

PE15-022

MAZDA

8/7/2015

APPENDIX 4

MAZDA CAC



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	624081154	Source Code	MAZDA CAC
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Commodity Assignment			
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-front suspension-	Symptom	lack of lubrication
Commodity	chassis-suspension-shock absorbers/struts-front suspension-	Symptom	nvh-noisy operation
Commodity	chassis-suspension-shock absorbers/struts-front suspension-	Symptom	nvh-rough ride
Commodity	chassis-suspension-shock absorbers/struts-front suspension-	Symptom	repair-prior repair mentioned
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	119959400	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	20
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	05-Sep-2008
Version Series Code	AAAMQ	Load Date	07-Oct-2008
Causal Part Prefix- Base - Suffix	- -	Dealer Code	51484
Causal Part Name	unknown	Dealer Name	OPEN ROAD MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	EAST BRUNSWICK
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	07-Oct-2008		

Customer Comment	CUSTOMER STATES VEH FRONT END SOUNDS LIKE ITS FALLING APART CUSTOMER STATES VEH HAS A CLUNKING KNOCKING NOISE CUSTOMER STATES VEH NOISE IS BACK
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Technician Comment	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 [REDACTED] HAD TOSHI 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 REOCCURRING 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 [REDACTED] 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 UPDATE WHEN AGENT IS ABLE 0052008 09 09CRPP256 CONTACTED [REDACTED] CONFIRMED FAX RECIEVED 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
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	JM3TB38C17 [REDACTED]	Engine Serial Number	CY 202968
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 3 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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Concern Driven Reporting

Report Detail

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ECI Record	624094577	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	mod-driving condition-over bump(s)
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension—	Symptom	mod-driving condition-while turning
Commodity	chassis-suspension—	Symptom	mod-shift reverse
Commodity	chassis-suspension—	Symptom	no keyword found
Commodity	chassis-suspension—	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q3 2009		

Report Details

Source Claim Key	125262440	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	25
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	14-Aug-2009
Version Series Code	AAAAR	Load Date	18 -Aug-2009
Causal Part Prefix- Base - Suffix	- -	Dealer Code	UNKNOW
Causal Part Name	unknown	Dealer Name	
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	18 -Aug-2009		

Customer Comment	CUSTOMER THERE IS NOISE FROM THE FRONT END WHEN TURNING AT SLOW SPEED OR GOING OVER SPEED BUMPS, CUSTOMER ALSO STATES REAR WHEN GOING FROM REVERSE MAKES A LOUD NOISE NO JERK, JUST A LOUD NOISE
Technician Comment	CUSTOMER ADVISED TO TAKE VEHICLE TO A MAZDA DEALER FOR INSPECTION 0012009 08 14CRPP235 REQ DESC NOISE CUSTOMER ADVISED TO TAKE VEHICLE TO A MAZDA DEALER FOR INSPECTION
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	JM3TB28Y27	Engine Serial Number	CY 210649
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	31-Jan-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Requaired Vehicle	
Build Region		Warranty Start Date	04-Aug-2007
Build Country Code		Transmission Serial Number	
Mileage	51000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	624108481	Source Code	MAZDA CAC
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Commodity Assignment

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	nvh-noisy operation
Commodity	chassis-suspension—	Symptom	repair-prior repair mentioned
Commodity	chassis-suspension—	Symptom	separation
Commodity	chassis-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 2010		

Report Details

Source Claim Key	129570220	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	27
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	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
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	13-Jun-2010		

Customer Comment	CUSTOMER (MR [REDACTED]) STATES THE VEHICLE HAS A REOCCURRING CRACK/POPPING NOISE FROM FRONT END DEALER HAS MADE REPAIRS TO WHERE IT WILL GO AWAY FOR A FEW DAYS AND COMEBACK CUSTOMER STATES IT SOUNDS AS IF THE CV JOINTS ARE COMING OFF CUSTOMER INQUIRED WHAT HE MUST DO TO RESOLVE THE SITUATION OR WILL HE NEED TO CONTACT AN ATTORNEY CUSTOMER STATES THERE IS A CRACKING NOISE IN DOORS AS WELL MR [REDACTED] S CELL # [REDACTED]
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Technician Comment	<p>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 [REDACTED] TO DEALER 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 [REDACTED] 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 [REDACTED] 0062010 05 20CRPC606 REC'D ESCALATIONCALLED CUSTOMER AND DISCUSSED CONCERN SAT 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</p>
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB28Y270 [REDACTED]	Engine Serial Number	CY 200681
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	2 WHL L/H FRONT DRIVE
Production Date	16-Dec-2006	Retail Sale Indicator Code	
Plant Description	Unknown	Reaquired Vehicle	
Build Region		Warranty Start Date	26-Mar-2008
Build Country Code		Transmission Serial Number	
Mileage	39000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	624124638	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	damage-cracked/fractured/split
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	high effort
Commodity	chassis-suspension—	Symptom	loose
Commodity	chassis-suspension—	Symptom	no keyword found
Commodity	chassis-suspension—	Symptom	nvh-noisy operation
Commodity	chassis-suspension—	Symptom	separation
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	134821680	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	22
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	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-Suffix		Dealer City	CITY OF INDUSTRY
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	6269236477
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	27-Mar-2011		

Customer Comment	CUSTOMER STATES THAT WHEN THEIR IS UN EVEN PAYMENT HE HEARS A METAL TO METAL SOUND THE SECOND CONCERN IS THE BROKEN LATCH ON THE SIDE STEP AND HE WAS ADVISED THAT THEY CAN NOT DO ANYTHING, AND TO CONTACT MNAODEALER # 877 408 2565
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Technician Comment	AGENT WILL CLOSE FILE, SINCE CUSTOMER NEVER CALLED BACK 0012011 03 22crpc330 REQ DESC ABNORMAL NOISE AGENT CALLED 42150 AND TALKED TO THE SERVICE MANAGER, RICKEY, THE CUSTOMER BROUGHT THE VEHICLE IN ON SATURDAY, AND THEY DO NOT HAVE MASTER TECHS ON SATURDAY TO DIAGNOSE THESE CONCERNS IN REGARDS TO THE SIDE STEP PANEL, IT HAS POPPED LOOSE AND THE DSM WOULD LIKE TO TAKE AT LOOK AT IT FIRST AGENT CALLED CUSTOMER AND LEFT A MESSAGE, ADVISING HIM THAT HE WOULD NEED TO TAKE THE VEHICLE IN TO BE DIAGNOSED, M F SINCE THEY ONLY DO OIL CHANGES ON SATURDAY IN REGARDS TO THE 0022011 03 22crpc330 SIDE STEP, RICKEY WILL CALL HIM, ONCE THEY HEAR BACK FROM THE DSM AGENT ADVISED CUSTOMER TO STAY IN CONTACT WITH THE DEALER RICKY FROM 42150 CALLED AND STATES THAT HE WOULD LIKE A CALL BACK AGENT CALLED RICKY WHO STATES THAT THEY ARE ORDERING THE STEP PANEL FOR THE VEHICLE; BUT THAT IS IT AND NO FURTHER ASSISTANCE WILL PROVIDED 0032011 03 23crpc330 AGENT WILL CLOSE FILE, SINCE CUSTOMER NEVER CALLED BACK
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CQIS Recommendations	
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Tire Information

