g		
Report Details							
Source Claim Key		003340715 ODI 10714469	Warranty Component Classi (WCC)	fication			
Corporate Product Systems Clas (CPSC)	sification		Time in Service				
Customer Condition Code			V Function Group (VFG)				
Source System Program Type			Repair/Report/Paid Date		29-Apr-2015		
Version Series Code		UNKN	Load Date		05 -May-2015		
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-Suff	ìx		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		05 -May-2015	5-May-2015				
UNDER THE PASS BUT IN THE TWO GRATEFUL THIS CONFIDENCE IN BALL JOINT WAS	SENGER O AND A DIDN'T THIS CA SAFE E OKED S	R DOOR, MAKING IT INOPERABLE A HALF YEARS I'VE HAD THIS CA HAPPEN WHILE I WAS TRAVELING IR I HAD THE CAR REPAIRED ON AN ENOUGH FOR ME TO MAKE THE TR SUSPECT FOR THE LONG TERM T	THE TOW DRIVER SAID I MUR, I'VE NEVER HIT ANYTHII 70 MPH ON THE HIGHWAY I'N EMERGENCY BASIS, BUT THE EIP HOME (350 MILES), I SHOU	IST HA NG" I I I WAS IE MEO JLD DI	PUSHING THE WHEEL WELL BACK WE HIT SOMETHING REALLY HARD, DRIVE A LOT FOR MY JOB AND AM VERY SCARY AND HAS SHAKEN MY CHANIC TOLD ME WHILE THE OTHER EFINITELY GET IT CHECKED OUT AS DW, AND I WAS A NERVOUS WRECK		
Technician Comment							
CQIS Reco							
mmendation s							
Tire Information	T Inless		Timo Circo	I In1	VVIIIA		
	Unknow	11	Tire Size	Unkno	OWII		
Tire Brand Series			Wheel				
DOT Left Front			DOT Right Front				
DOT Left Rear			DOT Right Lange				
DOT Left Inner DOT Spare			DOT Right Inner				
Vehicle Information							
VIN	*IM3TD	38A580	Engine Serial Number	IIIIKN	NOWN		
	2008	301 300	Engine Description	Unkno			
Transmission	2008 Unknow	n	Vehicle Description	CX 9	JWII		
					NIV 19		
Body Cab Style Production Date	UNKINU	Jnknown	Drive Line	Unkno	JWII		
	Halm		Retail Sale Indicator Code				
Plant Description	Unknow	11	Reaquired Vehicle	04 1	2007		
Build Region			Warranty Start Date	04-Jun			
Build Country Code	1.62000		Transmission Serial Number	UNKN	NOWN		
Mileage	163000		Vehicle Axle Ratio				

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Report Detail

ECI Record		714495		Source Code	VOQ Mazda		
Commodity Assignment							
Commodity	•		uspension-stabilizers-front suspension-	Symptom	damag	e-cracked/fractured/split	
Commodity			uspension-stabilizers-front suspension-	Symptom		on-malfunction/inoperative	
Commodity		chassis-s	uspension-stabilizers-front suspension-	Symptom	improp	per assembly	
Commodity		chassis-s	uspension-stabilizers-front suspension-	Symptom	leak-fl	uid	
Commodity		chassis-s	uspension-stabilizers-front suspension-	Symptom	loose		
Commodity		chassis-s	uspension-stabilizers-front suspension-	Symptom		hild related	
Commodity			uspension-stabilizers-front suspension-	Symptom	mod-d	riving condition-while driving	
Commodity			uspension-stabilizers-front suspension-	Symptom		riving condition-while turning	
Commodity			uspension-stabilizers-front suspension-	Symptom		ocation-under vehicle	
Commodity			uspension-stabilizers-front suspension-	Symptom		ehicle towed in	
Commodity			uspension-stabilizers-front suspension-	Symptom		oisy operation	
Commodity			uspension-stabilizers-front suspension-	Symptom	pulls/d	Irits	
Commodity Significant E		cnassis-s	uspension-stabilizers-front suspension-	Symptom Verified	Sticks/	binds/grabs	
				vermed	1		
	nformation						
Tread Catego	ory Code	02		Tread Category Description	suspen	sion	
Report	Details						
Source Clair	Details		002242004 ODI 10717510	Wannanta Camanant Class	C 4'		
	·		003342004 ODI 10717510	Warranty Component Classi (WCC)	псатіоп		
	roduct Systems Class	sification		Time in Service			
(CPSC)							
	ondition Code			V Function Group (VFG)			
	em Program Type			Repair/Report/Paid Date		15-May-2015	
Version Seri			UNKN	Load Date		26 -May-2015	
	Prefix- Base - Suffix			Dealer Code		NOT PROVIDED BY GOVERN	
Causal Part l			NOT PROVIDED BY SOURCE	Dealer Name		NOT PROVIDED BY SOURCE	
	Part Prefix-Base-Suff Part Numbers	1X		Dealer City			
Fault Code	Part Numbers			Dealer State/Province Dealer Country		USA	
	Trouble Code			Dealer Phone Number		USA	
Labor Opera				Attachment			
Communicat				VOQ Component Description	Code		
Maintenance	e Date		26 -May-2015	VOQ Component Bescription	Couc		
HAPPENED, THE VEHICLE JERKED LEFT WHILE STILL MOVING FORWARD AND I WAS UNABLE TO STEER OR BREAK THE CATOR AN ABRUPT STOP AND I COULDN'T GET THE DRIVER'S DOOR OPEN I WALKED AROUND TO THE FRONT OF THE CAR WE TRAFFIC AND NOTICED LOOSE PARTS THAT HAD BEEN EJECTED FROM THE WHEEL, LEAKING BREAK FLUID, AND THE DIED SIDE FRONT WHEEL WAS NO LONGER ATTACHED AND HAD WEDGED UNDER THE CAR THE CAR WAS UNABLE TO BE MOVED OF THE ROAD THUS CREATING A TRAFFIC JAM THE TOW TRUCK DRIVER SAID THE CONTROL ARM WAS BROKEN AND THE GIRLS AND I ARE LUCKY THAT WE WERE NOT SERIOUSLY INJURED THE CAR WAS TOWED TO THE MAZDA DEALER SERIOUSLY INJURED THE CAR WAS TOWED TO THE MAZDA DEALER SERIOUSLY INJURED THE CAR WAS TOWED TO THE MAZDA DEALER SERIOUSLY INJURED THE SERIOUSLY INJURED THAT IS COVERED UNDER TREAD LILY IN THE SERIOUSLY INJURED THE SERIOUSLY INJURED THAT IS COVERED UNDER TREAD LILY IN THE SERIOUSLY INJURED THE SERIOUSLY INJURED THAT IS COVERED UNDER TREAD LILY IN THE SERIOUSLY INJURED THE SERIOUSLY INJURED THAT IS COVERED UNDER TREAD LILY IN THE SERIOUSLY INJURED THE SERIOUSLY INJURED THAT IS COVERED UNDER TREAD LILY IN THE SERIOUSLY INJURED THAT IS COVERED UNDER TREAD LILY IN THE SERIOUSLY INJURED THAT IS COVERED UNDER TREAD LILY IN THE SERIOUSLY INJURED THAT IS COVERED UNDER TREAD LILY IN THE SERIOUSLY INJURED THE SERIOUSLY INJURED THAT IS COVERED UNDER TREAD LILY IN THE SERIOUSLY INJURED THE SERIOUSLY IN THE SERIOU					O THE FRONT OF THE CAR WHILE IN G BREAK FLUID, AND THE DRIVER'S AR WAS UNABLE TO BE MOVED OUT OL ARM WAS BROKEN AND THAT MY O TO THE MAZDA DEALER SERVICE		
Technician Comment CQIS Reco							
S							
Tire Inf	ormation						
Tire Manufa		Unknow	1	Tire Size	Unkno	own	
Tire Brand S	Series			Wheel	1		
DOT Left Fr				DOT Right Front			
DOT Left Re	ear			DOT Right Rear			
DOT Left In	iner			DOT Right Inner			
DOT Spare							
Vehicle	Information						
VIN		*ЈМ3ТВ	28A280	Engine Serial Number	UNKN		
Model Year		2008		Engine Description	Unkno	own	
Transmission	n	Unknow	n	Vehicle Description	CX 9		
Body Cab St	tyle	UNKN U	Jnknown	Drive Line	Unkno	own	
Production I				Retail Sale Indicator Code			
Plant Descri	ption	Unknow	1	Reaquired Vehicle			
Build Region	n			Warranty Start Date	04-Jun		
Build Count	ry Code			Transmission Serial Number	UNKN	IOWN	
Mileage		104000		Vehicle Axle Ratio			

Vehicle Restraint Code

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Report Detail

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ECI Record	716215		Source Code	VOQ 1	Mazda		
Commodity Assignment							
Commodity		suspension-alignment-front suspension-	Symptom	damag	re		
Commodity		suspension-alignment-front suspension-	Symptom		hift reverse		
Commodity		suspension-alignment-front suspension-	Symptom	separa			
Significant Event		1 6 1	Verified	Y			
Tread Information							
Tread Category Code	01		Tread Category Description	steerin	ng		
Report Details							
Source Claim Key		003343801 ODI 10725390	Warranty Component Class (WCC)	ification	1		
Corporate Product Systems Cla	ssification		Time in Service				
(CPSC)			Time in Service				
Customer Condition Code			V Function Group (VFG)				
Source System Program Type			Repair/Report/Paid Date		25-May-2015		
Version Series Code		UNKN	Load Date		16 -Jun-2015		
Causal Part Prefix- Base - Suffix			Dealer Code		10 0411 2010		
Causal Part Name	•	NOT PROVIDED BY SOURCE	Dealer Name		NOT PROVIDED BY SOURCE		
Non Causal Part Prefix-Base-Su	ffix	TOTTIO VIDED BY DOCINEE	Dealer City		THE THE VIBER BY BEETING		
Non Causal Part Numbers	IIIA		Dealer State/Province				
Fault Code			Dealer Country		USA		
Diagonstic Trouble Code			Dealer Phone Number		CSF1		
Labor Operation Code			Attachment				
Communication Type			VOQ Component Description	Code			
Maintenance Date		16 -Jun-2015	VoQ component Description	Code			
ON BEFORE W Technician Comment	Æ COULI	D EVEN MOVE THE CAR ONTO THE	TOW TRUCK				
COIS Recomm							
endations							
endations							
Tire Information							
Tire Manufacturer	Unknow	n	Tire Size	Unkno	own		
Tire Brand Series			Wheel				
DOT Left Front			DOT Right Front				
DOT Left Rear			DOT Right Rear				
DOT Left Inner			DOT Right Inner				
DOT Spare			-				
Vehicle Information							
VIN	*JM3TB	338C470	Engine Serial Number	UNKN	NOWN		
Model Year	2007		Engine Description	Unkno			
Transmission	Unknow	n	Vehicle Description	CX 9			
Body Cab Style		Unknown	Drive Line	Unkno	own		
Production Date			Retail Sale Indicator Code				
Plant Description	Unknow	n	Reaguired Vehicle				
Build Region			Warranty Start Date	04-Jur	1-2007		
Build Country Code			Transmission Serial Number		NOWN		
Mileage	90000		Vehicle Axle Ratio				

Disclaimer:

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

Contact CDR HELP
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Vehicle Restraint Code



Report Detail

ECI Record	716226		Source Code	VOO I	Mazda
Commodity Assignme			IG.		
		uspension-alignment-front suspension-	Symptom	damag	
Commodity	cnassis-si	uspension-alignment-front suspension-	Symptom		e-bent/buckled/kinked
		uspension-alignment-front suspension-	Symptom		on-malfunction/inoperative
		uspension-alignment-front suspension- uspension-alignment-front suspension-	Symptom Symptom		riving condition-while driving riving condition-while turning
		uspension-alignment-front suspension-	Symptom		isy operation
		uspension-stabilizers-front suspension-	Symptom	damag	
		uspension-stabilizers-front suspension-	Symptom		e-bent/buckled/kinked
		uspension-stabilizers-front suspension-	Symptom		on-malfunction/inoperative
		uspension-stabilizers-front suspension-	Symptom	mod-d	riving condition-while driving
	chassis-s	uspension-stabilizers-front suspension-	Symptom	mod-d	riving condition-while turning
	chassis-s	uspension-stabilizers-front suspension-	Symptom	nvh-nc	isy operation
Significant Event			Verified	Y	
Fread Information					
	01		Tread Category Description	steerin	g
	02		Tread Category Description	suspen	
Report Details					
Source Claim Key		003343812 ODI 10725427	Warranty Component Class	sification	
			(WCC)		
Corporate Product Systems Class	sification		Time in Service		
CPSC)					
Customer Condition Code			V Function Group (VFG)		
ource System Program Type			Repair/Report/Paid Date		07-Dec-2014
Version Series Code		UNKN	Load Date		16 -Jun-2015
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-Suffi	1X		Dealer City		
on Causal Part Numbers			Dealer State/Province		
			D1 C		TTC A
Fault Code			Dealer Country		USA
Fault Code Diagonstic Trouble Code			Dealer Phone Number		USA
Fault Code Diagonstic Trouble Code Labor Operation Code			Dealer Phone Number Attachment	Code	USA
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date		16 -Jun-2015 TO MAKE RIGHT TURN TO HAVE (Dealer Phone Number Attachment VOQ Component Description		
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date Customert Comment AND FOUND LEF BALL JOINT, LOW	WENT THEN TUFF FRON	TO MAKE RIGHT TURN TO HAVE (IRNING INTO PARKING LOT I HEA IT TIRE TURNED SIDEWAYS I HAD	Dealer Phone Number Attachment VOQ Component Description CAR SERVICED FOR UNKNO' IRD A LOUD BANG AND AUT VARIOUS DAMAGE TO LEFT	WN CLI O WAS FRONT	USA CKING WHEN I WOULD ONLY MAKIMMOBILE AT THAT POINT I EXITE WHEEL AREA HAVING TO REPLACE MIRWIN MAZDA THAT RIGHT BAI
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date Customert WHILE DRIVING RIGHT TURNS W AND FOUND LEF BALL JOINT, LOW JOINT HAD ISSUE	WENT THEN TUFF FRON	TO MAKE RIGHT TURN TO HAVE (JRNING INTO PARKING LOT I HEA IT TIRE TURNED SIDEWAYS I HAD NTROL ARM, BENT AXLE AND RIN	Dealer Phone Number Attachment VOQ Component Description CAR SERVICED FOR UNKNO' IRD A LOUD BANG AND AUT VARIOUS DAMAGE TO LEFT	WN CLI O WAS FRONT	CKING WHEN I WOULD ONLY MAKINMOBILE AT THAT POINT I EXITE WHEEL AREA HAVING TO REPLACE
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment RIGHT TURNS W AND FOUND LEF BALL JOINT, LOW	WENT THEN TUFF FRON	TO MAKE RIGHT TURN TO HAVE (JRNING INTO PARKING LOT I HEA IT TIRE TURNED SIDEWAYS I HAD NTROL ARM, BENT AXLE AND RIN	Dealer Phone Number Attachment VOQ Component Description CAR SERVICED FOR UNKNO' IRD A LOUD BANG AND AUT VARIOUS DAMAGE TO LEFT	WN CLI O WAS FRONT	CKING WHEN I WOULD ONLY MAKINMOBILE AT THAT POINT I EXITE WHEEL AREA HAVING TO REPLACE
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date Customer Comment WHILE DRIVING RIGHT TURNS W AND FOUND LEF BALL JOINT, LOW JOINT HAD ISSUE	WENT THEN TUFF FRON	TO MAKE RIGHT TURN TO HAVE (JRNING INTO PARKING LOT I HEA IT TIRE TURNED SIDEWAYS I HAD NTROL ARM, BENT AXLE AND RIN	Dealer Phone Number Attachment VOQ Component Description CAR SERVICED FOR UNKNO' IRD A LOUD BANG AND AUT VARIOUS DAMAGE TO LEFT	WN CLI O WAS FRONT	CKING WHEN I WOULD ONLY MAKINMOBILE AT THAT POINT I EXITE WHEEL AREA HAVING TO REPLACE
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Tault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date Customer Comment C	WENT THEN TUFF FRON	TO MAKE RIGHT TURN TO HAVE (JRNING INTO PARKING LOT I HEA IT TIRE TURNED SIDEWAYS I HAD NTROL ARM, BENT AXLE AND RIN	Dealer Phone Number Attachment VOQ Component Description CAR SERVICED FOR UNKNO' IRD A LOUD BANG AND AUT VARIOUS DAMAGE TO LEFT	WN CLI O WAS FRONT	CKING WHEN I WOULD ONLY MAKINMOBILE AT THAT POINT I EXITE WHEEL AREA HAVING TO REPLACE
Tault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date Customer Comment Colis Recommendations Code Code Code Code Code Code Code Code	WENT THEN TU THEN TU T FRON WER CO ES AND	TO MAKE RIGHT TURN TO HAVE OF ITO MAKE RIGHT TURN TO HAVE OF ITO PARKING LOT I HEAR IT TIRE TURNED SIDEWAYS I HAD NTROL ARM, BENT AXLE AND RIND I ALSO HAD THAT REPLACED	Dealer Phone Number Attachment VOQ Component Description CAR SERVICED FOR UNKNO' RD A LOUD BANG AND AUT VARIOUS DAMAGE TO LEFT I DAMAGE I WAS ALSO INFO	WN CLI O WAS FRONT RM FRO	CKING WHEN I WOULD ONLY MAKIMMOBILE AT THAT POINT I EXITE WHEEL AREA HAVING TO REPLAC OM IRWIN MAZDA THAT RIGHT BAI
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Tault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date Customer WHILE DRIVING RIGHT TURNS W AND FOUND LEF BALL JOINT, LOW JOINT HAD ISSUE Comment Comment Colls Recommendations Tire Information Fire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Wehicle Information TIN	WENT TUTTER TO THE TOTAL TO THE TOTAL THE TOTA	TO MAKE RIGHT TURN TO HAVE OF THE AUTOMAKE RIGHT TURN TO HAVE OF THE AUTOMAKING LOT I HEART TIRE TURNED SIDEWAYS I HAD NOT AND ARM, BENT AXLE AND RIM I ALSO HAD THAT REPLACED	Dealer Phone Number Attachment VOQ Component Description CAR SERVICED FOR UNKNO' IRD A LOUD BANG AND AUT VARIOUS DAMAGE TO LEFT I DAMAGE I WAS ALSO INFO Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number	WN CLI TO WAS T FRONT TO WAS TO WAS T	CKING WHEN I WOULD ONLY MAKIMMOBILE AT THAT POINT I EXITE WHEEL AREA HAVING TO REPLACE OF THAT RIGHT BAIL OF THE WITH THE WOULD ONLY MAKE THE WOULD ONLY M
ault Code Diagonstic Trouble Code Diagonstic Type Diag	WENT THEN TUTTED TO THE T	TO MAKE RIGHT TURN TO HAVE OF TO MAKE RIGHT TURN TO HAVE OF TO PARKING LOT I HEAD IT TIRE TURNED SIDEWAYS I HAD NOTROL ARM, BENT AXLE AND RIN I ALSO HAD THAT REPLACED	Dealer Phone Number Attachment VOQ Component Description CAR SERVICED FOR UNKNO RD A LOUD BANG AND AUT VARIOUS DAMAGE TO LEFT M DAMAGE I WAS ALSO INFO Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description	Unkno	CKING WHEN I WOULD ONLY MAKIMMOBILE AT THAT POINT I EXITE WHEEL AREA HAVING TO REPLACE OF THAT RIGHT BAIL OF THE WITH THE WOULD ONLY MAKE THE WOULD ONLY M
ault Code Diagonstic Trouble Code Diagonstic Type Diagonstic Type Diagonstic Type Diagonstic Trouble Code Di	WENT THEN TUTTED TO THE TUTTED TUTTED TO THE TUTTED TO THE TUTTED TO THE TUTTED TO THE TUTTED TUTTED TO THE TUTTED TO THE TUTTED TO THE TUTTED TO THE TUTTED TUTTED TO THE TUTTED TO THE TUTTED TO TUTTED TO THE TUTTED TO THE TUTTED TO THE TUTTED TO TUTTED TUTTED TO TUTTED TO TUTTED	TO MAKE RIGHT TURN TO HAVE OF TO MAKE RIGHT TURN TO HAVE OF THE PROPERTY OF TH	Dealer Phone Number Attachment VOQ Component Description CAR SERVICED FOR UNKNO RD A LOUD BANG AND AUT VARIOUS DAMAGE TO LEFT DAMAGE I WAS ALSO INFO Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description	Unkno	CKING WHEN I WOULD ONLY MAR IMMOBILE AT THAT POINT I EXITE WHEEL AREA HAVING TO REPLAC OM IRWIN MAZDA THAT RIGHT BAI wn
ault Code Diagonstic Trouble Code Diagonstic Turns While Driving RIGHT TURNS WAND FOUND LEF BALL JOINT, LOW JOINT HAD ISSUE DIAGONSTIC TURNS WAND FOUND LEF BALL JOINT, LOW JOINT HAD ISSUE DIAGONSTIC TURNS WAND FOUND LEF DOT LEFT Front DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information Diagonstic Trouble Code Diagonstic Turns Wand Found Foun	WENT THEN TUTTED TO THE TUTTED TUTTED TO THE TUTTED TO THE TUTTED TO THE TUTTED TO THE TUTTED TUTTED TO THE TUTTED TO THE TUTTED TO THE TUTTED TO THE TUTTED TUTTED TO THE TUTTED TO THE TUTTED TO TUTTED TO THE TUTTED TO THE TUTTED TO THE TUTTED TO TUTTED TUTTED TO TUTTED TO TUTTED	TO MAKE RIGHT TURN TO HAVE OF TO MAKE RIGHT TURN TO HAVE OF TO PARKING LOT I HEAD IT TIRE TURNED SIDEWAYS I HAD NOTROL ARM, BENT AXLE AND RIN I ALSO HAD THAT REPLACED	Dealer Phone Number Attachment VOQ Component Description CAR SERVICED FOR UNKNO' RD A LOUD BANG AND AUT VARIOUS DAMAGE TO LEFT IN DAMAGE I WAS ALSO INFO Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line	Unkno	CKING WHEN I WOULD ONLY MAR IMMOBILE AT THAT POINT I EXITE WHEEL AREA HAVING TO REPLAC OM IRWIN MAZDA THAT RIGHT BAI wn
ault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date Customer WHILE DRIVING RIGHT TURNS W AND FOUND LEF BALL JOINT, LOW JOINT HAD ISSUE Comment Comment Colls Recommendations Fire Information Fire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information Tindidel Year Transmission Gody Cab Style Troduction Date	WENT / (HEN TU THEN TU T FRON WER CO ES AND Unknown *JM3TB 2008 Unknown UNKN U	TO MAKE RIGHT TURN TO HAVE OF THE AUTOMAKE RIGHT TURN TO HAVE OF THE AUTOMAKE INTO PARKING LOT I HEAR OF THE TURNED SIDEWAYS I HAD NOT AND ALE AND RIM I ALSO HAD THAT REPLACED	Dealer Phone Number Attachment VOQ Component Description CAR SERVICED FOR UNKNO' RD A LOUD BANG AND AUT VARIOUS DAMAGE TO LEFT ID DAMAGE I WAS ALSO INFO Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code	Unkno	CKING WHEN I WOULD ONLY MAR IMMOBILE AT THAT POINT I EXITE WHEEL AREA HAVING TO REPLAC OM IRWIN MAZDA THAT RIGHT BAI wn
ault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date Tu s t o m e r WHILE DRIVING RIGHT TURNS W AND FOUND LEF BALL JOINT, LOW JOINT HAD ISSUE Technician Comment COIS Recom lendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Rear DOT Left Inner DOT Spare Vehicle Information Tinded Year Transmission Transmission Todded Year Transmission Transmission Todded Style Troduction Date Tellant Description	WENT THEN TUTTED TO THE TUTTED TUTTED TO THE TUTTED TO THE TUTTED TO THE TUTTED TO THE TUTTED TUTTED TO THE TUTTED TO THE TUTTED TO THE TUTTED TO THE TUTTED TUTTED TO THE TUTTED TO THE TUTTED TO TUTTED TO THE TUTTED TO THE TUTTED TO THE TUTTED TO TUTTED TUTTED TO TUTTED TO TUTTED	TO MAKE RIGHT TURN TO HAVE OF THE AUTOMAKE RIGHT TURN TO HAVE OF THE AUTOMAKE INTO PARKING LOT I HEAR OF THE TURNED SIDEWAYS I HAD NOT AND ALE AND RIM I ALSO HAD THAT REPLACED	Dealer Phone Number Attachment VOQ Component Description CAR SERVICED FOR UNKNO RD A LOUD BANG AND AUT VARIOUS DAMAGE TO LEFT IN DAMAGE I WAS ALSO INFO Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	Unkno Unkno CX 9 Unkno	CKING WHEN I WOULD ONLY MAR IMMOBILE AT THAT POINT I EXITE WHEEL AREA HAVING TO REPLAC OM IRWIN MAZDA THAT RIGHT BAI wn
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date Customer WHILE DRIVING RIGHT TURNS W AND FOUND LEF BALL JOINT, LOW JOINT HAD ISSUE Technician Comment COIS Recommendations Fire Information Fire Manufacturer Fire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Wehicle Information Model Year Fransmission Body Cab Style Production Date Plant Description Build Region	WENT / (HEN TU THEN TU T FRON WER CO ES AND Unknown *JM3TB 2008 Unknown UNKN U	TO MAKE RIGHT TURN TO HAVE OF THE AUTOMAKE RIGHT TURN TO HAVE OF THE AUTOMAKE INTO PARKING LOT I HEAR OF THE TURNED SIDEWAYS I HAD NOT AND ALE AND RIM I ALSO HAD THAT REPLACED	Dealer Phone Number Attachment VOQ Component Description CAR SERVICED FOR UNKNO RD A LOUD BANG AND AUT VARIOUS DAMAGE TO LEFT ID DAMAGE I WAS ALSO INFO DOT Right Front DOT Right Front DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	Unkno Unkno CX 9 Unkno	CKING WHEN I WOULD ONLY MAKIMMOBILE AT THAT POINT I EXITE WHEEL AREA HAVING TO REPLACE OF THAT RIGHT BAIL OF THE WITH TH
Fault Code Diagonstic Trouble Code Labor Operation Code Communication Type Maintenance Date Customer WHILE DRIVING RIGHT TURNS W AND FOUND LEF BALL JOINT, LOW JOINT HAD ISSUE Cechnician Comment Comm	WENT / (HEN TU THEN TU T FRON WER CO ES AND Unknown *JM3TB 2008 Unknown UNKN U	TO MAKE RIGHT TURN TO HAVE OF THE AUTOMAKE RIGHT TURN TO HAVE OF THE AUTOMAKE INTO PARKING LOT I HEAR OF THE TURNED SIDEWAYS I HAD NOT AND ALE AND RIM I ALSO HAD THAT REPLACED	Dealer Phone Number Attachment VOQ Component Description CAR SERVICED FOR UNKNO RD A LOUD BANG AND AUT VARIOUS DAMAGE TO LEFT IN DAMAGE I WAS ALSO INFO Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	Unkno Unkno CX 9 Unkno	CKING WHEN I WOULD ONLY MAKIMMOBILE AT THAT POINT I EXITE WHEEL AREA HAVING TO REPLACE OF THAT RIGHT BAIL OF THE WITH TH

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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	716475	Source Code	VOQ Mazda			
Commodity Assignment						
Commodity Assignment	chassis-suspension-alignment-front suspension-	Symptom	function-malfunction/inoperative			
Commodity	chassis-suspension-alignment-front suspension-	Symptom	mod-driving condition-while driving			
Commodity	chassis-suspension-alignment-front suspension-	Symptom	separation			
Significant Event	chassis-suspension-arigimient-front suspension-	Verified	Y			
<u> </u>		vermed	1			
Tread Information						
Tread Category Code	01	Tread Category Description	steering			
Report Details						
Source Claim Key	003344079 ODI 10725488	Warranty Component Class	ification			
Source Claim Rey	003344079 ODI 10723488	(WCC)	meation			
Corporate Product Systems Class	esification	Time in Service				
	silication	Time in Service				
(CPSC) Customer Condition Code		V. C C (VEC)				
		V Function Group (VFG)	04 I 2015			
Source System Program Type	UNIVAL	Repair/Report/Paid Date	04-Jun-2015			
Version Series Code	UNKN	Load Date	23 -Jun-2015			
Causal Part Prefix - Base - Suffix	NOT PROVIDED BY COURCE	Dealer Code	NOT DROVIDED BY COURCE			
Causal Part Name Non Causal Part Prefix-Base-Sufi	NOT PROVIDED BY SOURCE	Dealer Name Dealer City	NOT PROVIDED BY SOURCE			
Non Causal Part Numbers	IIX	Dealer City Dealer State/Province				
			TICA			
Fault Code Diagonstic Trouble Code		Dealer Country Dealer Phone Number	USA			
Labor Operation Code		Attachment				
Communication Type		VOQ Component Description	Codo			
Maintenance Date	23 -Jun-2015	VOQ Component Description	Code			
			IPH, THE FRONT DRIVER SIDE BALL JOINT			
	MECHANIC WHO DIAGNOSED THAT THE E MANUFACTURER WAS NOT NOTIFIED OF TI		NEEDED REPLACEMENT THE VEHICLE WAS ATE FAILURE MILEAGE WAS 90,000			
CQIS Recom						
mendations						
Tire Information						
Tire Manufacturer	Unknown	Tira Ciza	Unknown			
Tire Brand Series	UIKIIOWII	Tire Size	UIKIIOWII			
DOT Left Front		Wheel DOT Right Front				
DOT Left Front DOT Left Rear						
		DOT Right Innor				
DOT Left Inner		DOT Right Inner				
DOT Spare						
Vehicle Information						
VIN	*JM3TB38C170	Engine Serial Number	UNKNOWN			
Model Year	2007	Engine Description	Unknown			
Transmission	Unknown	Vehicle Description	CX 9			
Body Cab Style	UNKN Unknown	Drive Line	Unknown			
Production Date		Retail Sale Indicator Code				
Plant Description	Unknown	Reaguired Vehicle				
Build Region		Warranty Start Date	04-Jun-2007			
Build Country Code		Transmission Serial Number	UNKNOWN			
Mileage	90000	Vehicle Axle Ratio				
Vehicle Restraint Code						

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Report Detail

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ECI Record	716484		Source Code	VOQ Mazda			
Commodity Assignment							
Commodity		suspension—	Symptom	field service action			
Commodity	chassis-suspension—		Symptom	function-malfunction/inoperative			
Commodity	chassis-s	suspension—	Symptom	mod-driving condition-while driving			
Significant Event		1	Verified	Y			
Tread Infor	mation						
Tread Category Co			Tread Category Description	suspension			
Report Deta	ails						
Source Claim Key		003344088 ODI 10725524	Warranty Component Classi	ification			
Source Claim Rey		003344088 ODI 10723324	(WCC)	meation			
Corporato Product	t Systems Classification		Time in Service				
(CPSC)	i Systems Classification		Time in Service				
Customer Condition	on Code		V Function Group (VFG)				
Source System Pro	ogram Type		Repair/Report/Paid Date	15-Jun-2015			
Version Series Coo	de	UNKN	Load Date	23 -Jun-2015			
Causal Part Prefix-		Dealer Code					
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE			
Non Causal Part Pa			Dealer City				
Non Causal Part N	lumbers		Dealer State/Province				
Fault Code			Dealer Country	USA			
Diagonstic Trouble			Dealer Phone Number				
Labor Operation C			Attachment				
Communication Ty			VOQ Component Description	Code			
Maintenance Date		23 -Jun-2015					
Customer WEN	NT TO DEALERSHIP	FOR AN OIL CHANGE AND TH	EY STATED THAT WE NEEDED	TO REPLACE OUR LOWER BALL JOINTS,			
				CEIVING COMPLAINTS ABOUT 2008 MAZDA			
	,			OUR ATTENTION THAT DUE TO SAFETY			
				PEND \$1,125 TO REPLACE THE ITEMS I NOW			
				CATASTROPHIC CASES WHERE THE CARS			
CRA	SHED DUE TO THE S	SUSPENSION PARTS FAILING I SU	RE HOPE THAT NHTSB MOVES I	FORWARD AND MAKES MAZDA PERFORM A			
REC	ALL HOPEFULLY I C	AN GET MY MONEY BACK FROM	I PAYING FOR THIS SERVICE MY	VEHICLE ONLY HAS 75K MILES ON IT			
Technician							
Comment							
CQIS Reco							

S	
Tire Inf	ormation
Tire Manufa	cturer

mmendation

Vehicle Information					
VIN	*	Engine Serial Number	UNKNOWN		
Model Year	2008	Engine Description	Unknown		
Transmission	Unknown	Vehicle Description	CX 9		
Body Cab Style	UNKN Unknown	Drive Line	Unknown		
Production Date		Retail Sale Indicator Code			
Plant Description	Unknown	Reaquired Vehicle			
Build Region			04-Jun-2007		
Build Country Code			UNKNOWN		
Mileage	0	Vehicle Axle Ratio			
Vehicle Restraint Code			_		

Disclaimer:

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

716495

ECI Record

Concern Driven Reporting

Report Detail

VOQ Mazda

Unknown

04-Jun-2007 UNKNOWN

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

Source Code

ECI RECOIU	/10493		Source Code	V OQ IVIAZUA
Commodity Assign	ment			
Commodity		suspension—	Symptom	damage-cracked/fractured/split
Commodity		suspension—	Symptom	function-malfunction/inoperative
Commodity		suspension—	Symptom	mod-driving condition-while driving
Commodity		suspension—	Symptom	nvh-noisy operation
Significant Event	CITAL SOLD	ouspension .	Verified	Y
8			, ermeu	-
Tread Information				
Tread Category Code	02		Tread Category Description	suspension
Report Details				
Source Claim Key		003344099 ODI 10725567	Warranty Component Cla	assification
·			(WCC)	
Corporate Product Systems	Classification	1	Time in Service	
(CPSC)				
Customer Condition Code			V Function Group (VFG)	
Source System Program Type	,		Repair/Report/Paid Date	09-Jun-2015
Version Series Code	·	UNKN	Load Date	23 -Jun-2015
Causal Part Prefix- Base - Sur	ffix		Dealer Code	23 -Juli-2013
Causal Part Name	шх	NOT PROVIDED BY SOURCE	Dealer Name	NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-	Suffix	TOT TROVIDED BY SCERCE	Dealer City	TOT TROVIDED BY SOURCE
Non Causal Part Numbers	Dullix		Dealer State/Province	
Fault Code			Dealer Country	USA
Diagonstic Trouble Code			Dealer Phone Number	CST
Labor Operation Code			Attachment	
Communication Type			VOQ Component Description	on Code
Maintenance Date		23 -Jun-2015	VoQ Component Description	on code
Comment RIGHT AND	$HEARD\ A$	LOUD BANGING SOUND THE V	EHICLE WAS TOWED TO AN	ACT TURNED THE STEERING WHEEL TO THE N INDEPENDENT MECHANIC WHERE IT WAS LE WAS REPAIRED THE MANUFACTURER WAS
NOT NOTIFIE		FAILURE THE FAILURE MILEAGE		
Technician				
Comment				
COIS Recom				
mendations				
Tire Information				
Tire Manufacturer	Unknow	n	Tire Size	Unknown
Tire Brand Series			Wheel	
DOT Left Front			DOT Right Front	
DOT Left Rear			DOT Right Rear	
DOT Left Inner			DOT Right Inner	
DOT Spare			5	
Vehicle Informatio	n			
VIN		338Y370	Engine Serial Number	UNKNOWN
Model Year	2007		Engine Description	Unknown
Transmission	Unknow	n	Vehicle Description	CX 0

Vehicle Description

Reaquired Vehicle

Warranty Start Date

Vehicle Axle Ratio

Retail Sale Indicator Code

Transmission Serial Number

Drive Line

Disclaimer:

Unknown

Unknown

94000

UNKN Unknown

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Transmission

Build Region

Body Cab Style

Production Date Plant Description

Build Country Code

Mileage Vehicle Restraint Code

Report Detail

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

ECI Record	716543	\$	Source Code	VOQ I	Mazda	
Commodity Assignm	ent					
		suspension-spindles/supports-fron	tSymptom	functi	on-malfunction/inoperative	
•	suspensio:		tsymptom	oni ranetion martinetion/moperative		
	chassis-suspension-spindles/supports-fro		tSymptom	tom mod-driving condition-while driving		
	suspensio					
•		suspension-spindles/supports-fron	tSymptom	separation		
Commodity	suspensio	n- suspension-spindles/supports-fron	tSymptom	cuene	nsion-ride height/level concerns	
	chassis-suspension-spindles/supports-frontSymptom suspension-ride height/l			isson-ride neighblever concerns		
Significant Event	suspensio	•	Verified	Y		
Tread Information						
	102	n	Frank Catagory Description		oion.	
Tread Category Code	02	Į.	Fread Category Description	suspen	ISION	
Report Details						
Source Claim Key		003344152 ODI 10725839	Warranty Component Classif	ication	1	
			(WCC)			
Corporate Product Systems Class	ssification		Time in Service			
(CPSC)						
Customer Condition Code			V Function Group (VFG)		07.14 0015	
Source System Program Type		UNIZNI	Repair/Report/Paid Date		07-May-2015	
Version Series Code Causal Part Prefix- Base - Suffix		UNKN	Load Date Dealer Code		23 -Jun-2015	
Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name		NOT PROVIDED BY SOURCE	
Non Causal Part Prefix-Base-Suf	fiv	NOT FROVIDED BT SOURCE	Dealer City		NOT FROVIDED BT SOURCE	
Non Causal Part Numbers	117		Dealer State/Province			
Fault Code			Dealer Country		USA	
Diagonstic Trouble Code			Dealer Phone Number			
Labor Operation Code			Attachment			
Communication Type			VOQ Component Description C	Code		
Maintenance Date		23 -Jun-2015				
Comment SEPARATED TH NEEDED TO BI	E VEHIC E REPLA	CLE WAS TAKEN TO AN INDEPENDEN	NT MECHANIC THE TECHNION THE MANUFACTURER WA	CIAN I	T SUSPENSION LOWER BALL JOINT DIAGNOSED THAT THE BALL JOINTS IT MADE AWARE OF THE ISSUE THE	
CQIS Recom						
mendations						
Tire Information						
Tire Manufacturer	Unknow	n N	Fire Size	Unkno	own	
Tire Brand Series	Similowi		Wheel	J	···	
DOT Left Front			OOT Right Front			
DOT Left Rear			OOT Right Rear			
DOT Left Inner			OOT Right Inner			
DOT Spare						
Vehicle Information						
VIN	*		Engine Serial Number		IOWN	
Model Year	2008		Engine Description	Unkno	own	
Transmission	Unknow		Vehicle Description	CX 9		
Body Cab Style	UNKN U		Orive Line	Unkno	own	
Production Date			Retail Sale Indicator Code			
Plant Description	Unknow		Reaquired Vehicle	04 *	2007	
Build Region			Warranty Start Date	04-Jun		
Build Country Code	1,00000		Transmission Serial Number	UNKN	NOWN	
Mileage Vehicle Restraint Code	160000		Vehicle Axle Ratio			
venicie Restraint Code						

Disclaimer

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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	716599		Source Code	VOQ I	Mazda		
Commodity Assignment							
Commodity		uspension-alignment-front suspension-	Symptom	damae	e-cracked/fractured/split		
Commodity		uspension-alignment-front suspension-	Symptom		on-malfunction/inoperative		
Commodity		uspension-alignment-front suspension-	Symptom		riving condition-while driving		
Commodity		uspension-alignment-front suspension-	Symptom		riving condition-while turning		
Commodity		uspension-alignment-front suspension-	Symptom		ehicle towed in		
Commodity		uspension-alignment-front suspension-	Symptom		oisy operation		
Commodity		uspension-alignment-front suspension-	Symptom	separa			
Commodity		uspension-alignment-front suspension-	Symptom		sion-ride height/level concerns		
Significant Event			Verified	Y	8		
Tread Information				•			
	01		Tread Category Description	steerin	ıg		
Report Details	•						
Source Claim Key		D02244212 ODI 10726169	Warmanty, Commanant Class	fication			
Source Claim Key		003344212 ODI 10726168	Warranty Component Classification		1		
			(WCC)				
Corporate Product Systems Clas	sification		Time in Service				
(CPSC)			V Function Grove (VEC)				
Customer Condition Code			V Function Group (VFG)		24 M 2015		
Source System Program Type		LINIZNI	Repair/Report/Paid Date		24-May-2015		
Version Series Code		UNKN	Load Date		23 -Jun-2015		
Causal Part Prefix- Base - Suffix		 MOT DDOVIDED DV COURCE	Dealer Code		NOT DROVIDED BY SOURCE		
Causal Part Name	c	NOT PROVIDED BY SOURCE	Dealer Name		NOT PROVIDED BY SOURCE		
Non Causal Part Prefix-Base-Suff	ПΧ		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		23 -Jun-2015					
TOWED TO A DEALER WHERE IT WAS DIAGNOSED THAT THE PASSENGER SIDE LOWER BALL JOINT FRACTURED AND NEEDED TO BE REPLACED AND THE AXLE FRACTURED AND LODGED INTO THE ENGINE THE VEHICLE WAS LATER TOWED TO AN INDEPENDENT MECHANIC WHERE IT WAS REPAIRED THE MANUFACTURER WAS MADE AWARE OF THE FAILURE THE FAILURE MILEAGE WAS APPROXIMATELY 95,000							
Technician							
Comment							
COIS Recom							
mendations							
Time Information							
Tire Information Tire Manufacturer	Unknov		Tiro Cizo	[] _p] _{ru} -	NVD		
The state of the s	Unknow	П	Tire Size	Unkno	OWII		
Tire Brand Series							
DOT Left Front			Wheel				
			DOT Right Front				
DOT Left Rear			DOT Right Front DOT Right Rear				
DOT Left Inner			DOT Right Front				
DOT Left Inner DOT Spare			DOT Right Front DOT Right Rear				
DOT Left Inner			DOT Right Front DOT Right Rear				
DOT Left Inner DOT Spare Vehicle Information VIN	*ЈМЗТВ	38Y270	DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number		NOWN		
DOT Left Inner DOT Spare Vehicle Information VIN Model Year	2007		DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description	Unkno			
DOT Left Inner DOT Spare Vehicle Information VIN			DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number				
DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style	2007 Unknow		DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line	Unkno	own		
DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission	2007 Unknow	n	DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description	Unkno CX 9	own		
DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style	2007 Unknow	n Jnknown	DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line	Unkno CX 9	own		
DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	2007 Unknowi UNKN U	n Jnknown	DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code	Unkno CX 9 Unkno	own 1-2007		
DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description	2007 Unknowi UNKN U	n Jnknown	DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	Unkno CX 9 Unkno	wn wn		
DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code Mileage	2007 Unknowi UNKN U	n Jnknown	DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	Unkno CX 9 Unkno	own -2007		
DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code	Unknown	n Jnknown	DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	Unkno CX 9 Unkno	own 1-2007		

Disclaimer

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Report Detail

ECI Record	716659		Source Code	VOQ N	Mazda		
Commodity Assignment							
Commodity		suspension-alignment-front suspension-	Symptom	damag	e-cracked/fractured/split		
Commodity		suspension-alignment-front suspension-	Symptom		on-malfunction/inoperative		
Commodity		suspension-alignment-front suspension-	Symptom		riving condition-at cruise		
Commodity		suspension-alignment-front suspension-	Symptom	mod-di	riving condition-while driving		
Commodity		suspension-alignment-front suspension-	Symptom		ehicle towed in		
Commodity		suspension-alignment-front suspension-			isy operation		
Commodity		suspension-stabilizers-front suspension-			e-cracked/fractured/split		
Commodity		suspension-stabilizers-front suspension-			on-malfunction/inoperative		
Commodity		suspension-stabilizers-front suspension-	Symptom mod-		riving condition-at cruise		
Commodity		suspension-stabilizers-front suspension-	Symptom mod		riving condition-while driving		
Commodity	chassis-s	suspension-stabilizers-front suspension-			ehicle towed in		
Commodity	chassis-s	suspension-stabilizers-front suspension-			isy operation		
Significant Event		-	Verified	Y			
Tread Information							
Tread Category Code	01		Tread Category Description	steerin	g		
Tread Category Code	02		Tread Category Description	suspen			
Report Details							
Source Claim Key		003344286 ODI 10726448	Warranty Component Classi (WCC)	fication			
Corporate Product Systems Class	sification		Time in Service				
(CPSC)			Time in Service				
Customer Condition Code			V Function Group (VFG)				
Source System Program Type			Repair/Report/Paid Date		11-Feb-2015		
Version Series Code		UNKN	Load Date		23 -Jun-2015		
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-Suff	îx		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		23 -Jun-2015					
NON DEALER SE AND SWAY BAR DETERMINED TH ON THE LEFT FRO CAR) INSPECTIO BALL JOINTS ON	RVICE F LINK IAT THE ONT ABO ON I MEI CX 9S I	ACILITY, WHICH DETERMINED TH WERE REPLACED THE NEXT WE SAME REPAIRS WERE NEEDED ON OUT A MONTH AFTER THESE REPAINTIONED THE REPAIRS I'D HAD DO	AT THE LEFT FRONT BALL IGEK, I RETURNED THE CAR THE RIGHT FRONT, AS WELL RS, I TOOK MY CAR TO MY I DNE, AND THEY SAID THEY I EEWAY (70 MPH) NOT FIVE IN	OINT H TO T L AS RI OCAL WEREN	IGAGED THE CAR WAS TOWED TO A AD BROKEN THE BALL JOINT, AXLE HE SERVICE FACILITY, AND THEY EPLACEMENT OF THE TIE ROD ENDS MAZDA DEALER FOR A FULL (USED I'T AWARE OF ANY PROBLEMS WITH ES BEFORE THE BALL JOINT BROKE I		
Technician Comment CQIS Reco							
mmendation s							
Tire Information							
Tire Manufacturer	Unknow	n	Tire Size	Unkno	wn		
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	*ЈМ3ТВ	28A880	Engine Serial Number	UNKN	IOWN		
Model Year	2008	-	Engine Description	Unkno			
Transmission	Unknow	n	Vehicle Description	CX 9			
Body Cab Style		Jnknown	Drive Line	Unkno	wn		
Production Date	T		Retail Sale Indicator Code	- 2220			
Plant Description	Unknow	n	Reaguired Vehicle				
Build Region			Warranty Start Date	04-Jun	-2007		
Build Country Code			Transmission Serial Number	UNKN			
Mileage	89004		Vehicle Axle Ratio		·		
	1						