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

Vehicle Information

VIN	JM3TB28V890	Engine Serial Number	CA 10290966
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	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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Concern Driven Reporting

Report Detail

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ECI Record	624127579	Source Code	MAZDA CAC
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Commodity Assignment

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		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q2 2011		

Report Details

Source Claim Key	135575900	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	9
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	05-May-2011
Version Series Code		Load Date	15-May-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	51610
Causal Part Name	unknown	Dealer Name	COMPASS MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	MIDDLETOWN
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8453444440
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	15-May-2011		

Customer Comment	EMAIL CUSTOMER STATES HEAR NOISE IN VEHICLE, TOWED TO DEALER WHO ADVISED FRONT JOINT NEEDING REPLACEMENT, STATES THEN WAS ADVISED THAT DIFFERENTIAL NEEDS TO BE REPLACED AND WILL TAKE ANOTHER WEEK FOR PART TO COME IN STATES WAS NOT PROVIDED A LOANER VEHICLE AND IS NOT SATISFIED WITH SERVICE RECEIVED
Technician Comment	AGENT CLOSING FILE, SEE FILE#135573160 0012011 05 05crpc037 REQ DESC DIFFERENTIAL REPLACEMENT 0022011 05 06crpc037 AGENT SPOKE WITH SERVICE ADVISOR, STATES PART WILL ARRIVE ON MONDAY, STATES DEALER DOES NOT HAVE LOANERS STATES THEY WOULD TYPICALLY GO THROUGH ENTERPRISE 0032011 05 09crpc037 AGENT EMAILED CUSTOMER ADVISING PART WOULD ARRIVE ON MONDAY, OFFERED TO PROVIDE LOANER IF CUSTOMER STILL REQUESTS ONE AGENT CLOSING FILE, SEE FILE#135573160
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	JM3TB3MV7A	Engine Serial Number	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	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	21-Aug-2010
Build Country Code		Transmission Serial Number	
Mileage	8000	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	624129649	Source Code	MAZDA CAC
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Commodity Assignment

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

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q2 2011		

Report Details

Source Claim Key	136198560	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	36
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	10-Jun-2011
Version Series Code		Load Date	19-Jun-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	42057
Causal Part Name	unknown	Dealer Name	BAKERSFIELD MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	BAKERSFIELD
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	6613288000
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	19-Jun-2011		

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

Technician Comment 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 Recommendation

Tire Information

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

Vehicle Information

VIN	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	Drive Line	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		Warranty Start Date	22-Jul-2008
Build Country Code		Transmission Serial Number	
Mileage	58000	Vehicle Axle Ratio	

Vehicle Restraint Code	
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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	624133193	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-suspension-shock absorbers/struts—	Symptom	no problem found
Commodity	chassis-suspension-shock absorbers/struts-rear	Symptom	administrative cost
Commodity	suspension-		
Commodity	chassis-suspension-shock absorbers/struts-rear	Symptom	damage-cracked/fractured/split
Commodity	suspension-		
Commodity	chassis-suspension-shock absorbers/struts-rear	Symptom	frozen/seized
Commodity	suspension-		
Commodity	chassis-suspension-shock absorbers/struts-rear	Symptom	function-malfunction/inoperative
Commodity	suspension-		
Commodity	chassis-suspension-shock absorbers/struts-rear	Symptom	function-wheel lock up (not steering)
Commodity	suspension-		
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q3 2011		

Report Details

Source Claim Key	137225260	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	46
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	12-Aug-2011
Version Series Code		Load Date	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-Suffix		Dealer City	OMAHA
Non Causal Part Numbers		Dealer State/Province	NE
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4023978200
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	14 -Aug-2011		

Customer Comment	CUSTOMER STATES WHILE TRAVELING THE LEFT FRONT TIE ROD BROKE AND THE RIGHT WHEEL BEARING SEIZED CUSTOMER STATES HAD BOTH REPLACED OUT OF TOWN CUSTOMER STATES RETURNED HOME AND THE LEFT REAR WHEEL BEARING NEEDED REPLACING CUSTOMER STATES FEELS UNSURE ABOUT THE QUALITY OF THE VEHICLE CUSTOMER INQUIRED ABOUT REIMBURSEMENT FOR THE REPAIRS CUSTOMER STATES SINCE THEN THE REAR SHOCKS NEED REPLACING712 487 3169 HM
Technician Comment	ADVISED CUSTOMER OF THE PROCEDURE FOR AWA ADVISED I CANT REIMBURSE AS THE VEHICLE IS NO LONGER AT A DEALER FOR VERIFICATION OF THE WORK DONE AND IS OUT OF WARRANTY ADVISED CUSTOMER FOR ASSISTANCE WITH THE SHOCK WE CANT REVIEW UNTIL DIAGNOSED BY A MAZDA DEALER 0012011 08 12CRPP206 REQ DESC AWA FOR WHEEL BEARINGS ADVISED CUSTOMER OF THE PROCEDURE FOR AWA ADVISED I CANT REIMBURSE AS THE VEHICLE IS NO LONGER AT A DEALER FOR VERIFICATION OF THE WORK DONE AND IS OUT OF WARRANTY ADVISED CUSTOMER FOR ASSISTANCE WITH THE SHOCK WE CANT REVIEW UNTIL DIAGNOSED BY A MAZDA DEALER
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB28A38	Engine Serial Number	CA 10203718
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	09-Jul-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	10-Nov-2007
Build Country Code		Transmission Serial Number	
Mileage	62000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	624139285	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	leak-fluid
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension—	Symptom	no keyword found
Commodity	chassis-suspension—	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q4 2011		

Report Details

Source Claim Key	138771500	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	24
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	02-Dec-2011
Version Series Code		Load Date	04-Dec-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	42127
Causal Part Name	unknown	Dealer Name	SOUTH TACOMA MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	TACOMA
Non Causal Part Numbers		Dealer State/Province	WA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	2537222888
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	04-Dec-2011		

Customer Comment	CUSTOMER STATES IS UNHAPPY WITH THE RELIABILITY OF THE VEHICLE SINCE LAST MONTH HE WAS OUT OF THE VEHICLE MOST OF THE MONTH FOR A TRANSFER CASE, SWAY BAR BUSHINGS AND LOWER CONTROL ARM REPLACEMENTS253 565 4119 HM
Technician Comment	TALKED TO CUSTOMER AND ADVISED I HAVE DOCUMENT THESE CONCERNS FOR HIM AND VERIFIED HE WAS OUT OF THE VEHICLE FOR 18 DAYS AT THE END OF OCT AND FIRST OF NOV ADVISED CUSTOMER I WOULD LIKE TO SEND MAZDA GIFT CARDS FOR THE FRUSTRATION OF BEING OUT OF THE VEHICLE CUSTOMER STATED HE DID NOT WANT THE GIFT CARDS HE ONLY WANTED MAZDA TO KNOW HE IS UNHAPPY WITH THE VEHICLE AND HAS LOST CONFIDENCE IN IT 0012011 12 02CRPP206 REQ DESC MULTIPLE CONCERNS TALKED TO SCOTT, SERVICE MANAGER AT DEALERSHIP, WHO STATES DEALER FOUND OIL LEAK ON ROUTINE OIL CHANGE VISIT AND THAT DISCOVERY LED TO THE REPLACEMENT OF THE TRANSFER CASE SCOTT STATES CUSTOMER COMPLAINED OF THE NOISE WHEN DRIVING WHICH LED TO THE REPLACEMENT OF THE SWAY BAR BUSHING AND THE LOWER CONTROL ARM WAS DISCOVERED AND REPAIRED IN ONE DAY SCOTT STATES VEHICLE WAS PURCHASED NEW FROM DEALERSHIP AND HAS BEEN IN EVERY 3K FOR AN OIL CHANGE 0022011 12 02CRPP206 TALKED TO CUSTOMER AND ADVISED I HAVE DOCUMENT THESE CONCERNS FOR HIM AND VERIFIED HE WAS OUT OF THE VEHICLE FOR 18 DAYS AT THE END OF OCT AND FIRST OF NOV ADVISED CUSTOMER I WOULD LIKE TO SEND MAZDA GIFT CARDS FOR THE FRUSTRATION OF BEING OUT OF THE VEHICLE CUSTOMER STATED HE DID NOT WANT THE GIFT CARDS HE ONLY WANTED MAZDA TO KNOW HE IS UNHAPPY WITH THE VEHICLE AND HAS LOST CONFIDENCE IN IT
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	JM3TB3MV2A	Engine Serial Number	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	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	29-Dec-2009
Build Country Code		Transmission Serial Number	
Mileage	27418	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	624141565	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	damage-cracked/fractured/split
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension—	Symptom	repair-prior repair mentioned
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	I39308560	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	51
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	13-Jan-2012
Version Series Code		Load Date	16-Jan-2012
Causal Part Prefix- Base - Suffix	- -	Dealer Code	34576
Causal Part Name	unknown	Dealer Name	MAZDA OF CLEAR LAKE
Non Causal Part Prefix-Base-Suffix		Dealer City	WEBSTER
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	2818236000
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	16-Jan-2012		

Customer Comment	CUSTOMER CALLED ABOUT RUNNING OVER A CULVERT, BROKE THE FRONT AXLE AT 61,000 MILES CUSTOMER STATED THE DEALER TOOK THREE (3) WEEKS TO REPAIR CUSTOMER STATED CHRIS IN SERVICE WAS NOT VERY HELPFUL, DIDN'T HAVE GOOD PEOPLE SKILLS DEALER RECOMMENDED A TIRE REPLACEMENT PLUS OTHER SERVICE AND WORK ORDER WAS ALL SCRIBBLE, NO COHERENT HAD ALSO REQUESTED AN OIL CHANGE BE DONE BUT DEALER DIDN'T DO THE REQUESTED SERVICE NOW IS BEING TOLD BY A NON MAZDA SHOP THAT THERE IS A CRACK IN
Technician Comment	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 THEY HANDLE HER PREVIOUS REPAIRS
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	JM3TB28A38	Engine Serial Number	CA 10200162
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	23-Jun-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	29-Nov-2007
Build Country Code		Transmission Serial Number	
Mileage	87000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	624147098	Source Code	MAZDA CAC
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Commodity Assignment

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	Q2 2012		

Report Details

Source Claim Key	140754540	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	47
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	02-Apr-2012
Version Series Code		Load Date	08-Apr-2012
Causal Part Prefix- Base - Suffix	- -	Dealer Code	UNKNOW
Causal Part Name	unknown	Dealer Name	
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	08-Apr-2012		

Customer Comment	CUSTOMER PURCHASED VEHICLE USED AND STATES SHE FAILED STATE INSPECTION, THE LOWER ARM JOINT WAS BAD CUSTOMER ALSO STATES THE VEHICLE IS DYING OUT CUSTOMER WOULD LIKE TO KNOW IF THE VEHICLE IS STILL UNDER WARRANTY AND WHAT NEEDS TO BE DONE CUSTOMER PURCHASED VEHICLE USED
Technician Comment	AGENT ADVISED CUSTOMER OF THE WARRANTY AND URGED HER TO MAKE AN APPOINTMENT WITH A DEALER BEFORE 60,000 MILES AGENT UPDATED CUSTOMERS OWNERSHIP INFORMATION AND ADVISED HER TO CALL BACK WITH ANY QUESTIONS THAT SHE MIGHT HAVE 0012012 04 02crpc330 REQ DESC WARRANTY INQUIRY BALL JOINT/LOSS OF POWER CONCERN AGENT ADVISED CUSTOMER OF THE WARRANTY AND URGED HER TO MAKE AN APPOINTMENT WITH A DEALER BEFORE 60,000 MILES AGENT UPDATED CUSTOMERS OWNERSHIP INFORMATION AND ADVISED HER TO CALL BACK WITH ANY QUESTIONS THAT SHE MIGHT HAVE
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	JM3TB38V58	Engine Serial Number	CA 10235647
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	03-Mar-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	02-Jun-2008
Build Country Code		Transmission Serial Number	
Mileage	59200	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	624147236	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	high effort
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q2 2012		

Report Details

Source Claim Key	140797560	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	52
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	03-Apr-2012
Version Series Code		Load Date	08-Apr-2012
Causal Part Prefix- Base - Suffix	- -	Dealer Code	61561
Causal Part Name	unknown	Dealer Name	OAK LAWN MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	OAK LAWN
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7082337700
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	16-Apr-2012		

Customer Comment	CUSTOMER STATED HE JUST PURCHASE THE VEHICLE CUSOTMER STATE HE TOOK THE VEHICLE TO 3RD PARTY SHOP AND WAS ADVISED THE BUSHINGS NEED TO BE REPLACED
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Technician Comment	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 DIAGNOSTIC 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 DIAGNOSTIC 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 TIE 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
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CQIS Recommendation