Vehicle Restraint Code

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716669

ECI Record

Concern Driven Reporting

Report Detail

VOQ Mazda

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

Source Code

Let Record	/1000/				
Commodity Assignm	nent				
Commodity		uspension—	Symptom	damao	e-cracked/fractured/split
Commodity		uspension—	Symptom	functio	on-malfunction/inoperative
Commodity		uspension—	Symptom	impro	per assembly
Commodity		uspension—	Symptom		o indication (sudden)
Commodity		uspension—	Symptom	pulls/c	
Significant Event	Citassis-s	uspension—	Verified	Y	unts
			vernied	1	
Tread Information					
Tread Category Code	02		Tread Category Description	susper	nsion
Report Details					
Source Claim Key		003344296 ODI 10726480	Warranty Component Class	sification	1
			(WCC)		
Corporate Product Systems Cla	ssification		Time in Service		
(CPSC)					
Customer Condition Code			V Function Group (VFG)		
Source System Program Type			Repair/Report/Paid Date		20-Jun-2015
Version Series Code		UNKN	Load Date		23 -Jun-2015
Causal Part Prefix- Base - Suffix		L _	Dealer Code		23 9411 2013
Causal Part Fleix- Base - Sullix Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Name		NOT PROVIDED BY SOURCE
	66	NOT FROVIDED BT SOURCE			NOT PROVIDED BY SOURCE
Non Causal Part Prefix-Base-Suf	IIIX		Dealer City		
Non Causal Part Numbers			Dealer State/Province		TICA
Fault Code			Dealer Country		USA
			Dealer Phone Number		
Diagonstic Trouble Code			Attachment		
Labor Operation Code		4	UOO C	<u> </u>	
Labor Operation Code Communication Type			VOQ Component Description	1 Code	
Labor Operation Code Communication Type Maintenance Date C u s t o m e r I WAS PULLIN Comment THAT THE SU	IG INTO A SPENSIO	N BROKE AND THE FRONT DRIV	EX 9 CAME TO A SUDDEN STOR	P WHEN	I I GOT OUT OF THE CAR I REALIZE TTACHED TO THE BEARING THE CA
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Comment Technician	IG INTO A SPENSIO	A DRIVEWAY AND MY MAZDA C	EX 9 CAME TO A SUDDEN STOR	P WHEN	
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Comment Te c h n i c i a n Comment CO	IG INTO A SPENSIO	A DRIVEWAY AND MY MAZDA C N BROKE AND THE FRONT DRIV	EX 9 CAME TO A SUDDEN STOR	P WHEN	
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Comment Te c h n i c i a n Comment CO	IG INTO A SPENSIO	A DRIVEWAY AND MY MAZDA C N BROKE AND THE FRONT DRIV	EX 9 CAME TO A SUDDEN STOR	P WHEN	
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Comment Te c h n i c i a n Comment CQIS Recommendations Tire Information	IG INTO A SPENSIO VABLE A	A DRIVEWAY AND MY MAZDA C N BROKE AND THE FRONT DRIV ND HAD TO BE TOWED	EX 9 CAME TO A SUDDEN STOP TERS SIDE WHEEL WAS NO LON	P WHEN	ITACHED TO THE BEARING THE CA
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Comment Te c h n i c i a n Comment CQIS Recommendations Tire Information Tire Manufacturer	IG INTO A SPENSIO	A DRIVEWAY AND MY MAZDA C N BROKE AND THE FRONT DRIV ND HAD TO BE TOWED	EX 9 CAME TO A SUDDEN STOR FERS SIDE WHEEL WAS NO LON	P WHEN	ITACHED TO THE BEARING THE CA
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment COGIS Recommendations Tire Information Tire Manufacturer Tire Brand Series	IG INTO A SPENSIO VABLE A	A DRIVEWAY AND MY MAZDA C N BROKE AND THE FRONT DRIV ND HAD TO BE TOWED	EX 9 CAME TO A SUDDEN STOR FERS SIDE WHEEL WAS NO LON	P WHEN	ITACHED TO THE BEARING THE CA
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment THAT THE SU WAS NOT DRI Te c h n i c i a n Comment CQIS Recommendations Tire Information Tire Brand Series DOT Left Front	IG INTO A SPENSIO VABLE A	A DRIVEWAY AND MY MAZDA C N BROKE AND THE FRONT DRIV ND HAD TO BE TOWED	EX 9 CAME TO A SUDDEN STOP TERS SIDE WHEEL WAS NO LON Fire Size Wheel DOT Right Front	P WHEN	ITACHED TO THE BEARING THE CA
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment THAT THE SU WAS NOT DRI Te c h n i c i a n Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear	IG INTO A SPENSIO VABLE A	A DRIVEWAY AND MY MAZDA C N BROKE AND THE FRONT DRIV ND HAD TO BE TOWED	EX 9 CAME TO A SUDDEN STORM FOR SIDE WHEEL WAS NO LOW Tire Size Wheel DOT Right Front DOT Right Rear	P WHEN	ITACHED TO THE BEARING THE CA
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment THAT THE SU WAS NOT DRI Te c h n i c i a n Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner	IG INTO A SPENSIO VABLE A	A DRIVEWAY AND MY MAZDA C N BROKE AND THE FRONT DRIV ND HAD TO BE TOWED	EX 9 CAME TO A SUDDEN STOP TERS SIDE WHEEL WAS NO LON Fire Size Wheel DOT Right Front	P WHEN	ITACHED TO THE BEARING THE CA
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment THAT THE SU WAS NOT DRI Te c h n i c i a n Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear	IG INTO A SPENSIO VABLE A	A DRIVEWAY AND MY MAZDA C N BROKE AND THE FRONT DRIV ND HAD TO BE TOWED	EX 9 CAME TO A SUDDEN STORM FOR SIDE WHEEL WAS NO LOW Tire Size Wheel DOT Right Front DOT Right Rear	P WHEN	ITACHED TO THE BEARING THE CA
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment CQIS Recommendations Tire Information Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information	IG INTO A SPENSIO VABLE A	A DRIVEWAY AND MY MAZDA C N BROKE AND THE FRONT DRIV ND HAD TO BE TOWED	EX 9 CAME TO A SUDDEN STORM FOR SIDE WHEEL WAS NO LOW Tire Size Wheel DOT Right Front DOT Right Rear	P WHEN	ITACHED TO THE BEARING THE CA
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment THAT THE SU WAS NOT DRI Te c h n i c i a n Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare	IG INTO A SPENSIO VABLE A	A DRIVEWAY AND MY MAZDA C N BROKE AND THE FRONT DRIV ND HAD TO BE TOWED	EX 9 CAME TO A SUDDEN STORM FOR SIDE WHEEL WAS NO LOW Tire Size Wheel DOT Right Front DOT Right Rear	P WHEN	ITACHED TO THE BEARING THE CA
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment CQIS Recommendations Tire Information Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information	Unknow	A DRIVEWAY AND MY MAZDA C N BROKE AND THE FRONT DRIV ND HAD TO BE TOWED	EX 9 CAME TO A SUDDEN STOR TERS SIDE WHEEL WAS NO LON Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner	P WHEN	OWN
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment THAT THE SU WAS NOT DRI Te c h n i c i a n Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN	Unknowi	A DRIVEWAY AND MY MAZDA C N BROKE AND THE FRONT DRIV ND HAD TO BE TOWED	EX 9 CAME TO A SUDDEN STORERS SIDE WHEEL WAS NO LONGERS SIDE WHEEL WHEEL WHEEL WHEEL WHEEL WHEEL WHEEL WAS NO LONGERS SIDE WAS NO LONGERS SIDE WHEEL WAS NO LONGERS SIDE WHEEL WAS NO LONGERS SIDE WHEEL WAS NO LONGERS SIDE WAS NO LONGERS SIDE WHEEL WAS NO LONGERS SIDE WHE WAS NO LONGERS SIDE WAS NO LONGERS SIDE WHENLY SIDE WAS NO LONGERS SIDE WAS NO LONGERS SIDE WAS NO LONGERS SIDE WHENLY SIDE WAS NO LONGERS	P WHEN NGER A'	OWN
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment COGIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information Vin Model Year Transmission	Unknowi *JM3TB 2007 Unknowi	A DRIVEWAY AND MY MAZDA C N BROKE AND THE FRONT DRIV ND HAD TO BE TOWED	Tire Size Wheel DOT Right Front DOT Right Inner Engine Serial Number Engine Description Vehicle Description	Unkno	WOWN
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment COMENT Tree Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style	Unknowi *JM3TB 2007 Unknowi	A DRIVEWAY AND MY MAZDA C N BROKE AND THE FRONT DRIV ND HAD TO BE TOWED	EX 9 CAME TO A SUDDEN STOR FERS SIDE WHEEL WAS NO LON Tire Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line	Unkno	WOWN
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment THAT THE SU WAS NOT DRI Te c h n i c i a n Comment CQIS Recommendations Tire Information Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date	Unknowi *JM3TB 2007 UNKN U	A DRIVEWAY AND MY MAZDA C N BROKE AND THE FRONT DRIV ND HAD TO BE TOWED 1 38C770 1 Junknown	Ex 9 CAME TO A SUDDEN STORERS SIDE WHEEL WAS NO LON Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Vehicle Dive Line Retail Sale Indicator Code	Unkno	WOWN
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment C u s t o m e r Comment THAT THE SU WAS NOT DRI Te c h n i c i a n Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description	Unknowi *JM3TB 2007 Unknowi	A DRIVEWAY AND MY MAZDA C N BROKE AND THE FRONT DRIV ND HAD TO BE TOWED 1 38C770 1 Junknown	EX 9 CAME TO A SUDDEN STOR FIRS SIDE WHEEL WAS NO LON FIRE Size Wheel DOT Right Front DOT Right Rear DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle	Unkno	NOWN NOWN
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment C u s t o m e r Comment THAT THE SU WAS NOT DRI Te c h n i c i a n Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	Unknowi *JM3TB 2007 UNKN U	A DRIVEWAY AND MY MAZDA C N BROKE AND THE FRONT DRIV ND HAD TO BE TOWED 1 38C770 1 Junknown	Tire Size Wheel DOT Right Front DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	Unkno Unkno Unkno Unkno Unkno Ox 9 Unkno	NOWN OWN OWN OWN
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment Te c h n i c i a n Comment COGIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information Win Model Year Transmission Body Cab Style Production Date Plant Description Build Region Build Country Code	Unknown *JM3TB 2007 Unknown Unknown Unknown	A DRIVEWAY AND MY MAZDA C N BROKE AND THE FRONT DRIV ND HAD TO BE TOWED 1 38C770 1 Junknown	Tire Size Wheel DOT Right Front DOT Right Inner Engine Serial Number Engine Description Vehicle Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date Transmission Serial Number	Unkno Unkno Unkno Unkno Unkno Ox 9 Unkno	NOWN NOWN
Labor Operation Code Communication Type Maintenance Date C u s t o m e r Comment C u s t o m e r Comment THAT THE SU WAS NOT DRI Te c h n i c i a n Comment CQIS Recommendations Tire Information Tire Manufacturer Tire Brand Series DOT Left Front DOT Left Rear DOT Left Inner DOT Spare Vehicle Information VIN Model Year Transmission Body Cab Style Production Date Plant Description Build Region	Unknowi *JM3TB 2007 UNKN U	A DRIVEWAY AND MY MAZDA C N BROKE AND THE FRONT DRIV ND HAD TO BE TOWED 1 38C770 1 Junknown	Tire Size Wheel DOT Right Front DOT Right Inner Engine Serial Number Engine Description Vehicle Description Drive Line Retail Sale Indicator Code Reaquired Vehicle Warranty Start Date	Unkno Unkno Unkno Unkno Unkno Ox 9 Unkno	NOWN OWN OWN OWN

Disclaimer:

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



Report Detail

ECI Record	716700		Source Code	VOQ N	Mazda		
			Source Code	VOQI	viazda		
Commodity Assignm		1	10				
Commodity Commodity		suspension-alignment-front suspension-	Symptom		e-cracked/fractured/split		
Commodity		suspension-alignment-front suspension- suspension-alignment-front suspension-	Symptom Symptom		on-malfunction/inoperative on-steering/brake ineffective		
Commodity		suspension-alignment-front suspension-	Symptom		control		
Commodity		suspension-alignment-front suspension-	Symptom		riving condition-while driving		
Commodity		suspension-alignment-front suspension-	Symptom		oisy operation		
Commodity		suspension-alignment-front suspension-	Symptom	separat			
Significant Event			Verified	Y			
Tread Information							
	01		Tread Category Description	steerin	lg		
Report Details							
Source Claim Key		003344331 ODI 10726622	Warranty Component Classi (WCC)	fication	1		
Corporate Product Systems Class	sification	1	Time in Service				
(CPSC)							
Customer Condition Code			V Function Group (VFG)		21.1 2015		
Source System Program Type		TINIZNI	Repair/Report/Paid Date		21-Jun-2015		
Version Series Code		UNKN	Load Date		23 -Jun-2015		
Causal Part Prefix- Base - Suffix Causal Part Name		NOT PROVIDED BY SOURCE	Dealer Code Dealer Name		NOT PROVIDED BY SOURCE		
Non Causal Part Prefix-Base-Suff	fix	TOT I ROVIDED DI SOURCE	Dealer City		TOT I KOVIDED DI SOURCE		
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		3 -Jun-2015					
GET STOPPED THE RIGHT FRONT PASSENGER WHEEL AT BROKEN FREE OF THE SUSPENSION AND STEERING MECHANIS ACCORDING TO THE REPAIR SHOP THE LOWER BALL JOINT BROKE, PUSHED OUT AND BROKE THE AXLE SHAFT ALSO THE FOR OF THE SHIFTING WHEEL/TIRE PUSHED THE RIGHT QUARTER PANEL INTO THE RIGHT PASSENGER DOOR, MAKING THE DO INOPERABLE I'VE HEARD OF OTHERS WITH THIS SAME INCIDENT WITH THE CX9 FORTUNATELY THIS OCCURRED AT LOW SPEI WITH NO OTHER TRAFFIC OR PEDESTRIANS IN THE AREA							
Technician							
Comment							
CQIS Reco							
mmendation s							
Tire Information							
Tire Manufacturer	Unknow	n	Tire Size	Unkno	own		
Tire Brand Series			Wheel				
DOT Left Front DOT Left Rear			DOT Right Front DOT Right Rear				
DOT Left Rear DOT Left Inner			DOT Right Rear				
DOT Spare			5 of regit milet				
Vehicle Information							
VIN	*		Engine Serial Number		NOWN		
Model Year	2007		Engine Description	Unkno	own		
Transmission	Unknow	n Jnknown	Vehicle Description	CX 9 Unkno	NIV.		
Body Cab Style Production Date	UNKINU	JIKHOWII	Drive Line Retail Sale Indicator Code	UIIKNO	JWII		
Plant Description	Unknow	n	Reaquired Vehicle				
Build Region	JIMIOW	···	Warranty Start Date	04-Jun	n-2007		
Build Country Code			Transmission Serial Number		NOWN		
Mileage	127000		Vehicle Axle Ratio				
Vehicle Restraint Code							

Disclaimer:

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

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APPENDIX 7

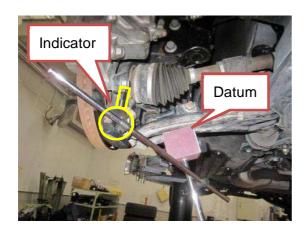
Inspection & Repair Procedure Draft

CX-9 Lower Arm Inspection & Repair Procedure



INSPECTION PROCEDURE

- 1. Remove front wheels and lift the vehicle on hoist.
- 2. Fix magnetic base or locking pliers indicator holder on the bottom of the lower arm securely to set the dial indicator.





Magnetic base indicator holder (left) Locking pliers indicator holder (right)

- 3. Place sensing tip of the dial indicator on a horizontal flat surface at hexagonal surface of the bolt head which fixes Brake Caliper and Steering Knuckle.
- 4. Press down lower arm with a bar. (4 feet bar is recommended.)
- 5. Measure the play of the ball joint with the dial indicator.

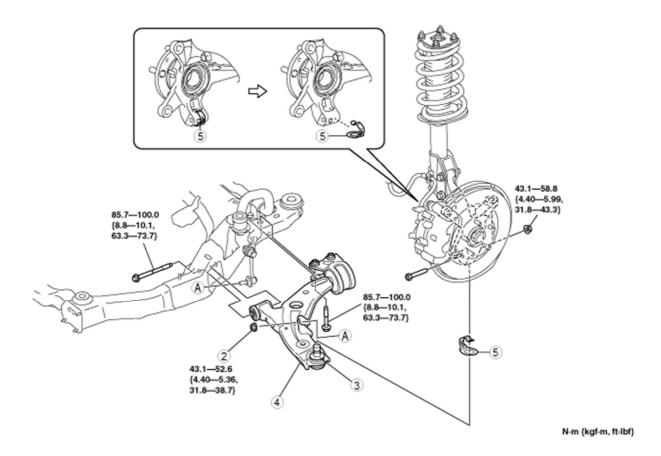
If the play exceeds 2.0 mm (0.079 in, 5/64 in), the lower arm should be replaced.





6. Measure the other side as well.

REPAIR PROCEDURE



- 1. Remove front wheels and lift the vehicle on hoist.
- 2. Remove stabilizer control link lower nut.
- 3. Remove front lower arm ball joint from the knuckle.
- 4. Remove front lower arm
- 5. Remove spacer (when equipped with the spacer)
- 6. Assemble lower arm.
- 7. Assemble front lower arm ball joint to the knuckle (with spacer if equipped).
- 8. Assemble stabilizer control link lower nut.
- 9. Inspect for front toe and adjust it as necessary.

Note: No need to inspect wheel alignment items other than front toe.

Front wheel alignment [2WD] (Unloaded)*1

	ltom			Fuel	gauge indi	cation	
	Item			1/4	1/2	3/4	Full
Maximum steering angle		Inner	38°				
[Tolera	nce ±3°]	Outer			32°		
Tire [Tolerance ±4 {0.16}]		(mm	2 {0.08}				
Total toe-in	Rim inner [Tolerance ±3 {0.12}]	{in})			with 18 inch with 20 inch		
	(0	degree)	0°09′±0°18′				
Caster	Caster angle ^{*2} [Tolerance ±1°]			3°02′	3°	03′	3°04′
Camber angle ^{*2} [Tolerance ±1°]			-0°	°19′	-04	°20′	-0°21′
Steering axis inclination (Reference value)			11°31′	11°32′	11°33′	11°34′	11°35′

^{*1:} Engine coolant and engine oil are at specified level. Spare tire, jack and tools are in designated position.

Front wheel alignment [4WD] (Unloaded)*1

	ltom			Fuel	gauge indi	cation	
	ltem	Empty	1/4	1/2	3/4	Full	
Maxim	Maximum steering angle		38°				
[Tolera	nce ±3°]	Outer			32°		
Taral	Tire [Tolerance ±4 {0.16}]	(mm	2 {0.08}				
Total toe-in	Rim inner [Tolerance ±3 {0.12}]	{in})				wheel: 1.2 wheel: 1.4	
	(0	degree)	0°09′±0°18′				
Caster	Caster angle ^{*2} [Tolerance ±1°]			3°	03′	3°04′	3°05′
Cambe	Camber angle ^{*2} [Tolerance ±1°]			°19′	-04	°20′	-0°21′
Steering axis inclination (Reference value)			11°31′	11°32′	11°33′	11°34′	11°35′

^{*1:} Engine coolant and engine oil are at specified level. Spare tire, jack and tools are in designated position.

^{*2:} Difference between left and right must not exceed 1°30'.

^{*2:} Difference between left and right must not exceed 1°30'.

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APPENDIX 8
ACTIONS

Action title	Start date	End date	Brief summary of action	Responsible group	Brief summary of findings	Attachment
1 Investigation of parts	11/1/2012	1/24/2013	An analytical investigation was implemented on the ball joint recovered from the field	THK RHYTHM Mazda R&D	Lip seal area of the boot cover has been worn and rust inside the ball joint was identified	A,B
2 Durability evaluation	est 2012/12/13	4/26/2013	A durability test for rust was conducted under some combined stringent conditions for the currently mass produced and countermeasure.	THK RHYTHM Mazda R&D	Water has been intruded into the currently mass produced joint and wear of the boot cover's lip area and rust into the stud was confirmed. However, only a countermeasure which applied a lip on the upper surface of the boot cover and a suspension plate showed an improvement tendency.	C,D,E,F
3 Selection of a countermeasure	5/9/2013	6/11/2013	Compared characteristics of specification of multiple alternatives and selected the best specifications.	THK RHYTHM Mazda R&D	As a countermeasure, we have selected an idea of a change of the boot cover shape (addition of lip on the boot cover upper surface) and of an addition of a suspension plate which have been adopted to other Mazda models.	G
4 Noise perception test	6/10/2013	6/13/2013	Conducted a noise perception test by using ball joints recovered from the field.	Mazda R&D	Evaluated ball joints recovered from the field on an actual vehicle, but noise was not perceived	Н
5 Durability evaluation	est 6/28/2013	7/16/2013	Conducted a durability test under the stringent conditions for rust with the countermeasured specifications (change of a lip shape and addition of a suspension plate on the boot) with changed material.	THK RHYTHM Mazda R&D	Actions of adding a lip and on the upper surface of the boot cover and a suspension plate and of a change of boot material show effectiveness, so these counteractions have been incorporated as countermeasures	1
6 Evaluation test for no perception	se 9/5/2013	9/5/2013	Reproduction test was conducted by attaching the concern parts with the largest amount of free play on both left and right sides.	Mazda R&D	Crafted the worst concern parts with the largest amount free play and dynamically evaluated them on the actual vehicle and noise was perceived.	J
7 Durability evaluation	est 10/18/2013	11/11/2013	Conducted a durability test under the stringent conditions for rust with incorporation of the counter-auctioned parts.	THK RHYTHM Mazda R&D	The counter-measured parts have met the standard of durability test and good quality was confirmed.	К
8 Evaluation test for a progress of concerns	10/31/2013	1/30/2014	Predicted the progression level of free play of ball joints by age and by mileage based on the measurement of recovered parts from the field.	THK RHYTHM Mazda R&D	The ball joints recorded from the field were assured to have been driven for about 2 years after the noise was generated. Concluded that this issue will not lead to a ball-joint's coming off, since the interval of the scheduled maintenance is 2 years and 30,000 miles, so free play of the ball-joint is detected and repaired at the time of the scheduled maintenance timing.	L
Evaluation test for bal joint separation	3/11/2015	3/12/2015	Conducted an evaluation test for ball joint separation during driving.	Mazda R&D	When a ball joint separated during driving, Mazda confirmed that a vehicle could not drive. Also, a ball joint was easy to separate at low speed before becoming high-speed, and there were no rollover and the deviation of the line even if a separation occurred.	М
Inspection for frequer occurrence characteri		6/29/2015	Inspected future failure generating volume.	Mazda Quality	Mazda confirmed that there were frequent occurrence characteristics about this defect because it was predicted that 256 ball joint separations will occur in future.	N

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APPENDIX 8
Attachment A

THK Rhythm Co., Ltd.