Tire Information

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

Vehicle Information

VIN	JM3TB38A78 7	Engine Serial Number	CA 10220969
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	21-Nov-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	02-Jan-2008
Build Country Code		Transmission Serial Number	
Mileage	45000	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	624150397	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	damage-road hazard
Commodity	chassis-suspension—	Symptom	mod-driving condition-over bump(s)
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension—	Symptom	no keyword found
Commodity	chassis-suspension-shock absorbers/struts—	Symptom	function-malfunction/inoperative
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q2 2012		

Report Details

Source Claim Key	141184900	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	58
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	- -	Dealer Code	61432
Causal Part Name	unknown	Dealer Name	PUGI MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	DOWNERS GROVE
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	6309649500
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	03-Jun-2012		

Customer Comment	CUSTOMER BILL, STATES TUESDAY NIGHT, BALL JOINT AND STRUTS ARE BAD ON THE VEHICLE AND WAS DIAGNOSED AT THE DEALER IS ASKING FOR ASSISTANCE FROM MAZDA CHUCK SERVICE MANAGER AT THE DEALER IS ASSISTING CUSTOMER IS MULTIPLE OWNER AND HAS A MAZDA3 [REDACTED]
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Technician Comment	ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST PLEASE CONTACT THE DCSM FOR POSSIBLE GOODWILL PLEASE CLOSE UPON RESOLUTION THANKS CLOSING CASE 0012012 04 26crpc155 REQ DESC BALL JOINT SUSPENSION 0022012 04 30crpc155 AT ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST PLEASE CONTACT THE DCSM FOR POSSIBLE GOODWILL PLEASE CLOSE UPON RESOLUTION THANKS ADVISED CUSTOMER CAN REVIEW FOR AWA ASSISTANCE, ADVISED PROCEDURE, WILL REVIEW AND CONTACT BACK CALLED CHUCK AT PUGI MAZDA, HE ADVISED ED AND ENGINEER STEVE LOOKED AT THE CAR BUT DID NOT LET ME KNOW WHAT WAS GOING ON PARTS ARE ORDERED, BUT WE ARE ON HOLD WITH THIS ONE CALLED DSM ED, HE ADVISED WILL REVIEW WITH CHUCK, DO KNOW TH 0032012 04 30crpc155 AT FTR DID LOOK AT THE CAR AND SAID THIS CERTAINLY IS NOT COMMON, BUT COULD BE GOING OVER BUMPS/POTHOLE FAST WILL RESPOND VIA EMAIL WITH MY DECISION EMAIL TO DSMHI ED, THANKS FOR TAKING A LOOK AT IT LET ME KNOW WHAT YOU DECIDE AND I WILL ADVISE THE CUSTOMER CUSTOMER ALSO OWNS A MAZDA3 VIN ON FILE, OWNERSHIP DOCUMENTEDCUSTOMER JULIE SWART JM3TB28Y47 [REDACTED] 65,000 MILESLOWER BALL JOINT, STRUTSTHANKS, CALLED CUSTOMER, LEFT MESSAGE ADVISING STILL REVIEWING BUT S 0042012 04 30crpc155 HOULD HAVE AN ANSWER IN THE NEXT DAY OR SO 0052012 05 01crpc155 CUSTOMER CALLED BACK, ADVISED SERVICE MANAGER AT DEALER WILL BE ASSISTING WITH \$1000 IN REPAIR COSTS FOR THIS VEHICLE IS VERY HAPPY AND WANTED TO LET AGENT KNOW 0062012 05 17crpc155 ASKED DSM TO HAVE DEALER UPDATE AND CLOSE CASE 0072012 05 31crpc155 CLOSING CASE
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CQIS Recommendation

Tire Information

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

Vehicle Information

VIN	JM3TB28Y470 [REDACTED]	Engine Serial Number	CY 200695
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 3 DOOR LIGHT TRUCK	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	09-Dec-2006	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	09-Aug-2007
Build Country Code		Transmission Serial Number	

Mileage	65000	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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Concern Driven Reporting

Report Detail

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

ECI Record	624150415	Source Code	MAZDA CAC
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Commodity Assignment

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		Verified	Y

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q2 2012		

Report Details

Source Claim Key	141574380	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		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	- -	Dealer Code	34302
Causal Part Name	unknown	Dealer Name	FREEMAN MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	IRVING
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	03-Jun-2012		

Customer Comment	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
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Technician Comment	<p>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 TECHNICAL 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</p>
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	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 Information

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			

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Concern Driven Reporting

Report Detail

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ECI Record	624151032	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	flaw in material
Commodity	chassis-suspension—	Symptom	improper assembly
Commodity	chassis-suspension—	Symptom	mod-pre delivery
Commodity	chassis-suspension—	Symptom	no keyword found
Commodity	chassis-suspension—	Symptom	nvh-noisy operation
Commodity	chassis-suspension—	Symptom	separation
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q2 2012		

Report Details

Source Claim Key	141837700	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	58
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-Suffix		Dealer City	MURRAY
Non Causal Part Numbers		Dealer State/Province	UT
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8012660033
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	10-Jun-2012		

Customer Comment	DAVID FROM 42045 STATED CUSTOMER MAY CALL CUSTOMER STATED THE BOLT LOWER CONTROL ARM TO KNOCKLE FELL OUT CUSTOMER FEELS IT IS A DEFECT FROM THE FACTORY
Technician Comment	ADVISED DAVID AGENT WILL REOPEN FILE IF CUSOTMER CALLS IN 0012012 06 07crpc816 REQ DESC CONTROL ARM ADVISED DAVID AGENT WILL REOPEN FILE IF CUSOTMER CALLS IN
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	JM3TB38Y27	Engine Serial Number	CY 219504
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	18-May-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	03-Sep-2007
Build Country Code		Transmission Serial Number	
Mileage	70000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	624158887	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	field service action
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q4 2012		

Report Details

Source Claim Key	144821460	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	62
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	03-Dec-2012
Version Series Code		Load Date	09-Dec-2012
Causal Part Prefix- Base - Suffix	- -	Dealer Code	UNKNOW
Causal Part Name	unknown	Dealer Name	
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	09-Dec-2012		

Customer Comment	CUSTOMER'S WIFE CALLING, STATES MAZDA DEALER TOLD HER TO CALL CAC TO INQUIRE FOR POSSIBLE AWA OR RECALL INFO VEHICLE AT A NON MAZDA REPAIR SHOP AXLE AND BALL JOINT NEED TO BE REPLACED CUSTOMER ONLY WANTS TO GO TO A MAZDA DEALER IF CAC WILL GUARANTEE MAZDA WILL ASSIST
Technician Comment	ADVISED CUSTOMER NO RECALLS AND BASED ON THE INFO CUSTOMER HAS PROVIDED NO AWA WOULD BE OFFERED 0012012 12 03CRPC427 REQ DESC AWA AXLE ADVISED CUSTOMER NO RECALLS AND BASED ON THE INFO CUSTOMER HAS PROVIDED NO AWA WOULD BE OFFERED
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	JM3TB28A980	Engine Serial Number	CA 10211686
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	04-Sep-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	08-Nov-2007
Build Country Code		Transmission Serial Number	
Mileage	76000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	624159817	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	mod-driving condition-at high rpm
Commodity	chassis-suspension—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q1 2013		