Jan. 23. 2013 **NOK Corporation** Gasket · Boots Div. Design Dept. DC Boot Design Sec.

Written	by	Checked by	Approved by
K. Kanag	lana	Timoshao	14. Masuko

Dust Boots Investigation Report

We investigated the dust boot samples. Please see following investigation results. (This report is English ver. of E1RD88066-2)

1. Investigation items

Customer Part No.	BDC212A
NOK Dwg. No.	ER0897M0
NOK Type & Sise	RDSF 21.3×42×26
Material	M701

2. Information of Investigation Items

No.	Application	Date of Sale	Date of Repair	Vehicle Run	Appearance of Sidewall	Water Intrusion
1	FR/LWR	Sep. 2008	Aug. 2012	75,413 km	Breaked for circumferential direction	Yes
2	FR/LWR	Sep. 2008	Aug. 2012	75,413 km	Not breaked	Yes

Note: The information was provided by the customer.

3. Investigation Results

(1) Dimensions, Lip Contact Load, Compression Load & Rubber Hardness : See Page 2 (2) Appearance : See Page 2 (3) Lip abrasion : See Page 3

4. Conclusions

(1) No.1

- •There are evidences on the fractured face which the breakages were caused by any foreign objects at the portion C.
- •There are folded lines which were caused by the dents of the sidewall, so foreign objects might usually contact to the sidewall.
- It is considerd that the breakage was caused by the cracks at the portion C
- •There is no evidence of the sidewall dents.
- •It is considered the wrong amount of grease or the defect assembly of boots because of the sidewall dents.

(2) No.2

- •There are cracks at the upper portion of the lip.
- •It is less possibility that some foreign objects contacted to the upper portion of the lip, so it is considered that the cracks were caused by removing the boot.

There are the significant lip abrasion with both of No.1 and No.2. It is considerd the defect assembly of boots, the big osscilation angle and the surface state of Knucle and Stud from the lip abrasion.

Sample No.2 isn't breaked at the sidewall, so it is considerd that the water intrusion is caused by lip abrasion. However, it is unclear wether the water intrusion at Sample No.1 was caused by the lip abrasion or by the breakage of the sidewall.

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3. Investigation Results

(1) Dimensions, Lip Contact Load, Compression Load & Rubber Hardness

	Dimensions [mm]		Lip Contact	Compression	Rubber Hard	lness [IRHD]	
	Lip I.D.	Sidewall O.D.	Height	Load [N/mm]	Load [N]	Outside	Inside
1	22.05	-	-	0	-	57.5	56.0
2	22.18	41.40	24.25	0	29.4	57.5	55.0
New	21.23	37.00	25.95	1.53	30.4	51.0	50.5
Spec.	φ21.3±0.2	φ37.3±0.8	26±0.6				

- Note 1. Measured Lip I.D. on X-Y directions by Profile projector and averaged.
 - 2. Measured Sidewall O.D. and Height on X-Y directions by Vernier caliper and averaged.
 - 3. Measured Lip contact load with ϕ 22 mm stud fixture.
 - 4. Measured Compression load with set height 17.5 mm.
 - 5. Measured Rubber hardness at the boot sidewall.
 - 6. It was impossible to measure Sidewall O.D., Height and Compression load of Sample No.1 because of breakage.

(2) Appearance

-) [Appearance			
L	No.	Upper	Side (Arrow A)	Side (Arrow B)
		B A	Folded lines from dents	Folded lines from dents C
	No.1	Scale-up at the fractured face, Portion C		
		Evidence caused by the foreigin objects		
		Upper	Side	Scale-up of cracks, Portion A
	No.2	A	MON	

NOK	Corporation
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3. Investigation Results (3) Lip abrasion

Ĺ	No.1	No.2
1		

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APPENDIX 8
Attachment B



E 1 R D 1 0 0 2 7 6

TRW AUTOMOTIVE JAPAN INC.

Jan. 28. 2013 NOK Corporation Gasket Boots Div. Design Dept. DC Boot Design Sec.

Written by	Checked by	Approved by
n. Bator	14. Masuko	14. Masako

<u>Dust Boots Investigation</u> <u>Report</u>

We investigated the dust boot samples that was used to J50. Please see following investigation results. (This report is English ver. of E1RD88236-2)

1. Investigation items

Customer Part No.	BDC212A
NOK Dwg. No.	ER0897M0
NOK Type & Size	RDSF 21.3×42×26
Material	NOK M701

2. Information of investigation items [The information was provided by the customer]

	10001011 01 111 (0001)	Sation item	is [The information	on was provided	by the customer		
No.	Using position	Dealer	RO date	In service date	Arrival date	Mileage (Mile)	Condition
3L	Front lower arm left	Canada	2006/12/25	2007/07/10	2012/10/12	69,128	Drop-out
4L	Front lower arm left	Blank	Blank	Blank	Blank	Blank	Drop-out
5L	Front lower arm left	MNAO	2007/02/07	2007/07/19	2012/10/12	133,500.8	Abnormal noise Drop-out
6L	Front lower arm left	MNAO	2007/01/30	2007/10/31	2012/10/30	10,7246.4	Stopping during low-speed Drop-out
6R	Front lower arm right	MNAO	2007/01/30	2007/10/31	2012/10/30	10,7246.4	Stopping during low-speed turning Looseness
8L	Front lower arm left	MNAO	2007/01/23	2007/05/16	2012/10/22	125,928	Noise Looseness
8R	Front lower arm right	MNAO	2007/01/23	2007/05/16	2012/10/22	125,928	Noise Looseness

3. Investigation Results

(1) Dimensions, Lip Contact Load, Compressed Load & Ozone Crack Level

(2) Rubber Hardness

(3) Lip abrasion

(4) Appearance

:See Page 3 :See Page 4

:See Page 5 to 11

:See Page 5 to 11

4. Summary

See Page 2

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4.Summary

- (1) Sample state
- a. Crack / Breakage

All samples have a crack and breakage at sidewall. Radial lines at the crack surface is the evidence of clashing of foreign object. We thought he nylon ring of No. 4L and No. 6L also were broken by foreign objects, because some scratches were around the ring breakage portion. We guessed that clashed foreign object were such as small stone, tool.

b. Ozone crack

Ozone crack was observed in the samples other than No. 3L.

Ozone crack was C-2 ~ C-4 level. there were Non-brekage.

c. Lip abrasion

There were the significant lip abrasion with all samples. It is possibility that there were abnormal assembly condition such as stud, abnormal operation such as big osscilation angle.

d. Rubber Hardness

In all of the samples, the outside hardness was observed hardening of 9 to 15.5 points.

All samples Compared to the +6.5 point in four years (75 000 km) of past survey results, and we think that cure is progress. Please confirm the thermal environment. (Ref. : No.E1RD88066)

e. Progress of the crack

(a) No.3L, 4L, 5L, 6L

From fracture surface condition and your information, these were brekaged by drop-out of the ball joint.

(b) No.6R

It has some cracks, no wear mark aroud the cracks. It is considered that cracks are likely to progress by removing the boot.

(c) No.8L

The progress of the crack was not observed.

(d) No.8R

It has interference wear marks around the cracks. so it is considered that No. 8 had been operated after cracking.

(2) Looseness and Dropout of the ball joint

It considered the following two phenomena from the survey results.

a. Water intrusion from through crack

Through crack → Water intrusion → Corrosion of the ball joint and the stud

→ Lip abrasion / Looseness of the ball joint

b. Water intrusion from seal lip portion

Lip abrasion \rightarrow Water intrusion \rightarrow Corrosion of the ball joint and the stud \rightarrow Looseness of the ball joint

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3. Investigation Results

(1) Dimensions, Lip Contact Load, Compressed Load & Ozone Crack

Items	Г	imensions [mn	n]	Lip	Compressed	
No.	Lip I.D.	Side wall O.D.	Height	Contact Load [N/mm]	Load [N]	Ozone Crack Level
3L	22.29	Blank	Blank	Blank	Blank	No Crack
4L	22.48	Blank	Blank	Blank	Blank	C-2
5L	22.39	Blank	Blank	Blank	Blank	C-3
6L	22.49	Blank	Blank	Blank	Blank	C-3
6R	22.38	Blank	Blank	Blank	Blank	C-3
8L	22.42	42.65	22.80	Blank	27.8	C-2
8R	22.54	42.70	23.00	Blank	Blank	C-2
New	21.23	37.00	25.95	1.53	30.4	No Crack
Spec.	φ21.3±0.2	φ37.3±0.8	26±0.6			

- Note 1. Inside diameter indicates the average of 2 data measured with a profile projector.
 - 2. Outside diameter and height indicate the average of 2 data measured with vernier calipers. Some was impossible to measure because of crack.
 - 3. Measured the compress load with dia. 22 mm stud fixture, but all samples were impossible to measure because the I.D. was large.
 - 4. Cover compression load were measured by boot set height: 17.5[mm]. Some was impossible to measure because of crack.
 - 5. The evaluation points of Ozone Crack Level are due to the JIS K 6259.

(2) Rubber Hardness

	Measurem	ent point F	Measurem	ent point R	Measurem	ent point A	Measurem	ent point B
	Inside	Outside	Inside	Outside	Inside	Outside	Inside	Outside
3L	62.0	58.0	61.0	57.5	61.5	56.0	60.0	57.0
4L	63.0	60.5	61.5	60.0	62.5	59.0	62.5	60.0
5L	61.5	59.0	60.5	57.5	63.0	60.0	62.5	59.5
6L	63.5	61.0	62.5	58.0	61.5	59.0	63.0	60.0
6R	62.0	59.5	62.5	59.5	62.0	60.0	63.5	61.5
8L	66.5	61.5	66.5	63.0	65.5	63.5	66.0	61.5
8R	66.5	61.0	64.0	62.0	65.0	60.5	65.0	62.0
New	51.0	50.5	51.0	50.5	51.0	50.5	51.0	50.5

Note 1: Measured the rubber hardness at the boot sidewall. Measurement points, please refer to the appearance.

Class No.	Page
	3 / 11



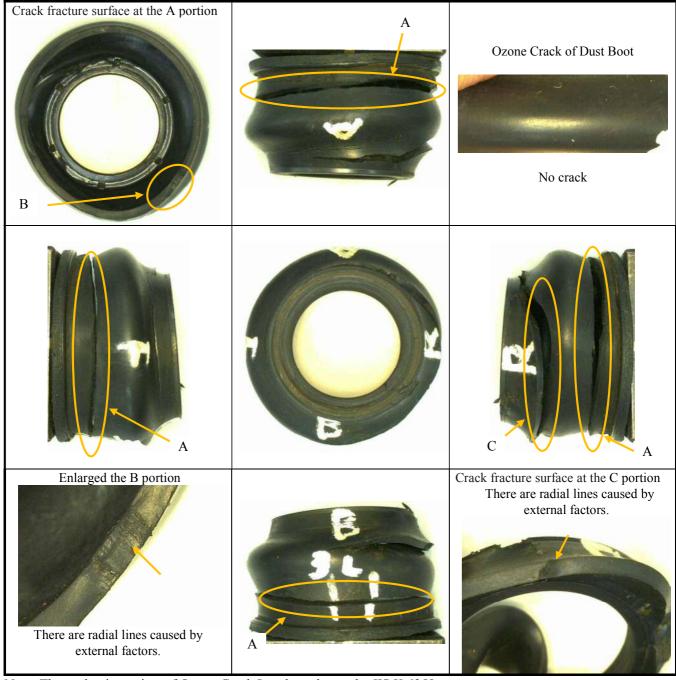
3. Investigation Results (3) Lip abrasion

(5) Lip adrasion 3L	4L	5L
6L	6R	8L
8R		

Class No.	Page
	4/11



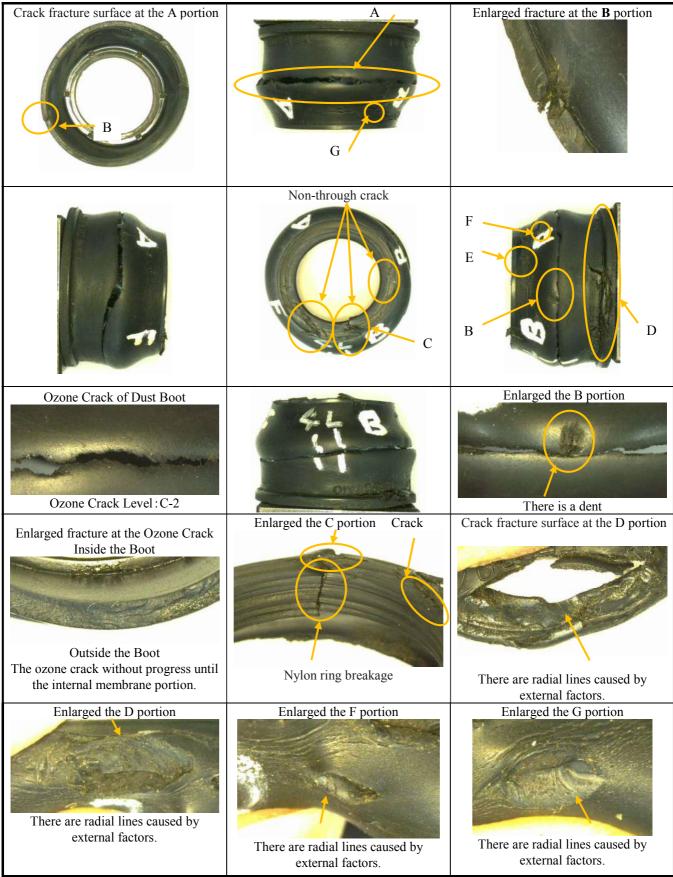
- 3. Investigation Results
- (4) Appearance a. No. 3L



NOK Corporation	1
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Class No.	Page
	5 / 11

- 3. Investigation Results
- (4) Appearance
- b. No. 4L



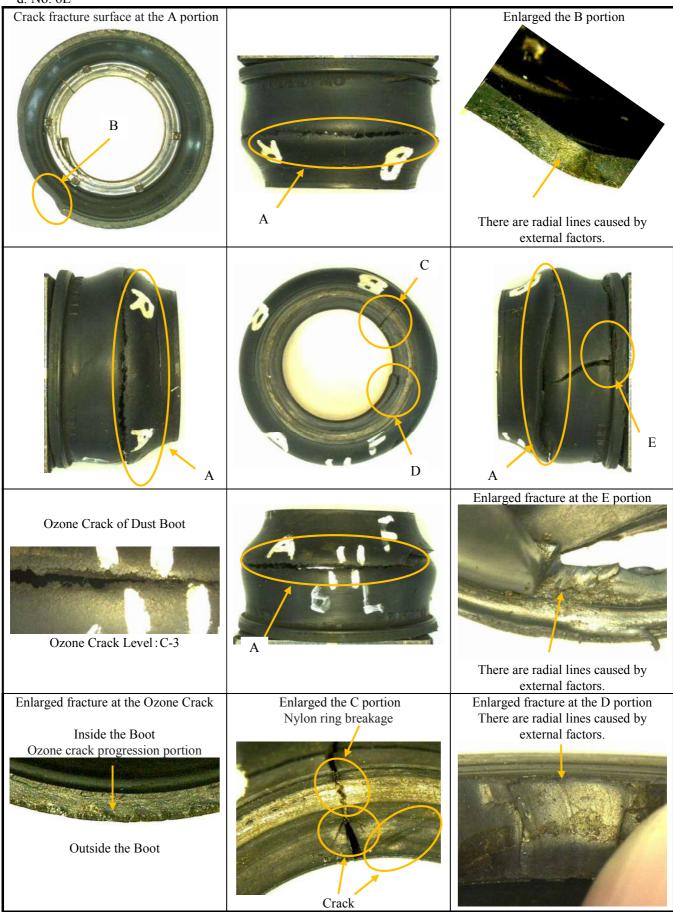
NOK Corporation	Class No.	Page
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- 3. Investigation Results
- (4) Appearance c. No. 5L



NOK Corporation	Class No.	Page
		7 / 11

- 3. Investigation Results
- (4) Appearance
 - d. No. 6L



Class No.	Page
	8 / 11

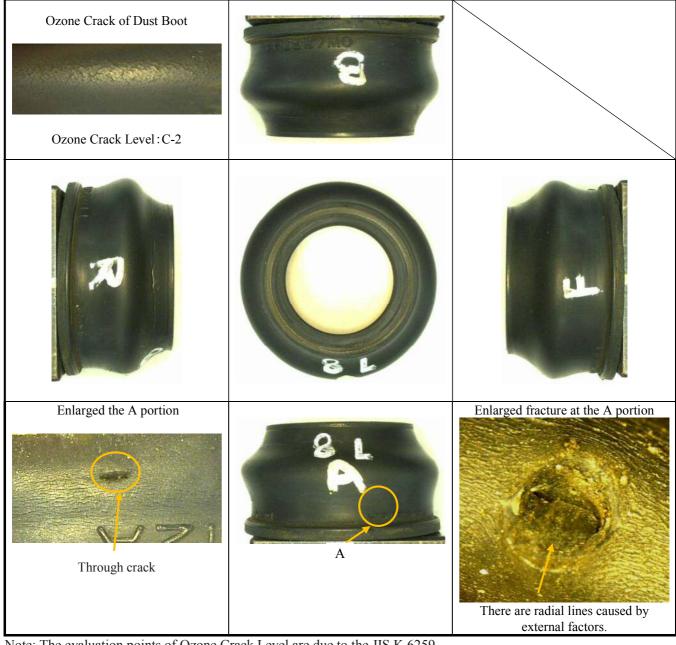
3. Investigation Results

- (4) Appearance
 - e. No. 6R



NOK Corporation	Class No.	Page
		9 / 11

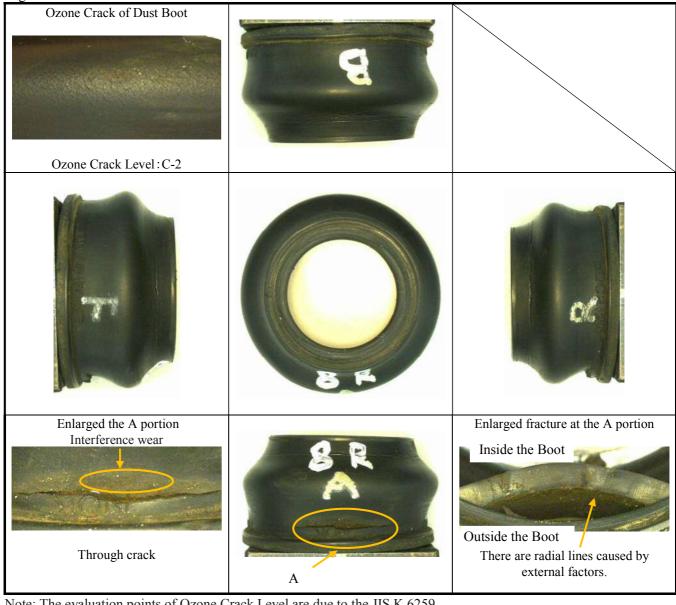
- 3. Investigation Results(4) Appearancef. No. 8L



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- 3. Investigation Results
- (4) Appearance
 - g. No.8R



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APPENDIX 8

ATTACHMENT C

Date of issue :02/08/2013 Report No. :SA-5276 THK Rhythm Corporation 283-3 Gokyu-cho Minami-ku Hamamatsu-city Shizuoka-pref. JAPAN

Manager	
T. Matushita	Y. SUWW

Ball Joint Seal Key Life Test Report for J50C LWR BJT

Date of tested: 01/18/2013~02/05/2013

1. Summary

Tested KLT for settling down the issue of ball stud's coming off in the market .

Description of the tested part

⟨Test sample⟩

Part :J50C LWR BJT(L206 34 550) with BDC212A Dust-Cover (Material :M701)

Quantity: $n=4(N_0.1-4)$

<Test Condition>

On table.1(run to day14)

Part's checking points

	Day4	Day7	Day12	Day14
No. 1	0			
No. 2		0		
No. 3			0	
No. 4				0

2. Conclusion

At Day12 and Day14, Water ingress condition in joints were found and wear in the seal rip definitely/corrosion condition in the ball stud were found at Day14.