Report Details

Source Claim Key	145205780	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	71
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
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	06-Jan-2013		

Customer Comment	CUSTOMER STATES THE BALL JOINT ON HIS VEHICLE IS IN NEED OF REPLACEMENT CUSTOMER STATES THE VEHICLE IS OUTSIDE OF A THIRD PARTY EXTENDED WARRANTY CUSTOMER STATES THE REPAIR WILL COST OVER \$1,700 AT 60194 CUSTOMER FEELS THE BALL JOINT SHOULD NOT GO BAD AND SHOULD HAVE GIVEN SOME SYMTOMS PRIOR TO FAILURE CUSTOMER WOULD LIKE AWA
Technician Comment	AGENT ADVISED CUSTOMER AWA IS DENIED DUE TO THE VEHICLE BEING SO FAR OUTSIDE OF WARRANTY 0012013 01 02CRPP227 REQ DESC BALL JOINT COMPLAINT AGENT ADVISED CUSTOMER AWA IS DENIED DUE TO THE VEHICLE BEING SO FAR OUTSIDE OF WARRANTY
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	JM3TB38YX70	Engine Serial Number	CY 203203
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	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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Concern Driven Reporting

Report Detail

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ECI Record	624166666	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q2 2013		

Report Details

Source Claim Key	148244220	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	38
Customer Condition Code		V Function Group (VFG)	
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-Suffix		Dealer City	GREENVILLE
Non Causal Part Numbers		Dealer State/Province	SC
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	30-Jun-2013		

Customer Comment	CUSTOMER STATES SHE HAS BEEN HEARING A NOISE AND DOESN'T KNOW WHERE IT IS COMING FROM CUSTOMER TEST DROVE VEHICLE WITH A SERVICE TECH AND WAS ABLE TO DUPLICATE PROBLEM DEALER ADVISED THAT RIGHT LOWER CONTROL ARM NEEDS TO BE REPLACED BUT VEHICLE IS OUTSIDE OF WARRANTY 864 414 8464
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB2MA5A0	Engine Serial Number	CA 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
Production Date	23-Feb-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	24-May-2010
Build Country Code		Transmission Serial Number	
Mileage	42000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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

ECI Record	624166773	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-suspension-alignment-front suspension-	Symptom	field service action
Commodity	chassis-suspension-alignment-front suspension-	Symptom	function-malfunction/inoperative
Significant Event		Verified	N

Tread Information

Tread Category Code	01	Tread Category Description	steering
Reported in Tread Quarter	Q2 2013		

Report Details

Source Claim Key	148300660	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	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-Suffix		Dealer City	THOMASTON
Non Causal Part Numbers		Dealer State/Province	CT
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	07-Jul-2013		

Customer Comment	CUSTOMER STATES VEHICLE IS AT REPAIR SHOP NEEDING A TRANSFER CASE, LEFT FRONT BEARING AND BALL JOINT REPLACED VEHICLE HAS BEEN AT MAZDA DEALER PREVIOUSLY FOR CONCERNS STATES READ ONLINE COMPLAINTS AND IS INQUIRING FOR RECALLS INFO ALSO REQUESTING AWA [REDACTED]
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB3MV7A [REDACTED]	Engine Serial Number	CA 10323611
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	26-Feb-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	
Build Country Code		Transmission Serial Number	
Mileage	77000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	624169379	Source Code	MAZDA CAC
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Commodity Assignment

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	Q3 2013		

Report Details

Source Claim Key	149323620	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	74
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	21-Aug-2013
Version Series Code	AAAMR	Load Date	25 -Aug-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	51553
Causal Part Name	unknown	Dealer Name	WELLESLEY MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	WELLESLEY
Non Causal Part Numbers		Dealer State/Province	MA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7812356000
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	20 -Oct-2013		

Customer Comment	CUSTOMER INQUIRING IF THERE IS ANY WARRANTY LEFT ON HIS VEHICLE AS HIS VEHICLE'S LEFT AXLE FAILED VEHICLE AT INDEPENDENT REPAIR SHOP
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	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	25-Jan-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Requaired Vehicle	
Build Region		Warranty Start Date	14-Aug-2007
Build Country Code		Transmission Serial Number	
Mileage	73633	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	624170084	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	administrative cost
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	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		

Report Details

Source Claim Key	149434775	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	63
Customer Condition Code		V Function Group (VFG)	
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-Suffix		Dealer City	YONKERS
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	9143778100
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	22-Sep-2013		

Customer Comment	ORIGINAL OWNER TWO WEEKS AGO AS CUSTOMER WAS MAKING LEFT TURN THE VEHICLE STOPPED IN THE MIDDLE OF THE ROAD THOUGHT SHE HAD A FLAT TIRE AND HAD HER THREE KIDS IN VEHICLE TOOK VEHICLE TO 51547 WHO DIAGNOSED THAT BALL BEARING AND AXLE BROKE AND CUSTOMER WANTED TO KNOW IF THERE WERE ANY RECALLS, VEHICLE MAY ALSO NEED A NEW TRANSMISSION CUSTOMER QUOTED \$1,500 IN FEES, INCLUDING RENTAL VEHICLE REPAIR SUPPOSED TO BE COMPLETED BY TOMORROW AND CUSTOMER IS SEEKING ASSISTANCE FROM
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB38V380	Engine Serial Number	CA 10227671
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	15-Jan-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	05-Aug-2008
Build Country Code		Transmission Serial Number	
Mileage	87000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	624170981	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	damage-cracked/fractured/split
Commodity	chassis-suspension—	Symptom	field service action
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	Q4 2013		

Report Details

Source Claim Key	149437451	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	65
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	02-Oct-2013
Version Series Code		Load Date	06 -Oct-2013
Causal Part Prefix- Base - Suffix	- -	Dealer Code	UNKNOW
Causal Part Name	unknown	Dealer Name	
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	06 -Oct-2013		

Customer Comment	CUSTOMER STATES THAT SHE WAS AT A STOP SIGN WHEN HER LOWER BALL JOINT BROKE, CAUSING HER AXLE TO FALL OUT CUSTOMER TOWED VEHICLE TO AN INDEPENDENT REPAIR FACILITY SHE IS INQUIRING ABOUT ANY RECALLS REGARDING THIS ISSUE
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB28A38	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
Body Cab Style	Unknown	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	10-Jan-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	06-Jun-2008
Build Country Code		Transmission Serial Number	
Mileage	80000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	624172686	Source Code	MAZDA CAC
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Commodity Assignment