3. Result

	Appearance	Water ingress (by flame point test)	Water content rate (%)
No. 1	No abnormalities are found as excessive wear in seal lip/wall of dust cover	No water ingress in the joint	0. 12%
No. 2	No abnormalities are found as excessive wear in seal lip/wall of dust cover	No water ingress in the joint	0. 47%
No. 3	No abnormalities are found as excessive wear in seal lip/wall of dust cover	Water ingress in the joint	12. 8%
No. 4	 No abnormalities is found as excessive wear in seal wall of dust cover Many wear is found at seal lip of dust cover 	Water ingress in the joint	21. 6%
	Page 1 / 5		Criteria;

Page 1/b

2. 0% or less

Articulation angle

	100%	80%	66%
In jounce	+16. 7°	+13. 4°	+11.0°
In rebound	-17.8°	-14. 2°	-11.7°
Standard position	3. 2°	3. 2°	3. 2°

<0bservations>

Pre test	No evidence of the seal lifting from the boss interface.
Post Day 1	No evidence of seal failure by visual check
Day 2~12	Seal had no visible rips or cracks.
Post Day 12	·Visually inspect seal as reference
	·Visually inspect ball stud and socket for corrosion at seal interface
	• Test grease for moisture content using a Karl Fisher Titration method(ASTM E 203)
	[·Moisture content in the boot seal 2.0% or less than 2.0 %]

<Results>

			I		
	No. 1	No. 2	No. 3	No. 4	
Pre test	No abnormal appearance	No abnormal appearance	No abnormal appearance	No abnormal appearance	
Post Day 1	No abnormal appearance	No abnormal appearance	No abnormal appearance	No abnormal appearance	
Post	At post Day 4	At post Day 7	At post Day 12	At post Day 14	
Day2∼Day14	No abnormal appearance	No abnormal appearance	No abnormal appearance	Grease leaked of lip surface	
	Wear of lip in upper surface; A little	Wear of lip in upper surface; A little	Wear of lip in upper surface; A little	Wear of lip in upper surface; Medium	
	(Contact part with a knuckle)	(Contact part with a knuckle)	(Contact part with a knuckle)	(Contact part with a knuckle)	
	Wear of lip ; A little	Wear of lip ; A little	Wear of lip ; A little	Wear of lip ; Many	
	No cracks and no contact wear in wall	No cracks and no contact wear in wall	No cracks and no contact wear in wall	No cracks and no contact wear in wall	
	No excessive wear/corrosion	No excessive wear/corrosion	No excessive wear/corrosion	Corrosion is found	
	in seal part of ball stud	in seal part of ball stud	in seal part of ball stud	in seal part of ball stud	
	No abnormal of grease	No abnormal of grease			
	No water ingress	No water ingress	Water ingress	Water ingress	
<ref.>Inner dia. of lip</ref.>	φ 21. 64	φ 21. 90	φ 21. 91	φ 22. 25	
[Data from	Ψ 21. 01	Ψ 21. 00	φ 21. 01	Ψ 22. 20	
a dust cover's supplier]	New) φ21.05				
Moisture content	0. 12%	0. 47%	12.8%	21.6%	
with a Karl Fisher Titration	V. 12/0	V. 41/0	12.0/0	21.6%	
Criteria;2.0% Max	New) 0.05%				
-					

5. Part's condition

<Test Condition>
On table.1(run to day14)



Articulation angle

	100%	80%	66%
In jounce	+16. 7°	+13. 4°	+11.0°
In rebound	-17.8°	-14. 2°	-11.7°
Standard position	3. 2°	3. 2°	3. 2°

	No.1	No.2	No.3	No.4
Pre test	No abnormality	No abnormality	No abnormality	No abnormality
	The abnormality	The apriormality	The apriormality	THO distribution
Post Day1			Name of the second	
	No abnormality Post Day 7	No abnormality Post Day 12	No abnormality Post Day 14	No abnormality Post Day 14
	No abnormality as a gap between	No abnormality as a gap between surface of the jig and seal lip		Grease leaked of lip surface
Post				
	No water ingress	No water ingress	Water ingress	Water ingress
				P3



12h	101																														
44										o vi		そ后式は採用しない。		EST AND HOLD AT THIS	2.5	2.0 H2 FAILURE.		ž. te		就针位置厂积34万。	ú	UPPER PDRTJON OF BDDT PERTET CE OF YEAR OR CHACKING. IDENCE OF NOZZLE	DA LDW TEMP, CYCLES. TROLS CAN BE 3HUT OFF. UD ANGLE TO BE HELD AT		2時におくこと。	torius WD3 400/		NS FOR REFERENCE ORROSION AT SEAL ENCE	AL FISHER TITRATION S 400) DR EQUIVALENT. BODT SEAL MOISTURE	ANALYSIS TO DETERHINE	
機	TION OR SETTING	T=2.0 Hz	9		TURKISH GRIT/KANIG #8		+8045C SOLUTION TENP 20 TO 80C	+234SE SOLUTION TENP 20 TO 80 C	-2015t SOLUTION TENP -1516t	OND ARTICULATIONS 225, 000 ROTATION CYCLES ON ARTICULATIONS 19,000 ROTATION CYCLES ONS	,	18日:野田太道を一30 レ土5で0アスト: 1) テスト海太海田北海田 -30 ひよちに21時間返し、アスト中4この温度を指摘する。 2) 1995 : 1831 103 (0010 サイクル 同日16,106(サイクル 3) 1995 : 2,017 元本海北海の80 103	6 0、33H2 7±35. 20/4秒回数终了後,1964左右四七七子。 - 1/4年报酬女子开展台扩战5分目指数左行う。	1: FESTING AT F=-30715: PRECONDITION FOR 2 HOURS AT -30715 BEFORE T	EMP. FOR THE DURATION OF THE TEST. ATER SOLUTION NOT USED FOR DAY!. UM FINE: 100,000 ARTICULATION (YCLES 106,0	AFFICULTION: 68A OF FULL DESIGN TRAVEL" AT 2.0 HZ ALON PRAT TO RETURN TO ROOM TEMPERATURE. ALON PROFEST OF RETURN TO ROOM TEMPERATURE.	- 1 2日日:サイクルラストと点域: 1 2日日:サイクルラストと点域:	のテストスケジュール/並び発送する。 27月をインセル上がから記しても、「お記し、第四全体に記憶水がかかるように 474年 フェールエ加口目的ながする。	ントはATAをなららい、シスをもののもよう。 も / J // Modelをおかないかを目的を指する。 B を言うけっないではままから、本語に記念を一としたのに関係する。 も / Mot 4 よくから furballe Section になっています。	N.インケールを選及し、同時で11年48~人でもCFP 3)。 V 国際登上中(-12~16 時日, 23~2 4 時日) は、ホールスタッド資政を重要 	UN AS SPECIFIED IN THE SCHEDULE SHOWN ABOY	POBITION NOTZLE(S) APPROXIMATELY 25 nm FRQNM UPPER PDRTION OF BDDT SELL SO THAT IN THE SOULTION COVERS THE ENTITY FRANT. YISUALLY INSPECT BOOD SEAL DAILY FOR EVIDENCE OF YEAR OR CRACKING YISUALLY INSPECT SOUTION FLOW DAILY FOR EVIDENCE OF NOZZLE	DED SOLVITON AT -1815T AND ATR AT -2015T F. URING WATER FLOW CYCLES, ENVIRONMENTAL CON TIREST (HOURS 12 - 18 AND 23 -141, BALL ST	VEHICLE DESIGN POSTTION. =コル都で指揮器	・1987年 - 一部の大学の大学の大学の大学の大学の大学の大学の大学の大学の大学の大学の大学の大学の	N X X Y L FISH of WAYK A VASA MEMBER 5 OS X 、 BLRGHOFF(Saf [10 FIUS WDS または存みを行うされる。 OS A VASA を開始すること。 A フーンのもの MEM Saf OS C の なげのごと。	別人が認められた場合は、原因特定のため、ホールジョイントを分解し表因分析する INSPECTION:	TRUALLY INSPECT SEAL AND RECORD DESERVATION INSPECT BALL STUD AND SOCKET FOR CAMPEREACE AND RECORD ASSERVATIONS FOR RECEDING	3) TEBT GREASE FOR MOTSTURE CONTENT USING A KARL FISHER ITRATION HELPER OF SECURITION AS A FOR SECURITION AND A CORPUSED AS AN INCREASE IN THE BOOT SEAL MOTSTURE	ONTENT GREATER THAN 2.0 %. NY FAILURES RECUIRE A BALL JOINF TEAR DOWN ODT CAUSE FOR WATER INGRESS	
	CYCLE ELEN	発酵物質の36% 86% OF FULL DE319N TRAVEL** +or*		~23% 21wts	ダスト量: 59/l 15g/l DuST-((90 12103-a4 DA	>85× 30× TO 50×	HBOIST NON NO RENP.	第四元過度 +23±5℃ 水溶液温度 20~80℃ AIR TEMP. +23	羽田川道店 - 2015じ 水溶剤塩 - 1516で AJR TENP 20	APPRDXJMATE CYCLES-NOVEHENT CYCLES 1,367,040 CYCLE PER DAY: 115,240 TOTAL BUNNING TIME 12 DAYS				10 ONDITATE EVALVARIMENTAL AND FUNCTIONAL CONDITIONS KNOWN TO CAUSE DAY NAME (SAUES IN THE FIELD 11 VILL EVALUATE THE FUNCTIONAL) IT OF THE SEAL DESIGN, SEAL MATERIAL 13 VILL EVALUATE THE FUNCTIONAL) IT OF THE SEAL DESIGN, SEAL MATERIAL 13 FILL EVALUATE THE FUNCTIONAL TO FER SEAL DESIGN, SEAL MATERIAL 13 FILL EVALUATE THE FUNCTIONAL TO FER SEAL DESIGN, SEAL MATERIAL 13 FILL EVALUATE THE FUNCTIONAL TO FER SEAL DESIGN, SEAL MATERIAL 14 FILL EVALUATE THE FUNCTIONAL TO FER SEAL DESIGN, SEAL MATERIAL 15 FILL EVALUATE THE FUNCTIONAL TO FER SEAL DESIGN, SEAL MATERIAL 15 FILL EVALUATE THE FUNCTIONAL TO FER SEAL DESIGN.	2	<u>6</u> 489	2) 毎日には19年10日とは、19年10日とは、19年10日の19年10日とは、19年10日の19年10日とは、19年10日の19年10日とは、19年10日の19年10日とは、19年10日の19年10日とは、19年10日の19年10日とは、19年10日の19年10日を19年10		ED TO COMPRESS THE REDIT		5 2	97 PEFFICEGATE FOR 2 Hrs KT - 1615 C	ିବେସ	. II	2		5) KARE TEST BUNS (A TOTAL OF POST	SPECIFIC GRAVITY AND ADJUST AS 1) V	THE BASE OF CABINET CAN DPERATE DURING 3) IN NIN SOLUTION CONCENTRATION. MINST OR SHITLY & REQUIRED. 4) A	TE 167 THE BALL JOINT EXCEEDS 80°C. 5) A. F.	5) FIVINE TV COMPRESS BOOT SEAL TO VEHILE DESIGN HEIGHT 8) SET BALL SIND ANGLE A1 VEHICE DESIGN POSITION 77) A.COMPINION WINIDARING DEVICE MUST INSURE SPECIFIED HUNIDITY AND
	CYCLE ELENENT	a 提動角 ARTICULATION ANGLE 契约 h 日本名 BOTATING ANGLE +2	お部 valer solution	S SALT CONTENT	E DUST OR 4R)T	d ille HUMJD[TY 4% >8	C 25 HIGH TEMP 35	T 整都 RDON TENP 新	9 45% LOW TEMP 343		** 66% OF FULL DESIGN JOUNCE	テスト目的、 このテストは、市場が見さも引き起こす場場と作動を改善再覧したポーレジョイントのシール連結加速テストである。 関系を指する要素を対すシールの製みが関、ホームングットの対象性を指すする。 本庫が必要です影響が中間制度の速やを含ますするから「選出される。	TEST PURPOSE: THIS TEST IS AN ACCELERATED BAI	TO DUPLICATE ENVERGENCENTAL AND NYH 155UES IN THE FIELD IT VILL EVALUATE THE FUNCTIONAL	AND COMPUSION RESISTANCE OF TH THIS WOULD PRINABILY APPLY TO ANGLES TO MEET VEHICLE REQUIRES	ツール教会回/オングの化/協議の予備チスト: -) ボーレジッイントフッシーは、ブーツを改正議の口田教 を集ったからはより出来。ブーツを改正議の口田教	1 第1 日本の1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	フーツンール部が被合面から深いた場合は不具合とかなし、ラストを打ち切る PRETES1 - SEAL JNTERFACE/DZGNE AGE/LDW TENP	1) THE BALL JOINT ASSEMBLY MUST SEAL TO THE VEHICLE DESIGN I	HOWEVER, IF NOT AVAILABLE, EQUIVALENT PRODUCTION NATER	SEAL INTERFACE SHOOLD DUPLE POSSIBLE. 2) AGE IN OZONE CABINET 72 Hrs	3) REFRICERATE FOR 2 Hrs KT -1 ARTICULATE AT A HINNUM OF EVIDENCE OF THE 804T SE CONSIDERED A FAILURE AND TE	ボールジョイントテストの創設条件。	1)3回のテスト (対36日間のテスト)後、新しい記憶が 比重により鳴か選及をチェックし、必要であれば問答す	2.) Next-Contus、シンケが20分割にできる。 3.) 特記なも得らは、夫に記載されたそのでネト/(5メーターの分差は15%とす。 4.) 実学研覧法(進行の)で表記える場合、遺びな道度とごの形式こと。 6.) エッタギがまって声響に呼ばれて来る。	 3 / - / Recolleger Charles D. 6) ボールスタッド角度を車両設計位置に配行する。 7) モニター経置で登録は製造を規定の選集と対象を 	BALL JOINT TEST CONDITIONS:	36 TEST DAYS!. CHECK SALT CONCENTRATION BY REDUIRED.	SUGGESTION WATER JETS AT TO WATER FLOW CYCLES TO MAINTA 2) (NSPECT CONCENTRATION OF DU	3) NOTE: UNLESS UTHEKNISE STATE 4 SCHEDULE HAVE A TOLEBANCE OF 4) IF THE VEHICLE APPRIORITION INCREASE TO THE APPRIORIATE	5) F(XTURE TO COMPRESS BOOT SE 8) SET BALL STUD ANGLE AT VEHIO 7) A CONTINUOUS MONITORING DEV

PE15-022

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8/7/2015

APPENDIX 8

ATTACHMENT D

Date of issue:02/28/2013
Report No.:SA-5345
Rhythm Corporation
283-3 Gokyu-cho Minami-ku
Hamamatsu-city
Shizuoka-pref. JAPAN

Manager	
T. Matrushita	7.5 www

Ball Joint Seal Key Life Test Report for J50C LWR BJT

Date of tested: $01/31/2013 \sim 02/20/2013$

1. Suumary

An improved dust-cover is tested KLT for settling down the issue of ball stud's coming off in the market .

Description of the tested part

⟨Test sample⟩

Part :J50C LWR BJT(L206 34 550) with BDC212A Dust-Cover (Material :M701)

Quantity: n=3(No.1-3)

<Test Condition>

On table.1(run to day14)

Part's checking points

		1 1	
	Day7	Day12	Day14
No. 1	0		
No. 2		0	
No. 3			0

2. Conclusion

At Day12 and Day14, Water ingress condition in joints were found and wear in the seal rip definitely/corrosion condition in the ball stud were found at Day14.

3. Result

	Appearance	Water ingress (by flame point test)	Water content rate (%)
No. 1	No abnormalities are found as excessive wear in seal lip/wall of dust cover	No water ingress in the joint	0. 22%
No. 2	No abnormalities are found as excessive wear in seal lip/wall of dust cover	Water ingress in the joint	5. 94%
No. 3	No abnormalities are found as excessive wear in seal lip/wall of dust cover	Water ingress in the joint	18. 20%
•			Criteria;
			2.0% or less

4. Detail of the test

Articulation angle

	100%	80%	66%
In jounce	+16.7°	+13. 4°	+11.0°
In rebound	-17.8°	-14. 2°	-11.7°
Standard position	3. 2°	3. 2°	3. 2°

<0bservations>

Pre test	No evidence of the seal lifting from the boss interface.					
Post Day 1	No evidence of seal failure by visual check					
Day 2~12 Seal had no visible rips or cracks.						
Post Day 12	· Visually inspect seal as reference					
	• Visually inspect ball stud and socket for corrosion at seal interface					
	• Test grease for moisture content using a Karl Fisher Titration method(ASTM E 203)					
	[·Moisture content in the boot seal 2.0% or less than 2.0 %]					

$\langle {\tt Results} \rangle$

	No. 1	No. 2	No. 3					
Pre test	No abnormal appearance	No abnormal appearance	No abnormal appearance					
Post Day 1	No abnormal appearance	No abnormal appearance	No abnormal appearance					
Post	At post Day 7	At post Day 12	At post Day 14					
Day2~Day14	No abnormal appearance	No abnormal appearance	No abnormal appearance					
	Wear of lip in upper surface; A little	Wear of lip in upper surface; Medium	Wear of lip in upper surface; Medium					
	(Contact part with a knuckle)	(Contact part with a knuckle)	(Contact part with a knuckle)					
	Wear of lip ; A little	Wear of lip ; A little	Wear of lip ; Medium					
	No cracks and no contact wear in wall	No cracks and no contact wear in wall	No cracks and no contact wear in wall					
	No excessive wear/corrosion	No excessive wear/corrosion	No excessive wear/corrosion					
	in seal part of ball stud	in seal part of ball stud	in seal part of ball stud					
	No abnormal of grease	No abnormal of grease	No abnormal of grease					
	No water ingress	No water ingress	No water ingress					
<ref.>Inner dia. of lip</ref.>	φ 21. 83	φ 21.82	4.21.87					
[Data from	Ψ 21. 03	Ψ 21. 02	φ 21. 87					
a dust cover's supplier]	New) φ 21.18							
Moisture content	0. 22%	5, 94%	18. 20%					
with a Karl Fisher Titration	0. 22/0	J. 94%						
Criteria;2.0% Max	New) 0.05%							

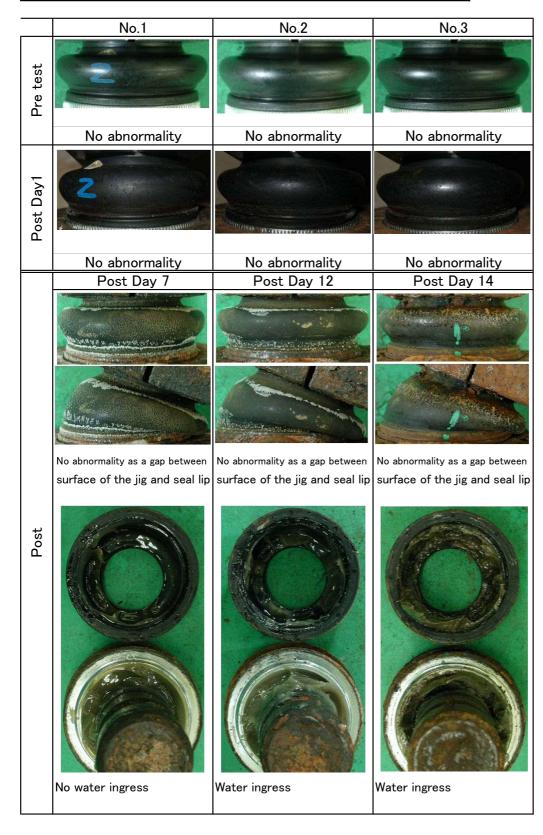
5. Part's condition

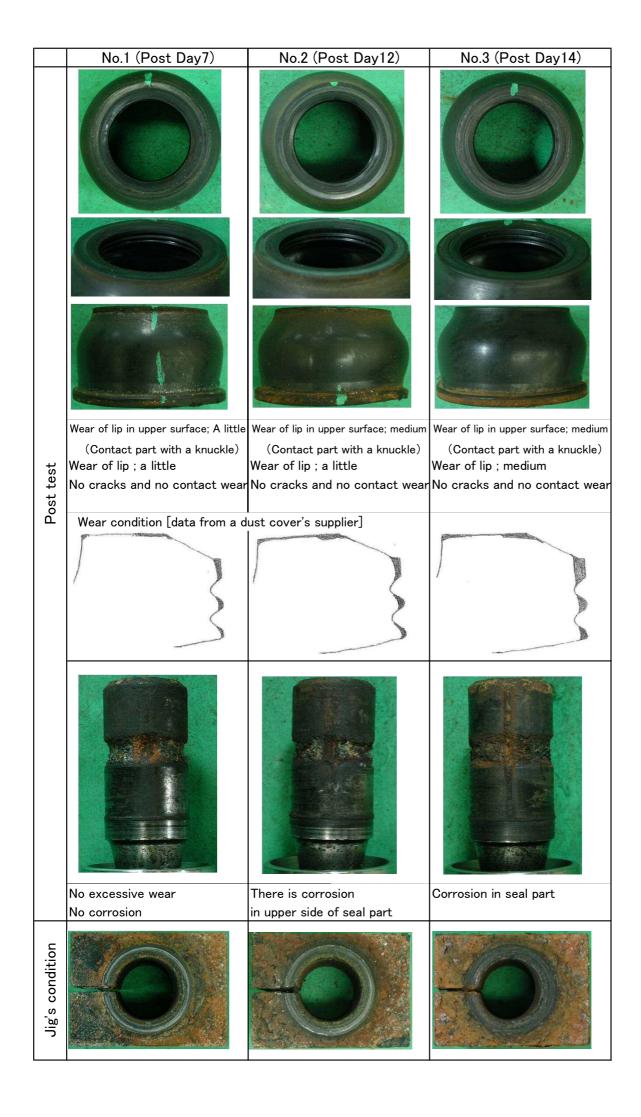
<Test Condition> On table.1(run to day14)



Articulation angle

	100%	80%	66%
In jounce	+16. 7°	+13. 4°	+11.0°
In rebound	-17.8°	-14. 2°	-11.7°
Standard position	3. 2°	3. 2°	3.2°