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		Verified	N

Tread Information

Tread Category Code	01	Tread Category Description	steering
Reported in Tread Quarter	Q4 2013		

Report Details

Source Claim Key	149444049	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	65
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	unknown	Dealer Name	THE AUTOBARN MAZDA EVANSTON
Non Causal Part Prefix-Base-Suffix		Dealer City	EVANSTON
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8478669666
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	17-Nov-2013		

Customer Comment	CUSTOMER CALLED, STATED HAS TAKEN VEHICLE TO 61535, CUSTOMER HEARING CLICKING AND PULLING ADVISED FRONT BALL JOINTS ON LEFT AND RIGHT ARE BAD ADVISED REPAIR \$1350, DEALERSHIP OFFERED TO REPAIR FOR \$1,000 CUSTOMER FEELS SHOULD NOT HAVE TO PAY FOR REPAIR BECAUSE OF LOW MILES ON VEHICLE AND BELIEVES REPLACED TIE RODS AT 37,000 MILES
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	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	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	21-Jul-2008
Build Country Code		Transmission Serial Number	
Mileage	47000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	624173256	Source Code	MAZDA CAC
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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 Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	78
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		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-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	01-Dec-2013		

Customer Comment	CUSTOMER STATES THAT WHILE DRIVING AT SLOW SPEED, THE AXLE AND TIE ROD BROKE WANTS TO KNOW IF THERE IS A RECALL ON THE VEHICLE OR IF THIS ISSUE IS COMMON
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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	JM3TB38Y270	Engine Serial Number	CY 207973
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	16-Jan-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	11-Jul-2007
Build Country Code		Transmission Serial Number	
Mileage	88000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	624179954	Source Code	MAZDA CAC
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Commodity Assignment

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

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q2 2014		

Report Details

Source Claim Key	108052703	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	87
Customer Condition Code		V Function Group (VFG)	
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-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	29-Jun-2014		

Customer Comment	Customer states his driver's side ball joint failed Customer states their friend with the same vehicle had the same failure while driving two weeks later Customer had minor damage and no injuries to his vehicle, but their friends had significant damage (still no injuries) Customer looking to document the concern		
Technician Comment			
CQIS Recommendations			

Tire Information

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

Vehicle Information

VIN	JM3TB38Y07	Engine Serial Number	CY 217552
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	11-Apr-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	23-May-2007
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	624182130	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	loss of control
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension—	Symptom	no keyword found
Commodity	chassis-suspension—	Symptom	separation
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q3 2014		

Report Details

Source Claim Key	I31766303	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	90
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	- -	Dealer Code	60170
Causal Part Name	unknown	Dealer Name	WILKINS MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	ELMHURST
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	6302793000
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	24 -Aug-2014		

Customer Comment	Customer called upset about their vehicle front end falling off while driving They were only able to stop by waiting for the vehicle to slide to a stop They have lost their trust in the vehicle and want a discount off the price of a new vehicle
Technician Comment	Customer requested a resending of the S Plan with his correct name Agent resent
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	JM3TB38YX [REDACTED]	Engine Serial Number	CY 205740
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	26-Dec-2006	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	17-Apr-2007
Build Country Code		Transmission Serial Number	
Mileage	95000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	624183599	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	administrative cost
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	Q3 2014		

Report Details

Source Claim Key	140377300	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	85
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-Suffix		Dealer City	MORRISTOWN
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	9737961300
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	12-Oct-2014		

Customer Comment	Customer's wife, [REDACTED] calling in States son was driving yesterday and axle snapped, suspension broke underneath him Towed to Chevy vehicle Not much service history, bought from a good friend Spoke with Carmen, SA at Open Road Mazda
Technician Comment	Advised if recall is launched there is an opportunity for reimbursement Supervisor advised customer to hang on to receipts
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	JM3TB38V380 [REDACTED]	Engine Serial Number	CA 10202452
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	CA WE 5 DOOR LIGHT TRUCK	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	02-Jul-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	09-Oct-2007
Build Country Code		Transmission Serial Number	
Mileage	106000	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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Concern Driven Reporting

Report Detail

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

ECI Record	624184880	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension—	Symptom	mod-shift reverse
Commodity	chassis-suspension—	Symptom	mod-vehicle towed in
Commodity	chassis-suspension—	Symptom	nvh-noisy operation
Commodity	chassis-suspension—	Symptom	separation
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q4 2014		

Report Details

Source Claim Key	161592808	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	82
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	29-Oct-2014
Version Series Code		Load Date	02 -Nov-2014
Causal Part Prefix- Base - Suffix	- -	Dealer Code	UNKNOW
Causal Part Name	unknown	Dealer Name	
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	02 -Nov-2014		

Customer Comment	Customer called, stated driving spouse s vehicle, was in reverse and heard a knock in wheel Stated next day driving vehicle and ball joint fell out of vehicle, towed to independent shop, wondered if known issue
Technician Comment	Customer called, stated driving spouses vehicle, was in reverse and heard a knock in wheel Stated next day driving vehicle and ball joint fell out of vehicle, towed to independent shop, wondered if known issue Agent updated ownership, advised no recall on vehicle, advised vehicle out of power train warranty which was for 60,000 miles or 2/11/2013, customer asked if he had purchased any additional warranty, agent advised did not see a Mazda extended warranty, advised to
CQIS Recommendation	

Tire Information

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

Vehicle Information

VIN	JM3TB38A380	Engine Serial Number	CA 10217716
Model Year	2008	Engine Description	37L 4V DAMB PFIV6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	Unknown	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	26-Oct-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	12-Feb-2008
Build Country Code		Transmission Serial Number	
Mileage	85000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	624185305	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	administrative cost
Commodity	chassis-suspension—	Symptom	corroded/rusted
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension—	Symptom	separation
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q4 2014		

Report Details

Source Claim Key	165451407	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	79
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	10-Nov-2014
Version Series Code		Load Date	16-Nov-2014
Causal Part Prefix- Base - Suffix	- -	Dealer Code	51643
Causal Part Name	unknown	Dealer Name	HERITAGE MAZDA TOWSON
Non Causal Part Prefix-Base-Suffix		Dealer City	LUTHERVILLE
Non Causal Part Numbers		Dealer State/Province	MD
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4104278000
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	21-Dec-2014		