12h	101																														
44										o vi		そ后式は採用しない。		EST AND HOLD AT THIS	2.5	2.0 H2 FAILURE.		- c - s - c - s - c - c - c - c - c - c		想针似器厂配给 する。	10	UPPER PDATION OF BODI PART CE OF YEAR OR CHACKING. IDENCE OF NOZZLE	DA LOW TEMP, CYCLES, TROLS CAN BE SHUT OFF, ID ANGLE TO BE HELD AT		8册、1节(22,	torius WD9 400)	.45	NS FOR REFERENCE ORROSION AT SEAL	AL FISHER TITRATION S 400) DR EQUIVALENT. BODT SEAL MOISTURE	ANALYSIS TO DETERHINE	
機	TION OR SETTING	f=2.0 Hz	9		TURKISH GRIT/KANIG #8		+8045C SOLUTION TENP 20 TO 80C	+234SE SOLUTION TENP 20 TO 80 C	-2015t SOLUTION TENP -1516t	100 ARTICULATIONS 225,000 ROTATION CYCLES 100 ARTICULATIONS 19,000 ROTATION CYCLES		18日:野田太道を一30 レ土5で0アスト: 1) テスト海太海田北海田 -30 ひよちに21時間返し、アスト中4この温度を指摘する。 2) 1995 : 1831 103 (0010 サイクル 同日16,106(サイクル 3) 1995 : 2,017 元本海北海の80 103	5. (4・33H2 7±35) (4の作動回数終了後、刊码在室園にもとす。 - 川佐を狙撃する不具をがおいか目数映造を行う。	1: FESTING AT F=-30715: PRECONDITION FOR 2 HOURS AT -30715 BEFORE T	EMP. FOR THE DURATION OF THE TEST. ATER SOLUTION NOT USED FOR DAY!. UM FINE: 100,000 ARTICULATION (YCLES 106,0	AFFICULTION: 68A OF FULL DESIGN TRAVEL" AT 2.0 HZ ALON PRAT TO RETURN TO ROOM TEMPERATURE. ALON PROFEST OF RETURN TO ROOM TEMPERATURE.	- 1 2日日:サイクルラストと点域: 1 2日日:サイクルラストと点域:	のテストスケジュールに近い実践する。 1716 ケーツの上がから対でもmmは、では、第四全体に記憶水がかかるように 1728 カイン・カー・エエロ目の第20チェス	シトボバーを対しない。 ノイを与わるままり。 4 / メバルではまかがないかを目的を指する。 5 / 佐達サイクルではなられませー15 ±15 CC / 多型形は変を一20±5でに超れる。 5 / 佐達サイクルではを呼ばれませー15 ±15 CC / 多型形は変を一20±5でに超れる。	たサイクル中は多週の国民智祉を行わるくてもりとする。 V 回覧各上や(12~16時日,23~24時日)は、ホールスタッド角度を車両	2 - 12: TESTING AND INSPECTION:	POSITION NOZZEE(S) APPROXIMATELY 25 THE ROID PROFILE PART. SECTION OF BODDING OF THE NOLVILLE PART. SULVILLE SOLVILLE SECTION COVERS THE ROID PROFILE PART. STANDARD SEAL DAILY FOR EVIDENCE OF VERR OR CRACKING VIJAVALY INSPECT SOLVILON FLOW DAILY FOR EVIDENCE OF NOZZEE.	OLD SOLUTION AT -15151 AND AIR AT -20151 F URING WATER FLOW CYCLES, ENVIRONMENTAL CON THEFT (HOMMS 12 - 14 AND 23 -14) RAIL ST	EHICLE DESIGN POSTTION.	アイトや、KPK点、 1)シールを目載検査し、参考として結果を認識しておくてと。 2)シール終合等に指がおいがポールスタットとソケットを目移断算し、参考として結果も	3)Karl Fisher遊気光/A3Tw E 2037、BERGHOFF(Sarttorius WD3 または内型の方体です。そうリースの名式機を開設すること。 4.アープタグリースの名式機の2、0 水灯でのと。	3.分割められた場合は、原因特定のため、ホールシュイントを分解し表因分析する INSPECTION:	ISUALLY INSPECT SEAL AND RECORD DESERVATION ISUALLY INSPECT BALL SIUD AND SOCKET FOR CAMPOCASE AND DESERVATIONS FOR PROPRIESS FOR PROPR	3) TEBT GREASE FOR MOTSTURE CONTENT USING A KARL FISHER ITRATION HELPER OF SECURITION AS A FOR SECURITION AND A CORPUSED AS AN INCREASE IN THE BOOT SEAL MOTSTURE	ONTENT GREATER THAN Z.O W. NY FAILURES REQUIRE A BALL JOINF TEAR D≎WN ODT CAUSE FOR WATER INGRESS	
	CYCLE ELEN	発車指数角の3.6% 8.6% OF FULL DE3JGN TRAVEL** +o.e.		~23% 21wts	ダスト量: 5g/l 0vsT-{(50 12103-a4 DA	>85× 30× TO 50×	HBOIST NON NO RENP.	第四元過度 +23±5℃ 水溶液温度 20~80℃ AIR TEMP. +23	羽田川道店 - 2015じ 水溶剤塩 - 1516で AJR TENP 20	APPRDXJMATE CYCLES-NOVEHENT CYCLES 1,367,040 CYCLE PER DAY: 115,240 TOTAL BUNNING TIME 12 DAYS				10 ONDITATE EVALVARIMENTAL AND FUNCTIONAL CONDITIONS KNOWN TO CAUSE DAY NAME (SAUES IN THE FIELD 11 VILL EVALUATE THE FUNCTIONAL) IT OF THE SEAL DESIGN, SEAL MATERIAL 13 VILL EVALUATE THE FUNCTIONAL) IT OF THE SEAL DESIGN, SEAL MATERIAL 13 FILL EVALUATE THE FUNCTIONAL TO FER SEAL DESIGN, SEAL MATERIAL 13 FILL EVALUATE THE FUNCTIONAL TO FER SEAL DESIGN, SEAL MATERIAL 13 FILL EVALUATE THE FUNCTIONAL TO FER SEAL DESIGN, SEAL MATERIAL 14 FILL EVALUATE THE FUNCTIONAL TO FER SEAL DESIGN, SEAL MATERIAL 15 FILL EVALUATE THE FUNCTIONAL TO FER SEAL DESIGN, SEAL MATERIAL 15 FILL EVALUATE THE FUNCTIONAL TO FER SEAL DESIGN.	2	<u>6</u> 489	2) 毎日には19年10日とは、19年10日とは、19年10日の19年10日とは、19年10日の19年10日とは、19年10日の19年10日とは、19年10日の19年10日とは、19年10日の19年10日とは、19年10日の19年10日とは、19年10日の19年10日を19年10		ED TO COMPRESS THE REOT		á 2	THE IN ACTOR CABINET 77 Hrs AL 1805 W/80 DPMM DAZONE. STOREGREEARTE FOR 2 Hrs AT 16155. ANTICOLATE AT A WINDOW OF SOX OF FULL DESIGN FRAVEL". STOREGREE THE ROOT SEAL LIFTING FROM THE BOSE INTERFACE (\$ 3) Y CONSIDERED A FALLORE AND TEST SHOULD BE TERMINATED.	700	: 1	ď		5) KAR	C SPECIFIC GRAVITY AND ADJUST AS 1) V	THE BASE OF CABINET CAN DPERATE DURING 3) IN NIN SOLUTION CONCENTRATION. MINST OR SHITLY & REQUIRED. 4) A	TE 167 THE BALL JOINT EXCEEDS 80°C. 5) A. F.	5) FIVINE TV COMPRESS BOOT SEAL TO VEHILE DESIGN HEIGHT 8) SET BALL SIND ANGLE A1 VEHICE DESIGN POSITION 77) A.COMPINION WINIDARING DEVICE MUST INSURE SPECIFIED HUNIDITY AND
	CYCLE ELENENT	A 接動角 ARTICULATION ANGLE 契约	お紹 water solution	S SALT CONTENT	£ bust 0R ∢R)T	d ille HUMJD[TY 4% >8	C MA HIGH TEMP	T 整都 RDON TENP 新	9 45% LOW TEMP 343	3	** 66% OF FULL DESIGN JOUNCE	テスト目的、 このテストは、市場が見さも引き起こす場場と作動を改善再覧したポーレジョイントのシール連結加速テストである。 関系を指する要素を対すシールの製みが関、ホームングットの対象性を指すする。 本庫が必要です影響が中間制度の速やを含ますするから「選出される。	TEST PURPOSE: THIS TEST IS AN ACCELERATED BAI	TO DUPLICATE ENVIRONMENTAL AND NYH 155UES IN THE FIELD IT VILL EVALUATE THE FUNCTIONAL	AND COMPUSION RESISTANCE OF TH THIS WOULD PRINARILY APPLY TO ANGLES TO MEET VEHICLE REQUIRES	ツール教会回/オングの化/協議の予備チスト: -) ボーレジッイントフッシーは、ブーツを改正議の口田教 を集ったからはより出来。ブーツを改正議の口田教	1 第1 日本の1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	フーツシール部が被合面から深いた場合は不具合とかなし、ラストを打ち切る PRETES1ーSEAL INTERFACE/DZGNE AGE/LDW TENP	1) THE BALL JOINT ASSEMBLY MUSS	FIXTURES NADE FROM ACTUAL P HOWEVER, IF NOT AVAILABLE, EQUIVALENT PRODUCTION NATER	POSSIBLE.	2) AGE IN OZONE CABINEI 72 HTS 3) REFRIGERATE FOR 2 HTS AT -11 ARTICULATE AT A RININUM DF A EVIDENCE OF THE 8001 SEAL CONSIDERED A FAILURE AND TEE	ボールジョイントテストの創作条件・	1)3回のテスト(は36日間のテスト)後、新しい記録が比重さまり場分割長をチェックし、必要であれば問題を	 2) は更なられば、方りが物の態度を考えずる。 3) 特定なも得られ、表上には表された全でのアストバラメーターの公差は土ち欠とす、実実等の形式を変わるりでを授える場合。値がな過去さるがること。 5) コールルをおするとはのには、またされたのでは、 	 ウノインな転引高された割りをはする。 (5) ボールスタット外点を専項設計を置け記録に対する。 フトモニター接近で受用気管は他はの限度と対象には移す 	BALL JOINT TEST CONDITIONS:	36 TEST DAYS! CHECK SALT CONCENTANTION BY REDUIRED.	SUGGESTION WATER JETS AT THE WATER FLOW CYCLES TO MAINTA	3) NOTE: UNLESS UTHEKNISE STATE 4 SCHEDULE HAVE A TOLEBANCE OF 4) IF THE VEHICLE APPRIORITION INCREASE TO THE APPRIORIATE	5) F(XTURE TO COMPRESS BOOT SE 8) SET BALL STUD ANGLE AT VEHIO 7) A CONTINUOUS MONITORING DEV

PE15-022

MAZDA

8/7/2015

APPENDIX 8

ATTACHMENT E

Date of issue :03/15/2013 Report No. :SA-5420 THK Rhythm Corporation 283-3 Gokyu-cho Minami-ku Hamamatsu-city Shizuoka-pref. JAPAN

Manager	
T. Matsushita	Y. Suwav

Ball Joint Seal Key Life Test Report for J50C LWR BJT

Date of tested: 02/22/2013~03/14/2013

1. Summary

An improved dust-cover is tested KLT for settling down the issue of ball stud's coming off in the marke Description of the tested part

<Test sample>

Part :J50C LWR BJT(L206 34 550) with BDC212A Dust-Cover (Changed form & material :M410)

Quantity: n=4(No.1-4)

<Test Condition>

On table.1(run to day14)

Part's checking points

	Day7	Day12	Day14
No. 1	0		
No. 2		0	
No. 3			0
No. 4			0

2. Conclusion

At Day12 and Day14, Water ingress condition in joints were found and wear in the seal rip definitely/corrosion condition in the ball stud were found at Day14.

3. Result

	Appearance	Water ingress (by flame point test)	Water content rate (%)
No. 1	No abnormalities are found as excessive wear in seal lip/wall of dust cover	No water ingress in the joint	0. 22%
No. 2	No abnormalities are found as excessive wear in seal lip/wall of dust cover	Water ingress in the joint	3. 05%
No. 3	 No abnormalities is found as excessive wear in seal wall of dust cover Many wear is found at seal lip of dust-cover 	Water ingress in the joint	19. 83%
No. 4	 No abnormalities is found as excessive wear in seal wall of dust cover Many wear is found at seal lip of dust-cover 	Water ingress in the joint	17. 89%
	Page 1 /5		Criteria;

Page 1/5

2.0% or less

4. Detail of the test

Articulation angle

	100%	80%	66%
In jounce	+16. 7°	+13. 4°	+11.0°
In rebound	-17.8°	-14. 2°	-11.7°
Standard position	3. 2°	3.2°	3.2°

<0bservations>

Pre test	No evidence of the seal lifting from the boss interface.
Post Day 1	No evidence of seal failure by visual check
Day 2~12	Seal had no visible rips or cracks.
Post Day 12	· Visually inspect seal as reference
	· Visually inspect ball stud and socket for corrosion at seal interface
	• Test grease for moisture content using a Karl Fisher Titration method(ASTM E 203)
	[·Moisture content in the boot seal 2.0% or less than 2.0 %]

An improved dust-cover is tested KLT for settling down the issue of ball stud's coming off in the market . $\langle \text{Results} \rangle$

Mesal vs/	No. 1	No. 2	No. 3	No. 4	
Pre test	No abnormal appearance	No abnormal appearance	No abnormal appearance	No abnormal appearance	
Post Day 1	No abnormal appearance	No abnormal appearance	No abnormal appearance	No abnormal appearance	
Post	At post Day 7	At post Day 12	At post Day 14	At post Day 14	
Day2~Day14	No abnormal appearance	No abnormal appearance	Grease leaked of lip surface	Grease leaked of lip surface	
	Wear of lip in upper surface; A little	Wear of lip in upper surface; A little	Wear of lip in upper surface; Medium	Wear of lip in upper surface; Medium	
	(Contact part with a knuckle)	(Contact part with a knuckle)	(Contact part with a knuckle)	(Contact part with a knuckle)	
	Wear of lip ; A little	Wear of lip ; A little	Wear of lip ; Many	Wear of lip ; Many	
	No cracks and no contact wear in wall	No cracks and no contact wear in wall	No cracks and no contact wear in wall	No cracks and no contact wear in wall	
	No excessive wear/corrosion	Corrosion is found	Corrosion is found	Corrosion is found	
	in seal part of ball stud	in seal part of ball stud	in seal part of ball stud	in seal part of ball stud	
	No abnormal of grease				
	No water ingress	Water ingress	Water ingress	Water ingress	
<ref.>Inner dia. of lip</ref.>	φ 21. 48	φ 21. 80	φ 22. 10	ф 22. 29	
[Data from	Ψ21. 10	Ψ21.00	Ψ 22. 10	Ψ 22. 20	
a dust cover's supplier]	New) φ21.20				
Moisture content	0. 22%	3. 05%	19. 83%	17. 89%	
with a Karl Fisher Titration	0. 22/0	3. 00/0	10.00/0	11.09/0	
Criteria;2.0% Max	New) 0.05%				

5. Part's condition

<Test Condition>
On table.1(run to day14)



Articulation angle

	100%	80%	66%
In jounce	+16. 7°	+13. 4°	+11.0°
In rebound	-17.8°	-14. 2°	-11.7°
Standard position	3. 2°	3. 2°	3. 2°

	No.1	No.2	No.3	No.4
Pre test	No abnormality	No obnormality	No obnormality	No obnormality
-	No abnormality	No abnormality	No abnormality	No abnormality
Post Day1		The state of the s		
	No abnormality Post Day 7	No abnormality Post Day 12	No abnormality Post Day 14	No abnormality Post Day 14
	No abnormality as a gap between	No abnormality as a gap between	Grease leaked of lip surface	Grease leaked of lip surface
Post	surface of the jig and seal lip	surface of the jig and seal lip		
	No water ingress	Water ingress	Water ingress	Water ingress

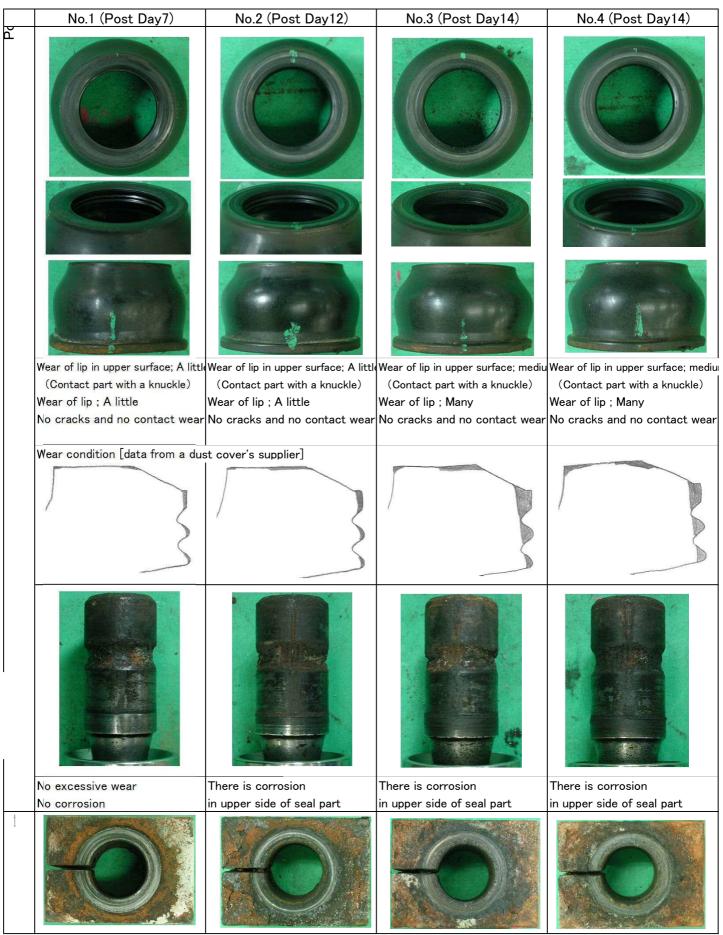


TABLE.1 SEAL KEY LIFE TEST (KLT)

PE15-022

MAZDA

8/7/2015

APPENDIX 8

ATTACHMENT F

Date of issue :05/10/2013 Report No. :SA-5699 THK Rhythm Corporation 283-3 Gokyu-cho Minami-ku Hamamatsu-city Shizuoka-pref. JAPAN

Manager	
J. aucho	Y. Svwa

Ball Joint Seal Key Life Test Report for J50C LWR BJT

Date of tested: 04/09/2013~04/26/2013

1. Summary

To do KLT test for a counter measure of ball stud's coming off in the market.

- ·Added a sus-plate between knuckle and dust cover
- ·Added a stud surface treatment : Geomet
- ·Changed J15 dust cover (Material: M770)

Description of the tested part

<Test sample>

:J50C LWR BJT(L206 34 550) with BDC212A Dust-Cover (Changed form & Material :M410) Part

	Stud Geomet	Sus-plate	Other
No. 1	0		
No. 2		0	
No. 3		0	Changed J15 dust-cover (Material:M770)
No. 4	0	0	

<Test Condition> On table.1

2. Conclusion

At Geomet stud (No.1& No.4) and Sus-plate (No.2), Water ingress condition in joints were found. No water ingress is found in a changed J15 dust cover (No.3).

3. Result

	Appearance	Water ingress (by flame point test)	Water content rate (%)
No. 1	No abnormalities are found as excessive wear in seal lip/wall of dust cover	Water ingress in the joint	4. 10%
No. 2	 No abnormalities is found as excessive wear in seal wall of dust cover Many wear is found at seal lip dust cover 	Water ingress in the joint	16. 30%
No. 3	No abnormalities are found as excessive wear in seal lip/wall of dust cover	No water ingress in the joint	0. 86%
No. 4	No abnormalities are found as excessive wear in seal lip/wall of dust cover	Water ingress in the joint	25. 57%
	D = 1 /C		Criteria;

Page 1/6

2.0% or less

4. Detail of the test

Articulation angle

	100%	80%	66%
In jounce	+16. 7°	+13. 4°	+11.0°
In rebound	-17.8°	-14. 2°	-11. 7°
Standard position	3. 2°	3. 2°	3. 2°

<0bservations>

Pre test	No evidence of the seal lifting from the boss interface.
Post Day 1	No evidence of seal failure by visual check
Day 2~12	Seal had no visible rips or cracks.
Post Day 12	· Visually inspect seal as reference
	· Visually inspect ball stud and socket for corrosion at seal interface
	• Test grease for moisture content using a Karl Fisher Titration method(ASTM E 203)
	[·Moisture content in the boot seal 2.0% or less than 2.0 %]

An improved dust-cover is tested KLT for settling down the issue of ball stud's coming off in the market . $\langle \text{Results} \rangle$

110001007						
	No. 1	No. 2	No. 3	No. 4		
Pre test	No abnormal appearance	No abnormal appearance	No abnormal appearance	No abnormal appearance		
Post Day 1	No abnormal appearance	No abnormal appearance	No abnormal appearance	No abnormal appearance		
Post	At post Day 12					
Day2~Day12	No abnormal appearance	Grease leaked of lip surface	No abnormal appearance	No abnormal appearance		
	Wear of lip in upper surface; A little	Wear of lip in upper surface; A little	Wear of lip in upper surface; A little	Wear of lip in upper surface; A little		
	(Contact part with a knuckle)					
	Wear of lip ; A little	Wear of lip ; Many	Wear of lip ; A little	Wear of lip ; A little		
	No cracks and no contact wear in wall	No cracks and no contact wear in wall	No cracks and no contact wear in wall	No cracks and no contact wear in wall		
	No excessive wear/corrosion	Corrosion is found	A little corrosion is found	A little corrosion is found		
	in seal part of ball stud					
			No abnormal of grease			
	Water ingress	Water ingress	No water ingress	Water ingress		
<ref.>Inner dia. of lip [Data from</ref.>	φ 21. 43	φ 22. 15	φ 21. 31	φ 21. 80		
a dust cover's supplier]	New) φ 21. 20		New) φ 21.05	New) φ 21. 20		
Moisture content	4. 10%	16. 30%	0.86%	25. 57%		
with a Karl Fisher Titration	1. 10/6	15.00%	3. 00/0	25. 51/0		
Criteria;2.0% Max	New) 0.05%					

5. Part's condition

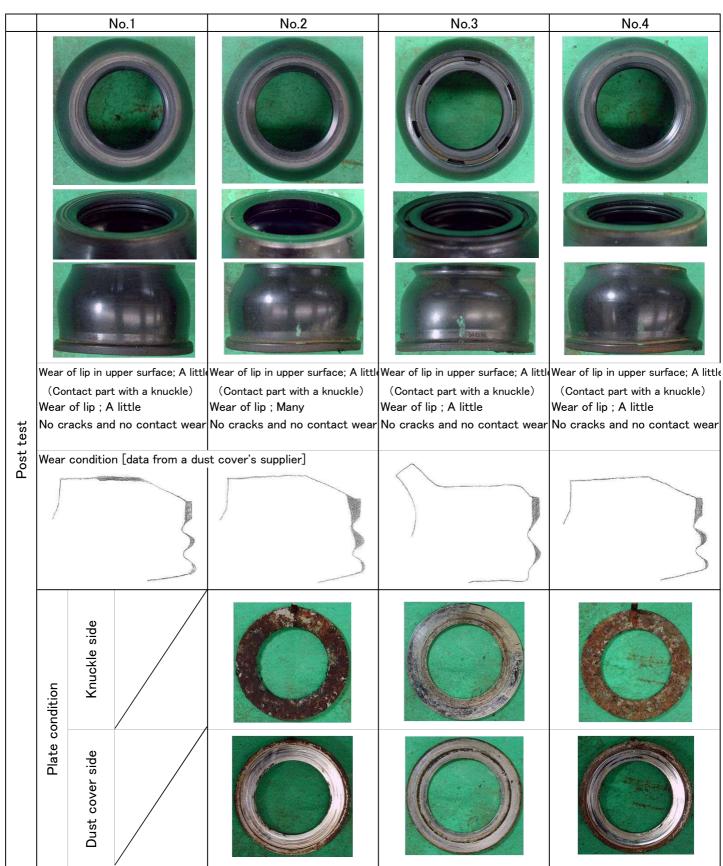
<Test Condition>
On table.1(run to day14)

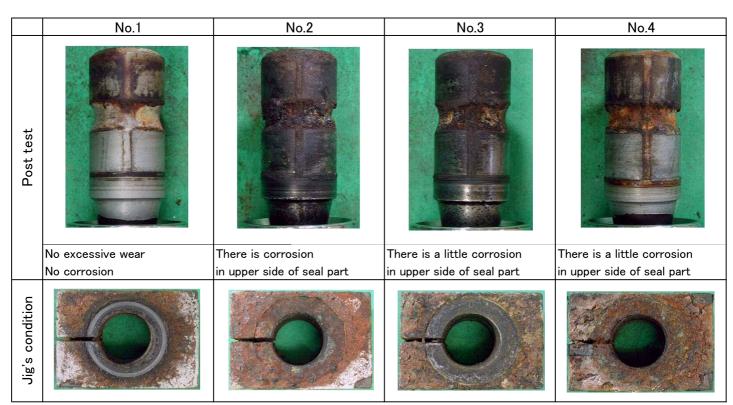


Articulation angle

	100%	80%	66%
In jounce	+16. 7°	+13. 4°	+11.0°
In rebound	-17.8°	-14. 2°	-11.7°
Standard position	3.2°	3.2°	3. 2°

	No.1	No.2	No.3	No.4
Pre test	No abnormality	No abnormality	No abnormality	No abnormality
	The district mainty	The district mainty	TVO district mainly	The apriormality
Post Day1		e 50		Transcommence (c) (c) (c)
	No abnormality Post Day 12	No abnormality Post Day 12	No abnormality Post Day 12	No abnormality Post Day 12
	No abnormality as a gap between surface of the jig and seal lip		No abnormality as a gap between surface of the jig and seal lip	No abnormality as a gap between surface of the jig and seal lip
Post	Water ingrees	Water ingrees	No water ingress	Water ingrees
	Water ingress	Water ingress	No water ingress	Water ingress





7.0.4.2.7.2.2.4.2 FEST (KLT) 7.0.4.2.7.2.2.4.2 FEST SCHEDULE CVCLE ELENIT ESSISTING		4000	CYCLE ELEMENT DESCRIPTION DURATION OR SETTING ON 4AK OF FILL DESCRIPTION OF SETTING ON THE PROPERTY OF THE PRO	1=0 35	I/NIN, FLOW RATE 2-4 I/MIN	2.21.23% 21.wts T0 23#4% NBC1.	9/1 158/1 0.03T-(190 12103-A4) DR TURK1SH GRIT/KANIG BB			AIR TEMP. +8435C SOLUTION TEMP	AIR TEMP. +234ST SOLUTION TENP	2 技術教師 = 15±6七	THATE CYCLES HOVEMENT CYCLES 1,387,000 APTICOLATIONS 225,000 ROTATION CYCLES FEB 647: 115,200 APTICOLATIONS 19,000 ROTATION CYCLES TO THE CYCLE PER 647: 115,200 APTICOLATIONS 19,000 ROTATION CYCLES	1 6日:野田気送を一3 0 上右 5のテスト: 1) テスト質にお問うとは、	4)回称。0.33 5)故论的作数回数数 5)之一则性を阻害す	DAY 1: FESTING AT F=-30C4S:	1) PRECMOTITON FOR 2 HOUSE AT 30% LS BEFORE TEST AND HOLE WITE FOR THE DUBATION DF THE TEST. WITE SOUTH ON THE DESTRUCTION OF THE TEST.	3) ABTICUL 4) BOTATIO	5) ALLOW F	2) メガルタアージの上的からなどもので置して設置し、単独全体に対象がよりでする。 3) 原子が一般数が出かっています。 4 、 それらのは、カルト・コープを自己的数据する。			5) HOLD SOLVITON AT -115T AND ATA AT -205T FOR LDW TEMP. CYCLES. 5) DURING WATER FLOW CYCLES, ENVIRONMENTAL CONTROLS (AM BE 3HUT OFF. 7) AT REVI THOMRS I - 16 AMD 23 -741, BALL STUD ANNEE TO BE HELD AT		- フンプンボルを表示なるのかでしている。これなったでしては本名の対象し、多ちのことは、 3)ドスプード:からで、部分が、人名フド E 203~ BERGHOFF(Sartorius MDS 400) 非式自動のが決点でいるフリー人のおみ動物を翻訳するに。	FIER THREE TEST RUNS (A TOTAL OF POST INSPECTION:	FIC GRAVITY AND ABJUST AS 7) VIGUALLY INSPECT SEAL AND RECORD BOSCHATIONS FOR REFERENCE 1) VIGUALLY INSPECT SEAL AND SOCKET FOR CORRESION AT SEAL 1) VIGUALLY INSPECT SEAL STUD AND SOCKET FOR CORRESION AT SEAL	UTION CONCENTRATION. JETS DEVELOPE TO BE A PROBLEM TO BE A PART FOR THE TOP AND THE TOP A	4) A FAILURE 1. TEST PARAMETERS SHOWN IN A PARAMETERS SHOWN IN A PARAMETERS SHOWN IN A PARAMETER SHOWN IN A PARAME	AS TAILUME IS DEFINED AS AN INCREASE IN THE BODY SEAL MOISTURE CONTENT OF ATTENTIAN Z.O. W. CONTENT OF ATTENTIAN Z.O. W. 5) ANY FALLUPES ROUGHES ROUGH
1 1 1 1 1 1 1 1 1 1	13	社の日野	ELENENT O	1	2-4		-	>86%	5 60%	+80±5℃ 放發激酶 20~80℃ AIR TENP.	+23±5℃ 水溶液温度 20~80℃ AIR TEMP.	-2015日 最終的第一1515日 AIR TEMP.	CYCLES 1 1 DAY:	1日 このテストは、市場が居宅も引き起ごす経験と作動が投資再製したポールジョイントのシール連携制造デストである。	4) L JOINT BOOT SEAL WEAR TEST ATTEMPTING B	TO THE CONTRACT OF THE STATE OF	JI VILL EVALUATE THE FUNCTIONAL JI DE THE FEAL DESIGN. SEAL MAILENT JI AND COPROSIDA MESSIAMACE OF THE BALL STUD AS RELATED TO WATER INFESS THIS WOULD FAIRMALLY APPLY TO ADJUSTING ARTICULATION AND ROTATION AND ANGLES TO WEST VEHICLE REQUIREMENTS.		1)ボードシェインアラントは、ブーンをおび属や口に前に同じずる、水野の基準を含む心実性したが出来ないのが望ましいが、 も実施できないとはよりに関やなは着を表して、シールを作用の状態を行って、記憶性はまきのはは即の下野したものとする。 2)地間に過ぎるで、インジを持ちのから「のコンシャキンス・ドンズ・ストビス・SER製造車を			ASE IN ACCOUNT CABENIN TY HYS AT 35T M/30 PPIN OZONE. 7) REFRIGERATE FOR 2 HYS AT -1615T. ARTICOLLATE AT A MININUM OF SOX OF FULL DESIGN FRAVEL".				HED AFTER THREE TEST RUNS (A TOTAL OF PO.	SPECIFIC GRAVITY AND ADJUST AS 7)	N SOLUTION CONCENTRATION.	D. ALL TEST PARANETERS SHOWN IN	5) WOITE MINE ASS STREAMS STATED A MONTH FEST PARAMETERS SHOWN IN 4) SAREQUE MAYE APPRAISE STATED FOR STATEMS ASSESSED AS THE SALE JOINT EXCREDS SOC. 5)

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8/7/2015

APPENDIX 8

ATTACHMENT G



Countermeasure Type	Current mass production (L206 34 550)	Provisional design change (13C-0215)	Type A: Use of DC for J15A	Type B: Die of provisional design change is used.	Type C: Stress-relaxation for M770.	Type D: Improvement of seal performance for M410.	Type E: Improvement of seal performance for M410.	Remarks
Conspectus	Material: M701 Shape of small diameter of dust-cover: Top surface lips do not exist.	Material: M410 Shape of small diameter of dust-cover: Top surface lips do not exist. I.D has 3steps of lips. Position changes of first lip.		Material: M770 Shape of small diameter of dust-cover: Top surface lips do not exist. I.D has 3steps of lips. Position changes of first lip.	Material: M770 Shape of small diameter of dust-cover: Top surface lips exist. I.D has 2steps of lips. SUS plate is adopted. The socket side is fixed by a clip The socket O.D is extended.	Material: M410 Shape of small diameter of dust-cover: Top surface lips exist. I.D has 2steps of lips. SUS plate is adopted. The socket side is fixed by a clip The socket O.D is extended.	Material: M410 Shape of small diameter of dust-cover: Top surface lips exist. I.D has 2steps of lips. Ferrule is adopted.	
Q	× : Market trouble occurred.	 ∆ ×: KLT NG ×: Low temperature seal performance is NG. O: Materials corresponding to the ozone resistance. ×: Rust sedimentation characteristics-resistant. 	Δ O:KLT OK O:Low temperature seal performance is good. Δ:Ozone resistance Δ:Rust sedimentation characteristics-resistant.	Δ : Ozone resistance × : Rust sedimentation	O: Ozone resistance is improved. Δ: Rust sedimentation	O: Materials corresponding to the ozone resistance	O: Materials corresponding to the ozone resistance. O: Rust sedimentation	
С	O O: Current die of DC exists.	Δ : Die of DC provision.	△ O : Current die of DC exists. × : New SUS plate is necessary.	 △ : Die of DC provision. (Die of provisional design change is used.) △ : Machining tool change of BS. 	× : Die of new design DC. × : New SUS plate is necessary. × : New DC clip is necessary. × : Change of Socket blank is necessary. × : Change of Lower control arm is necessary. × : Change of die of BS is necessary	× : Die of new design DC. × : New SUS plate is necessary. × : New DC clip is necessary. × : Change of Socket blank is necessary × : Change of Lower control arm is necessary × : Change of die of BS is necessary	× : Die of new design DC. × : New Ferrule is necessary. × : Assembling of the Ferrule is necessary. × : Change of die of BS is necessary.	
D	O O: Current die of DC exists.	O : Mp die of DC manufacturing now.	O: Current die of DC exists. Δ: Assembling of the SUS plate is necessary.	O: Mp die of DC manufacturing now. (Die of provisional design change is used.) Δ: Machining tool change of BS.	× O: Die of new design DC. Δ: Assembling of the SUS plate is necessary ×: Socket press fit diameter is extended (approx. +3mm) ×: Lower control arm press fit diameter is extended (approx. +3mm) Δ: Change of die of BS is necessary ×: DC O.D is extended	× : Socket press fit diameter is extended (approx. +3mm) × : Lower control arm press fit diameter is extended (approx. +3mm) △ : Change of die of BS	of Ferrule. Remodeling of facilities or Introduction of facilities. △: Change of die of BS is necessary. △: Other detailed examination is necessary.	
Overall judgment	Water ingress in the joint & ball stud's coming off in market	Low temperature following	O Low temperature following capability is good. Ozone resistance is no problem. Ozone crack is C2-C3 level at (more than 100,000km) in 5 years. (improved than M701.)	Ozone resistance is no problem. Ozone crack is C2-C3 level at (more than 100,000km)	Ozone resistance is improved than current model We think that there is an effect,	Ozone resistance is good. We think that there is an effect, but the possibility is difficult	Ozone resistance is good. We think that there is an effect,	
Sketch of Dust Cover								

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APPENDIX 8

ATTACHMENT H

1) Tested vehicle: J50S DCV-6 with 31,885 miles traveled

2) Vehicle weight

3) Tire inflation: 230kpa/cm^2(245/50 R20 102M) for Fr/Rr

				(kg)				
	F	-r	Rr					
	Right	Left	Right	Left				
3 Passengers	574	603	432	469				
Empty car (0 Passenger)	542	551	392	411				

DIST/DLS	Country	VIN(WM1 VDS VIS)	Parts No.	Travel distance (km)	Production Y/M	Registration Y/M	Repair Y/M	Received Y/M
M101B	U.S.A.	JM3TB3CV4B0326832	TD11-34300/250	27,630	2011/05/30	2011/08/29	2013/01/29	2013/02/01

(mm) B J Backlash amount Right 1 (WL) Left 3

D R V : Fukagawa

Passengers: Mazda E&T Body Testing: Komaki, Tani

				,,,,		oise arouse]
Tested date	DRY/WET	Venue	Operation	Vehicle speed	or not (No no occur)	oise: , noise red: ×) Left	Noi Right	Se Left	
lun 10		Gap of 50mm at Building B Bipost lift	Advancing/Reversin g with both tires running over a gap	~ 5 km/h	Night	Leit	-	-	
Jun. 10		Headqualter C C Ctr.	-	~ 50km/h			-	-	
		District B High-frequency vibrating road	Driving straight	20km/h			-	-	
		District B Stone-paved road	Driving straight	30km/h			-	-	
		District B Impact road (Road with quadruplet trapezoid-shaped bumps)	Driving straight	10km/h			-	-	
		District B Road with bumps	Driving straight	20km/h			-	-	
		District B Normal circular road	Driving straight	~ 100km/h			-	-	
Jun. 12		District B Concrete cracked road	Driving straight	~ 30km/h			-	-	
		District B Trapezoid-shaped bump before concrete cracked-road (64 × 1050)	Driving straight	~ 30km/h			-	-	
		District B Circular-shaped bump before concrete cracked-road (100 × 2500)	Driving straight	~ 30km/h			Cracking	sound	Noise occurred incidentally but not always and abnormality not recognized
	DRY	District B Turning-around	Turning right	~ 20km/h			-	-	
	DICT	area	Turning left	~ 20km/h			-	-	
		District B C lane	Acceleration/ deceleration	10-80km/h			-	-	
		District B Rough road with low frequency vibrating	Driving straight	~ 20km/h			-	-	
		District B Uphill road	Driving straight	-			-	-	
		District B Optilii Toad	Hill start	-			-	-	
		District B Bump before uphill road	Advancing/rev ersing	-			-	-	
Jun. 13		District B High-frequency vibrating road	Meandering	~ 20km/h			Cracking	sound	Cracking sound occurred incidentally with other abnormal noise by vibration but hard to be recognized.
		District B High-frequency vibrating road	Traveling with only a left tire on wavelike	~ 20km/h			-	-	
		District B—Center district	-	~ 40km/h			-	-	
		Test course before	Reversing with left tire running over rectangular-shaped bump of 50mm	~ 30km/h			-	-	
		Building C	Reversing with right tire running over rectangular-shaped bump of 50mm	~ 31km/h			-	-	

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APPENDIX 8

ATTACHMENT I

Date of issue:07/25/2013
Report No.:SA-5886
Rhythm Corporation
283-3 Gokyu-cho Minami-ku
Hamamatsu-city

Manager		1
J. a.du	m' Labata	

Ball Joint Seal Key Life Test Report

Date of tested: $06/28/2013 \sim 07/16/2013$

1. Surmary

To do KLT test for a counter measure of ball stud's coming off in the market.

Added a sus-plate between knuckle ad dust cover

Dust cover is with upper lip and material change

Description of the tested part

<Test sample>

Part :J50C LWR BJT(L206 34 550)

with dust-cover; 40192 37100-U(shape material change)

35 54	Plate	Other
No. 1, 2	Added	Dust Cover of J15(Upper lip existance/ material :M410)
No. 3, 4		Dust Cover of J15(Upper lip existance/ material :M770)

<Test Condition>
On table.1

2. Conclusion

All tested parts meet the criteria

3. Re	<u>sult</u>	Appearance	Water ingress (by flame point test)	Water content rate (%)
No. 1	Material of	No abnormalities are found as excessive wear in seal lip/wall of dust cover	No water ingress in the joint	0. 42%
No. 2	;M410	No abnormalities are found as excessive wear in seal lip/wall of dust cover	No water ingress in the joint	0. 42%
No. 3	Material of	No abnormalities are found as excessive wear in seal lip/wall of dust cover	No water ingress in the joint	0. 36%
No. 4	;M770	No abnormalities are found as excessive wear in seal lip/wall of dust cover	No water ingress in the joint	0. 29%
				Criteria; 2.0% or less

4.Detail of the test

Articulation angle

	100%	80%	66%
In jounce	+16.7°	+13.4°	+11.0°
In rebound	-17.8°	-14.2°	-11.7°
Standard position	3.2°	3.2°	3.2°

<0bservations>

Pre test	No evidence of the seal lifting from the boss interface.
Post Day 1	No evidence of seal failure by visual check
Day 2~12	Seal had no visible rips or cracks.
Post Day 12	·Visually inspect seal as reference
	• Visually inspect ball stud and socket for corrosion at seal interface
	• Test grease for moisture content using a Karl Fisher Titration method(ASTM E 203)
	[·Moisture content in the boot seal 2.0% or less than 2.0 %]

<Results>

	No. 1	No. 2	No. 3	No. 3		
Pre test	No abnormal appearance	No abnormal appearance	No abnormal appearance	No abnormal appearance		
Post Day 1	No abnormal appearance	No abnormal appearance	No abnormal appearance	No abnormal appearance		
Post	At post Day 12					
Day2~Day14	No abnormal appearance	No abnormal appearance	No abnormal appearance	No abnormal appearance		
	Wear of lip in upper surface; A little	Wear of lip in upper surface; A little	Wear of lip in upper surface; A little	Wear of lip in upper surface; A little		
	(Contact part with a knuckle)					
	Wear of lip ; A little					
	No cracks and no contact wear in wall	No cracks and no contact wear in wall	No cracks and no contact wear in wall	No cracks and no contact wear in wall		
	No excessive wear/corrosion	No excessive wear/corrosion	No excessive wear/corrosion	No excessive wear/corrosion		
	in seal part of ball stud					
	No abnormal of grease					
	No water ingress	No water ingress	No water ingress	No water ingress		
<pre><ref.>Inner dia. of lip (mm) [Data from</ref.></pre>	φ 21. 45	φ 21. 47	φ 21. 30	φ 21. 35		
a dust cover's supplier]	New)	φ 21. 20	New) φ 21. 20			
<ref.>Strained force (N/mm)</ref.>	1. 15	1. 15	0. 92	0.90		
[Data from	1.15	1. 10	0. 92	0. 30		
a dust cover's supplier]	New)	1.7	New) 1.3			
Moisture content	0.42%	0. 42%	0. 36%	0. 29%		
with a Karl Fisher Titration	0.42/0	0. 12/0	0.30%	0. 29%		
Criteria;2.0% Max	New) 0.28%					

5.Detail of test

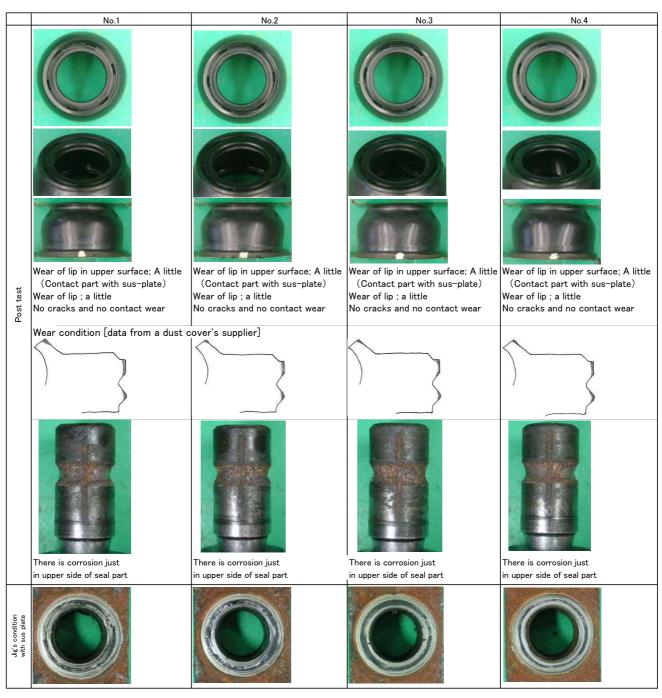
<Test Condition>
On table.1

Articulation angle_

	100%	80%	66%
In jounce	+16.7°	+13.4°	+11.0°
In rebound	−17.8°	-14.2°	−11.7°
Standard position	3.2°	3.2°	3.2°



	No.1	No.2	No.3	No.4
Pre test			AND THE PROPERTY OF THE PARTY O	
	No abnormality	No abnormality	No abnormality	No abnormality
Post Day1		Simmer State of the State of th	All fragge of the second secon	
	No abnormality	No abnormality	No abnormality	No abnormality
	The state of the s	minimum and an artist Assa	John Mehren Jahranden A.	
	so is a third manner than the		a sufficience (City)	
	No abnormality	No abnormality	No abnormality	No abnormality
Post Day12	with sus-plate	with sus-plate	with sus-plate	with sus-plate
	No water ingress	No water ingress	No water ingress	No water ingress
	Moisture content rate: 0.42%	Moisture content rate: 0.42%	Moisture content rate: 0.36%	Moisture content rate:0.29%



KLT TABLE.1

表) シールキーライフテスト 「ABLE.1 9EAL KEY L(FE 1ESF (KLT)

20h 24h									
16h								-	
12h									
44 8 9 1								CYCLES CYCLES	FORE TEST AND HOLD AT THIS EL 16,000 ROTATION CYCLES EL 16,000 ROTATION CYCLES SEAL FAILURE. THAN WEER PORTION OF BDDT REATHER FART. AND VE. FORE TEST AND HOLD AT THIS THAN WEER PORTION OF BDDT REATHER FART. FORE FORE PORTION OF BDDT REATHER FART. FORE TO LOW THE FART. FORE CORRESSION AT SEAL FORE FORE FORE PORTION TO AND AND AND AND SEAL FORE FORE FORE TO BE HELD AT FORE FORE FORE TO SEAL MOST OF THE FORE FORE REFERENCE SER TIPRATION TO SEE FORE FORE TO SEAL MOST OF THE FORE FORE REFERENCE SER TIPRATION TO SEA AND SEAL MOST OF THE FORE FORE REFERENCE SER TIPRATION TO SEA AND SEAL MOST OF THE FORE FORE REFERENCE SER TIPRATION TO SEA AND SEAL MOST OF THE FORE FORE THE FORE FORE FORE FORE FORE FORE THE BOOT SEAL MOST OF THE FORE THE
大部場を の SETTING 0h	1-2 0 Hz	1=0.33 H2		DR TURKISH GRIT/KANTO #8		+#dist solution TENP. 20 TO 800	+23±5C SOLUTION TENP. 20 TO 80C -70±5C SOLUTION TENP -15±5C	00 ARTICULATIONS 2	18日 : 新田子及生-30 に上5 このでスト: 19 7.5 情に着色ス酸-30 に上5 このでスト: 19 7.5 情に着色ス酸-30 に上5 このでスト: 20 19 19 19 19 19 19 19 19 19 19 19 19 19
NOTEGERAL THORSE	1 ×	136° 数本第:2~41/NIN FIOURETF 9-4 I/NIN	3% ZIWIN TO ZSUIN NACI.	ダスト難: 5g/ 5g/ DUST-{150 12103-24 >85x	30% TO 50%	+80±5℃ 対験製量 20~80℃ AIR TEMP.	第四元編集 + 23±5で、水溶液温度 20~80で AIR TEMP. 報報表達度 - 20+5に、水溶液溶液 - 15+5で AIR TEMP.	APPROXIMATE CYCLES-NOVEMENT CYCLES 1.38 CYCLE PER DAY: 11 TO REBDUND TRAVEL	LEST RUNS (A TOTAL DE LEST RUNS (A TOTAL LEST RUNS (A TOTAL LEST RUNS (A TOTAL LEST RUNS (A TOTAL COMPRESS THE BOOT COMPRESS THE BOOT FOR FREEFRED SHOULD BE HADE FROM FOR FREEFRED COMPRESS THE BOOT REST RUNS (A TOTAL DE FOR FOR FREEFRED NOTON NO
テストスケジュール TEST SCHEDULE 原 CVCIE CIENENT	CULATION ANGLE	b BEAR ROTATING ANGLE TO ANGLE	但分配 9ALT CONTENT	祝養度 PUST DR GRIT 分 d 過度 HUMID(TY 4年) >8		HIGH TEMP	f gas RDON TEMP 報	** 66% OF FULL DESIGN JOUNC	本語的:

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APPENDIX 8
ATTACHMENT J

J50C Recognizability test for backlash of Fr lower arm BJ

1) Tested vehicle: CAV/AX6X_J50M AP-6 with 30,387 miles traveled for North America

2) Vehicle weight

3) Tire inflation: 245/60R18 104H /250Kpa/cm^2

	F	-r	Rr		
	Right	Left	Right	Left	
3 Persons	610	609	493	484	

Trial product: Part with backlash of 5mm in axial direction Part No.:RH TD11 - 34-300-Y13 LH TE69-34-350-Y03

		(mm)
ВJ		
Backlash	Right	5
amount	_	
(WL)	Left	5

D R V : Fukagawa

Passengers: Mazda E&T Body Testing: Hatayama, Tani SUS Dep.: Sano AM

NG level: 5 pts or

Chas. Dep.: Higuchi Tec. Serv. Dep.: Ochi

Conclusion

When driving a vehicle with BJ with backlash, abnormal noise and STG vibration arose and signal indicating vehicle abnormality was recognized to be necessary to sinform customers.