Customer Comment	Customer states his lower control arm on his CX 9 separated from the axle due to rust Customer requesting reimbursement for the repair
Technician Comment	Customer states ball joint separated from axle Agent reviewed and reimbursed customer for repair as AWA as warranty recently expired Customer provided information that was forward to Product Quality Manager Customer thanked agent and Mazda for ongoing assistance
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	JM3TB38V580	Engine Serial Number	CA 10220544
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	19-Nov-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	17-May-2008
Build Country Code		Transmission Serial Number	
Mileage	70000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	624185363	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	damage-cracked/fractured/split
Commodity	chassis-suspension—	Symptom	function-malfuction/inoperative
Commodity	chassis-suspension—	Symptom	no keyword found
Commodity	chassis-suspension—	Symptom	separation
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q4 2014		

Report Details

Source Claim Key	165742303	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	93
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	11-Nov-2014
Version Series Code	AAAMQ	Load Date	16-Nov-2014
Causal Part Prefix- Base - Suffix	- -	Dealer Code	UNKNOW
Causal Part Name	unknown	Dealer Name	
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	21-Dec-2014		

Customer Comment	Customer states that she was on her way to work when the drivers side wheel compartment fell apart breaking the wheel almost completely off The vehicle was then dragging along the asphalt Customer wants AWA because of the severity of the concern
Technician Comment	Request PQM
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	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
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	19-Jan-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	24-Mar-2007
Build Country Code		Transmission Serial Number	
Mileage	100000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	624185531	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	damage-cracked/fractured/split
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	improper assembly
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension—	Symptom	mod-vehicle towed in
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q4 2014		

Report Details

Source Claim Key	165516907	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	84
Customer Condition Code		V Function Group (VFG)	
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-Suffix		Dealer City	SILVER SPRING
Non Causal Part Numbers		Dealer State/Province	MD
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	3018906100
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	30-Nov-2014		

Customer Comment	Customer stated front axle broke while he was driving over the weekend Customer stated vehicle was towed to dealer 51637 Customer seeking assistance for repairs 2nd owner
Technician Comment	After the RTS inspected vehicle, more parts were repaired and the new total is \$2,09634Thank you"Approved AWA for the suspension parts totaling \$209634 based on the investigation of the tie rods for this CX 9 Paul Winovitch
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	JM3TB38A98	Engine Serial Number	CA 10218881
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	05-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	109000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	624189341	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	damage-road hazard
Commodity	chassis-suspension—	Symptom	high effort
Commodity	chassis-suspension—	Symptom	mod-driving condition-at cruise
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension—	Symptom	no keyword found
Commodity	chassis-suspension—	Symptom	separation
Significant Event		Verified	Y

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q1 2015		

Report Details

Source Claim Key	220697306	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	98
Customer Condition Code		V Function Group (VFG)	
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	unknown	Dealer Name	
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	22 -Mar-2015		

Customer Comment	Customer states last year on the highway her ball joints fell out on the driver side Customers states she had to have all the suspension replaced Customer state she might have hit something and now the name something happen on her passenger side Customer states she called dealer to tell them what happen but wasn't given any assistance Customer states vehicle was towed to a third party Customer wants to know if this a known issue Customer states ball joint
Technician Comment	Agent provided SR Agent offered to further assist customer pending customer decides to have vehicle inspected and possibly repaired at Mazda dealer Agent informed customer assistance cannot be considered until vehicle is inspected at Mazda dealer Agent informed customer vehicles concerns were documented
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	JM3TB28CX7	Engine Serial Number	CY 202387
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	Required Vehicle	
Build Region		Warranty Start Date	27-Mar-2007
Build Country Code		Transmission Serial Number	
Mileage	65000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	624190599	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	damage
Commodity	chassis-suspension—	Symptom	damage-cracked/fractured/split
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension—	Symptom	no keyword found
Significant Event		Verified	Y

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q2 2015		

Report Details

Source Claim Key	269816108	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	92
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	16-Apr-2015
Version Series Code	AAAAR	Load Date	19-Apr-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	51610
Causal Part Name	unknown	Dealer Name	COMPASS MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	MIDDLETOWN
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8453444440
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	19-Apr-2015		

Customer Comment	Customer had an incident yesterday with the vehicle Customer states he was driving on the road and the axle broke Customer states no body was hurt but the vehicle had some body damage Vehicle was towed to a local Mazda dealership Customer states it just snap while he was driving Customer wanted to notify MazdaCustomer was has not spoke with the dealership
Technician Comment	DSM wants to know what happened with customer Dealer advised DSM of customer Customer is friends with dealerAdvised DSM customer was advised to contact his insurance companyVehicle well out of warranty Very littel 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 Information

VIN	JM3TB38C87	Engine Serial Number	CY 207913
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	16-Jan-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	04-Oct-2007
Build Country Code		Transmission Serial Number	
Mileage	90000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	624191524	Source Code	MAZDA CAC
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Commodity Assignment

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 Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	90
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-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	17-May-2015		

Customer Comment	Customer stated had a broken front axle tire fell off, feels this is a not normal and Mazda should pay
Technician Comment	Customer stated had a broken front axle tire fell off, feels this is a not normal and Mazda should pay Agent updated ownership, advised customer vehicle is outside of warranty by at least 40,000 as well as by over 2 years, customer still thought Mazda should pay, agent advised customer is the 3rd owner of vehicle, vehicle is a former Hertz vehicle and there is no way to know what may have happened to vehicle prior to customer owning vehicle, advised have documented concern,
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	JM3TB28AX8	Engine Serial Number	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	Required 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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Report Detail

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ECI Record	624191646	Source Code	MAZDA CAC
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Commodity Assignment

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		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q2 2015		

Report Details

Source Claim Key	325443303	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	99
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-Suffix		Dealer City	LOUISVILLE
Non Causal Part Numbers		Dealer State/Province	KY
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	5028943425
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	17-May-2015		

Customer Comment	Customer's mother states front passenger lower control arm broke 3 months ago and had repair done bu 3rd party repair shop Now front drive side lower control arm broke, vehicle towed to dealerCustomer inquiring as to why they brokeDealer referred her to call Mazda Vehicle at dealerCustomer does not have the VINHer son is the 3rd ownerTroy & Tracey Demuth
Technician Comment	Front passenger side lower control arm and now the front driver sideContacted dealer who provided the VIN and confirmed the needed repairAdvised customer no recalls
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	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	Reaquired Vehicle	
Build Region		Warranty Start Date	19-Apr-2007
Build Country Code		Transmission Serial Number	
Mileage	130000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	624192278	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	damage-cracked/fractured/split
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension—	Symptom	mod-driving condition-while turning
Commodity	chassis-suspension—	Symptom	no keyword found
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	330331507	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	79
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-Suffix		Dealer City	CHANTILLY
Non Causal Part Numbers		Dealer State/Province	VA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7032228920
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	07-Jun-2015		