Topics regarding evaluations

- 1 . Hazardous abnormal noise/vibration were found when turning STG during garaging, moderate braking during right/left turn, changing a traveling lane, a tire riding over/down the road shoulder, etc.
- 2 . Abnormal noise always occurred when displacement phase of Fr suspension deviated (When a tire riding over a bump, etc.)
- 3 . No abnormal noise was recognized when traveling in a straight line on flat road surface without STG operation.4 . No abnormal noise was recognized when both sides of tires together riding over a bump/joint, etc.

under Results Tested Evaluation point for noise DRY/WET Venue Remark Operation speed Noise Right Left Right Left date Advancing/reversing Gap of 50mm at g with both tires ~ 5 Building B Bipost lift running over a gap oise occurred with STG turning right at a parking Cracking Headquarter District B entrance before District B waiting area. Noise not occurred when driving straight. ~ 50 4.5 4.5 sound Right tire Gap of sidewalk road shoulder in Cracking front of ED building (Riding over/down gap of 100mm) running over a ~ 10 5 × sound gap Left tire running Cracking ~ 10 5 × over a gap sound Turning STG in Noise occurred immediately after turning Cracking Garaging advancing/rever ~ 10 4.5 4.5 STG back again after turning STG and sound Turning right ~ 20 Turning right Cracking Noise occurred when braking with ~ 20 5 **Braking** STG turned sound District B Turningaround area Turning left ~ 20 Noise occurred when braking with Turning left Cracking ~ 20 STG turned Braking sound Driving 80 straight Driving 100 straight ~ 60 Driving straight Braking ~ 80 District B Straight road Peeling out nanging traveling Cracking lane (a little ~ 80 STG vibrated sound Changing traveling lane(a little Cracking STG vibrated 100 sound excessively) Changing DRY Sep. 5 traveling lane ~ 80 (normal) Driving Cracking 5.5 5.5 District B High-~ 20 × × straight sound frequency vibrating Cracking road Meandering ~ 20 5.5 5.5 × × sound Driving ~ 30 District B Stone-paved straight road Meandering ~ 30 District B Impact road Driving (Road with quadruplet ~ 10 straight trapezoid-shaped bumps) Driving straight District B Stone-paved with both tires road with bump at end ~ 20 running over (68×1200) District B Rough road with Cracking **Driving straight** ~ 10 5 ow-frequency vibration 5 × sound (Twisted road)

District B Uphill road	Driving straight	~ 20			-	1	ı	-
District B Trapezoid-	Both tires running over gap	~ 10			-	-	-	-
shaped bump before uphill road (64 × 1050)	Right tire running over gap and	~ 10	×		Cracking sound	5		
District B Circular- shaped bump before	Driving straight with both tires running over a	~ 20			-	1	1	-
concrete cracked-road (100 × 2500)	Left tire running over a gap	~ 20		×	Cracking sound	-	-	-
District B Trapezoid- shaped bump before	Driving straight with both tires running over a	~ 20			-	-	5	-
concrete cracked-road (64 x 1050)	Left tire running over a gap	~ 20		×	-	-	5	-
District B—Center district		~ 50	×	×	×	5		Noise occurred immediately after turning STG back again after turning STG and braking slightly before signal light when

Evaluated pts	Abnormal noise	Recognizability	Necessity of improvement	Complaints by customers
6	No	No	No need	No
5.5	Small noise	Recognized slightly	Endurable/no need	Received rarely
5	Recognizable	Uncomfortable	Necessary	Received frequently

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APPENDIX 8

ATTACHMENT K

Date of issue:11/20/2013
Report No.:SA-6275
Rhythm Corporation
283-3 Gokyu-cho Minami-ku
Hamamatsu-city
Shizuoka-pref. JAPAN

Manager	
J. Ondo	n' Tabata

Ball Joint Seal Key Life Test Report for J50C LWR BJT

Date of tested: 10/18/2013~11/11/2013

1. Summary

To do KLT test for a counter measure of ball stud's coming off in the market. Use an actually knuckle and plate provided from Mazda.

Description of the tested part

<Test sample>

Part :J50C LWR BJT(L206 34 550) with BDC156A Dust-Cover (Material :M770)

<Test Condition>
On table.1

2. Conclusion

All tested parts meet the criteria.

3. Result

	Appearance	Water ingress (by flame point test)	Water content rate (%)					
No. 1	No abnormalities are found as excessive wear in seal lip/wall of dust cover	No water ingress in the joint	1. 06%					
No. 2	No abnormalities are found as excessive wear in seal lip/wall of dust cover	No water ingress in the joint	0. 44%					
No. 3	No abnormalities are found as excessive wear in seal lip/wall of dust cover	No water ingress in the joint	0. 65%					
No. 4	No abnormalities are found as excessive wear in seal lip/wall of dust cover	No water ingress in the joint	0. 35%					
	Page 1/5							

4. Detail of the test

Articulation angle

	100%	80%	66%
In jounce	+16. 7°	+13. 4°	+11.0°
In rebound	-17.8°	-14. 2°	-11. 7°
Standard position	3. 2°	3. 2°	3. 2°

<0bservations>

Pre test	No evidence of the seal lifting from the boss interface.
Post Day 1	No evidence of seal failure by visual check
Day 2∼12	Seal had no visible rips or cracks.
Post Day 12	· Visually inspect seal as reference
	· Visually inspect ball stud and socket for corrosion at seal interface
	• Test grease for moisture content using a Karl Fisher Titration method(ASTM E 203)
	[·Moisture content in the boot seal 2.0% or less than 2.0 %]

An improved dust-cover is tested KLT for settling down the issue of ball stud's coming off in the market . $\langle \text{Results} \rangle$

	No. 1	No. 2	No. 3	No. 4							
Pre test	No abnormal appearance	No abnormal appearance	No abnormal appearance	No abnormal appearance							
Post Day 1	No abnormal appearance	No abnormal appearance	No abnormal appearance	No abnormal appearance							
Post	At post Day 12										
Day2~Day12	No abnormal appearance	No abnormal appearance	No abnormal appearance	No abnormal appearance							
	Wear of lip in upper surface; A little	Wear of lip in upper surface; A little	Wear of lip in upper surface; A little	Wear of lip in upper surface; A little							
	(Contact part with a knuckle)										
	Wear of lip ; A little										
	No cracks and no contact wear in wall	No cracks and no contact wear in wall	No cracks and no contact wear in wall	No cracks and no contact wear in wall							
	No excessive wear/corrosion	No excessive wear/corrosion	No excessive wear/corrosion	No excessive wear/corrosion							
	in seal part of ball stud										
	No abnormal of grease										
	Water ingress	Water ingress	Water ingress	Water ingress							
<pre><ref.>Inner dia. of lip [Data from</ref.></pre>	φ 21. 28	φ 21. 24	φ 21. 23	φ 21. 27							
a dust cover's supplier]	New) φ 21. 05										
<pre><ref.>Strained force (N/mm) [Data from</ref.></pre>	0.85	1. 02	0.89	0. 95							
a dust cover's supplier]	New) 1.30										
Moisture content with a Karl Fisher Titration	1.06%	0.44%	0.65%	0. 35%							
Criteria;2.0% Max	New) 0.28%										

5. Part's condition

<Test Condition>
On table.1(run to day14)



Articulation angle

<u> </u>	100%	80%	66%
In jounce	+16. 7°	+13. 4°	+11.0°
In rebound	-17.8°	-14. 2°	-11.7°
Standard position	3.2°	3.2°	3. 2°

	No.1	No.2	No.3	No.4
Pre test	No abnormality	No abnormality	No abnormality	No abnormality
Post Day1				THE PARTY AND SECTION AND SECT
	No abnormality	No abnormality	No abnormality	No abnormality
			The state of the s	
	No abnormality as a gap between	No abnormality as a gap between	No abnormality as a gap between	No abnormality as a gap between
	surface of the jig and seal lip	surface of the jig and seal lip	surface of the jig and seal lip	surface of the jig and seal lip
Post				
	No water ingress	No water ingress	No water ingress	No water ingress

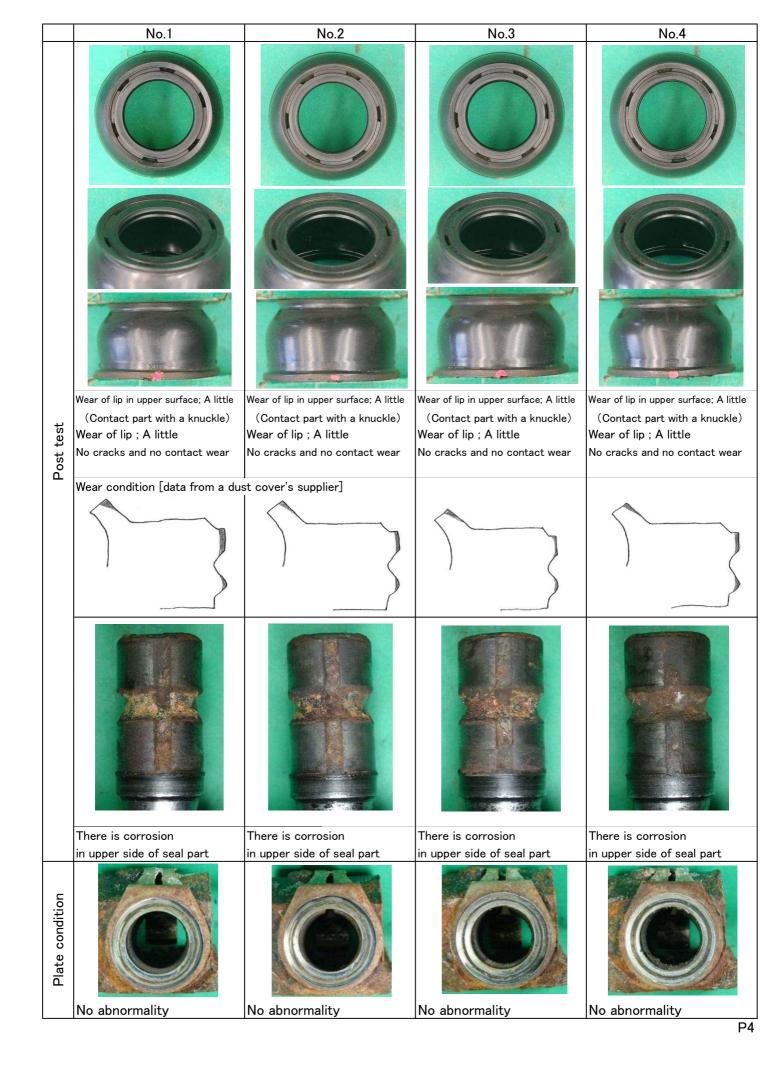


TABLE.1 SEAL KEY LIFE TEST (KLT)

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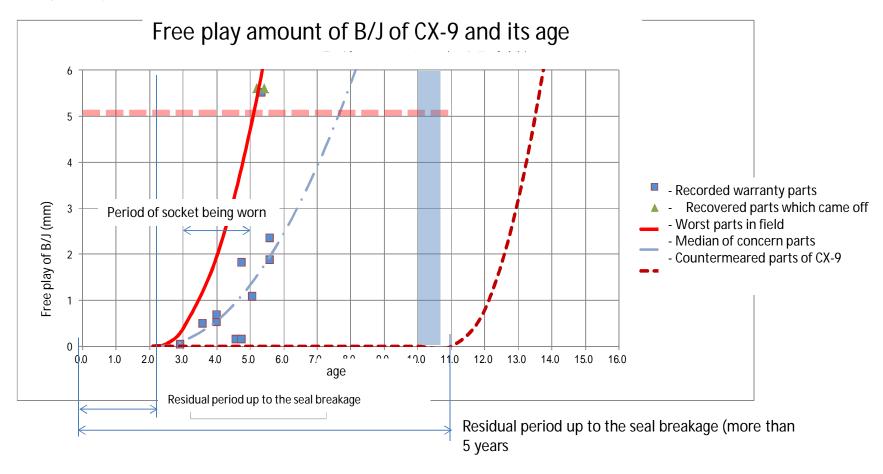
8/7/2015

APPENDIX 8

ATTACHMENT L

6. Countermeasure for mass production

Projection of ball joint's life based on recovered warranty subject parts from the field



Countermeasure will help to extend the life of B/J to meet the market target of more than 10 years

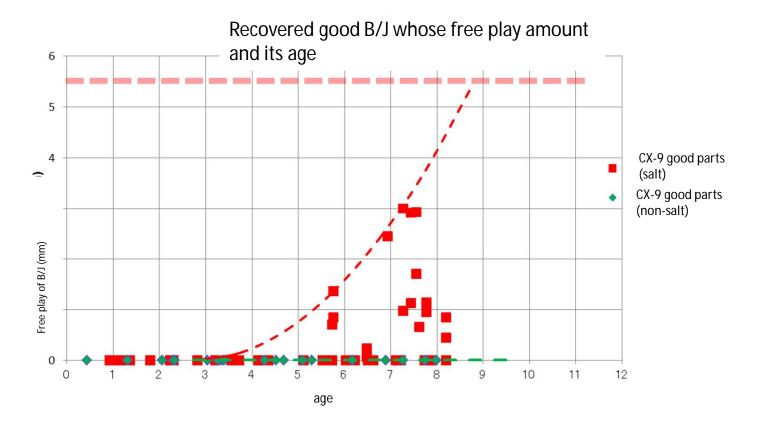
7. Characteristics of issue

4) Regionality

Salt-Belt area: Presumed that

Presumed that free play of B/J could be generated, and some could have come off.

Non Salt-Belt area: Presumed there is no free play of B/J, and no parts came off



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APPENDIX 8

ATTACHMENT M

List of danger-level evaluation results for the front lower ball joint on J50C Vehicle J50L Record No. 30201 Removed B J on the Left Side axel Test drive venue: In the area of Skid Pad in Mine Test Drive Course Test period: March 11, 2015 to March 12, 2015 Department in charge of test: Chassis Dynamic Dev. Dept, Chassis Dept., Durability Testing Dept., and Field Quality Dept.

Evaluation results of hazardous level (OYes × No grey) DRV feel																
Evaluation mode	Vehic	itions Steering angle (deg)	drivable	not turn over	stoppable with brakes not misfire	Can stay on the line	No vehicle pull	No passenger jolting which could be led to injury	No risk of parts being flown out to cause the secondary concern	No con follow	Recognition of abnormality before removal of B/J	Recognition of vehicle abnormality	Change of eye point	Change	Whether or not braking is possible	Damages on vehicle
going straight one of the wheels drives over a step	30	0	D S coming off	0	00	0	0	0	0		(rattle noise before part coming off)	High (eye points come off)	come down	Level of annoying	<u>ss</u> .	DS coming out (tripod area) Interference of tire and mud guard Mud guard clip coming off Interference of tires and steering tie rod Interference of control link and DS
over a step	40	0	× DS coming off	0	00	0	0	0	0		(rattle noise before part coming off)	High (squeak noise)	No change	Level of annoying	SS	Interference of tire and mud guard Mud guard clip coming off Interference of tires and steering tie rod Interference of control link and D S
going straight turns right 30R	30	90	D S coming off	0	00	0	0	0	0		None	High (sense of deceleration)	No change	Level of annoying	15	D S coming out (tripod area) Interference of tire and mud guard Mud guard clip coming off Interference of tires and steering tie rod Interference of control link and D S
going straight turns right 30R 2 20R	70	25	DS coming off	0	00		0	0	0		None	High (squeak noise)	No change	Level of annoying	ossi	DS coming out (tripod area). Interference of tire and mud guard. Damaged. Mud guard clip coming off Interference of tires and steering tie rod Interference of control link and DS Large scrape of tire side The second roll of coil interferes with suspension tower

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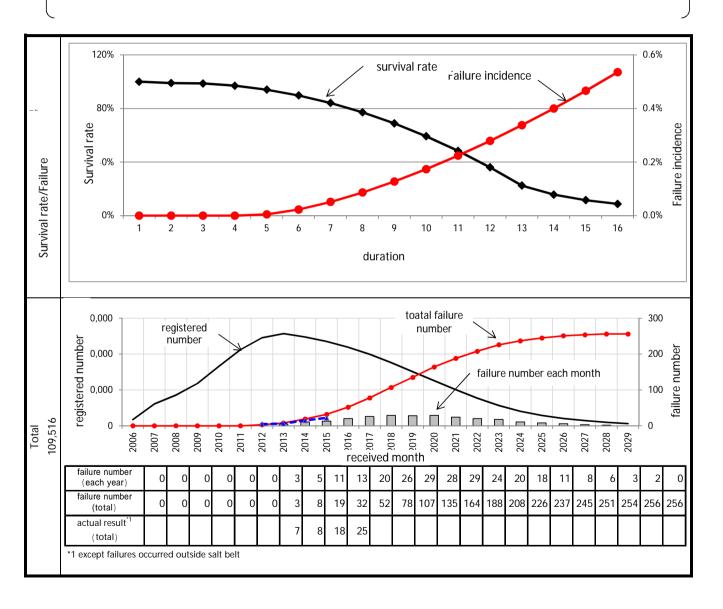
ATTACHMENT N

CX-9 Front ball joint frequent occurrence characteristics

Based on the chart below regarding survival rate / failure incidence, frequent occurrence characteristics was inspected.

Number of the occurrence in the future is caluclated by accumulateing a production volume X survival rate X failure incidence according

Survival rate : estimated percentage of current registered vehicle number to first vehicle registered number. Failure incidence:predicted the incidence of ball joint separation based on field reports, CAC, and VOQs.



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APPENDIX 9

MODIFICATIONS AND CHANGES

_		Process modified	07C-0025	07C-0195	07C-0178	07C-0732	08C-0118	09C-0293	10C-0562	Modification of process	13C-0387	Modification of process
a.	DATE	2007/4/2	2007/8/1	2007/5/1	2007/6/1	2008/5/1	2008/3/1	2009/8/1	2011/1/10	2011/9/20	2014/1/1	TBD
b.		production place changed	Welding length of lower arm aligned with that of the part	Spec for welding modified	Pt.4 Bush characteristics aligned with actual measurement	1.Variation of Bush characteristics improved 2.Inscription of stamp on Bracket modified	Material code added on BJ cap (ZAM material code added)	Nut to mount sensor added (Only LH)		Business transferred TRW THK	Shape of BJ boots modified	Supplier of the orifice of bush changed
	DESCRIPTION	Only production place changed No change in facility, etc. BALL STUD rolling: TRW Kani Plant San'en Kizai BEARING: TRW Kani Plant TRW Kasugai Plant SOCKET: TRW Kani Plant TRW Kasugai Plant	The state of the s				2011 Name of Control o			Company name and production site modified No change of facilities or equipment Cold forging of BALL STUD:TRW Kasugai Plant Mitsuchi Kasugai Thread rolling of BALL STUD:TRW Kasugai Plant Mitsuchi Kasugai BEARING:TRW Kasugai Plant THK RHYTHM Kyushu Plant SOCKET:TRW Kasugai Plant Mitsuchi Kasugai	Shape of Boot seal modified Plate added	
c.	REASON	Improving productivity	Mismatch between a part/drawing corrected	1 3	Mismatch between a part/drawing corrected	I.Improving productability of the other vehicles sharing the same parts 2.Requested by suppliers	Improving cost	Sharing parts with other vehicle model		Ball Joint Business operated by TRW transferred to THK RHYTHM	Improving sealability	Production increase
d.		TD11-34300-B TD11-34350-B	TD11-34300-B TD11-34350-B		TD11-34300-B TD11-34350-B		TD11-34300-B TD11-34350-B	TD11-34300-B TE69-34350		TD11-34300-B TE69-34350	TD11-34300-D TE69-34350-B	TD11-34300-D TE69-34350-B
e.	MODIIED PART NUMBER	Same as above	Same as above	Same as above	Same as above	Same as above	Same as above	Same as above	Same as above	Same as above	TD11-34300-E TE69-34350-C	TD11-34300-E TE69-34350-C
f.	WITHDRAWN	Not withdrawn	Not withdrawn	Not withdrawn	Not withdrawn	Not withdrawn	Not withdrawn	Not withdrawn	Not withdrawn	Not withdrawn	Not withdrawn	Not withdrawn
g.	IVAVVII VBI E IJV I E	TD11-34300-B:2007/6/4 TD11-34350-B:2007/6/11	TD11-34300-B: 2007/9/18 TD11-34350-B: 2007/9/18	TD11-34300-B:2007/6/4 TD11-34350-B:2007/6/11	TD11-34300-B:2007/6/4 TD11-34350-B2007/6/11	TD11-34300-B: 2008/6/19 TD11-34350-B: 2008/5/26	TD11-34300-B:2008/3/3 TD11-34350-B:2008/3/6	TD11-34300-B: 2009/8/18 TE69-34350: 2009/8/31	TD11-34300-B:2011/1/12 TE69-34350:2011/1/13	TD11-34300-B: 2011/9/26 TE69-34350: 2011/9/26	TD11-34300-E:2014/1/14 TE69-34350-C:2014/1/7	TBD