Customer Comment	Customer stated while driving and when turning found tire rod broke and wheel disassembling
Technician Comment	Service repair was completed and customer's insurance 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

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	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	30-Nov-2008
Build Country Code		Transmission Serial Number	
Mileage	103000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	624192768	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	improper assembly
Commodity	chassis-suspension—	Symptom	mod-pre delivery
Commodity	chassis-suspension—	Symptom	no keyword found
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	268806000	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	92
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-Jun-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-Suffix		Dealer City	ORLAND PARK
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7084443200
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	21-Jun-2015		

Customer Comment	ATTORNEY DEMAND / BALL JOINT FAILURE / SETTLEMENT IS SOUGHTRECEIVED LETTER FROM ATTORNEY ASSERTING THAT A MANUFACTURING DEFECT EXISTED IN THE CUSTOMER'S VEHICLE THAT CAUSED THE BALL JOINTS TO FAIL WHICH INCURRED REPAIR COSTS TO THE CUSTOMERS A DEMAND IS BEING MADE FOR THE CUSTOMER'S LOSSES DUE TO THE INCIDENT
Technician Comment	Settled case with attorney/customer
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	JM3TB38Y570	Engine Serial Number	CY 218286
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	26-Apr-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	29-Sep-2007
Build Country Code		Transmission Serial Number	
Mileage	93579	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	624193151	Source Code	MAZDA CAC
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	field service action
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	administrative cost
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	465371301	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	93
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	
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	28-Jun-2015		

Customer Comment	Customer requesting a reimbursement for repair done at a third party shop, had to replace the Ball joint on the vehicle, mention she spoke with NHTSA and they are investigation the situation, was advised to contact Mazda
Technician Comment	Agent advised customer and left message on voicemail to hang on to her receipt for the repair and to check back in a few months to see if a recall has been open Once recall is open letters will go out to customer and process for reimbursement
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	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	Required 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
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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	no keyword found
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	537822207	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		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	
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	28-Jun-2015		

Customer Comment	Customer is trying to find out if her vehicle falls under a recall for the tire popping out due to a broken axle Customer has a big concern
Technician Comment	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
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	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	Required Vehicle	
Build Region		Warranty Start Date	17-Feb-2007
Build Country Code		Transmission Serial Number	
Mileage	160000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	626292264	Source Code	MAZDA Care Surveys
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Commodity Assignment

Commodity	chassis-suspension-shock absorbers/struts—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-shock absorbers/struts—	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension-shock absorbers/struts—	Symptom	nvh-noisy operation
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q4 2010		

Report Details

Source Claim Key	01590597A	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	35
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	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-Suffix		Dealer City	CINCINNATI
Non Causal Part Numbers		Dealer State/Province	OH
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	5136834900
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	11 -Nov-2010		

Customer Comment	I had reported noises in my car in the previous visit on the front end of the car It wasn't explored fully When I brought it back 3,000 miles later, which happen to be from my 30,000 mile service, they found major safety issues with my vehicle They had to keep it for a week to fix it When I'm saying major safety issues, I'm referring to sway bar links failing, and struts that had failed I would say that I was a little disappointed that there weren't a more thorough investigation of the complaint in the previous visit Finding out that I had been driving for 3,000 miles with a car that was unsafe
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	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	Required 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	626436622	Source Code	MAZDA Care Surveys
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Commodity Assignment

Commodity	chassis-suspension-alignment-front suspension-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-suspension-alignment-front suspension-	Symptom	out of balance
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	out of balance
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	Q3 2013		

Report Details

Source Claim Key	02564709B	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	58
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-Suffix		Dealer City	FREEHOLD
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7324621818
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	11-Sep-2013		

Customer Comment	I feel that we were told to replace ball joints unnecessarily but as soon as they told my wife that it was a safety hazard and unsafe to drive we had an additional repair I also purchased tires and mounting and balancingmy question is why was I charged for a front end alignment Isn't that ordinarily done when the ball joints are replaced Was I charged for a service that is part of the control arms and ball joints
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB38V18	Engine Serial Number	CA 10231194
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	04-Feb-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	24-Nov-2008
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	626446604	Source Code	MAZDA Care Surveys
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	tire-fast/irregular tread wear
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	02615747B	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	63
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-Suffix		Dealer City	PORTSMOUTH
Non Causal Part Numbers		Dealer State/Province	NH
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	6034366811
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	11-Nov-2013		

Customer Comment	Told me my ball joints were wearing before he put new tires on my vehicle 6 months ago Now the ball joints are gone and my tires are worn out
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB38V480	Engine Serial Number	CA 10241724
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	CA WE 5 DOOR LIGHT TRUCK	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	04-Apr-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	30-Aug-2008
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	626532109	Source Code	MAZDA Care Surveys
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Commodity Assignment

Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	function-steering/brake ineffective
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	loss of control
Commodity	chassis-suspension-stabilizers-front 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	Q2 2015		

Report Details

Source Claim Key	03089386A	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	91
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	20-Apr-2015
Version Series Code		Load Date	11-May-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	51486
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	GAITHERSBURG MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	GAITHERSBURG
Non Causal Part Numbers		Dealer State/Province	MD
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	11-May-2015		

Customer Comment	The dealer identified a loose control arm on the right front suspension system It was fixed I questioned the status of the left and was told it was fine I reminded the dealer that I was traveling over 1000 miles in 2 days time and wanted to make sure that the other side would hold up I was told there should not be any issue Needless to say, 2 hours into the over 1000 mile trip, the car started experiencing issues I had to have emergency service to replace the left side control arm I was not happy about this, as you can imaginethis could have created huge issues and we are lucky to be safe and the repair was made by Sports Mazda in Orlando Florida great repair and staff to attend to our needs		
Technician Comment			
CQIS Recommendations			

Tire Information

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

Vehicle Information

VIN	JM3TB38A780	Engine Serial Number	CA 10202408
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	03-Jul-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	20-Nov-2007
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.

ECI Record	626369590	Source Code	MAZDA eMQF
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	separation
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 Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	1
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	- -	Dealer Code	UNKNOW
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	
Non Causal Part Prefix-Base-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	14-Apr-2012		

Customer Comment	uneven surfacesWheel falling off
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB2DA0B	Engine Serial Number	CA 10393118
Model Year	2011	Engine Description	37L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	11-Jul-2011	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	27-Dec-2011
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620316858	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	mod-driving condition-over bump(s)
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension—	Symptom	mod-intermittent/random
Commodity	chassis-suspension—	Symptom	no keyword found
Commodity	chassis-suspension—	Symptom	nvh-noisy operation
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	mod-driving condition-over bump(s)
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q3 2007		

Report Details

Source Claim Key	000531670	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	7
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	17-Sep-2007
Version Series Code	AAAAR	Load Date	23-Sep-2007
Causal Part Prefix- Base - Suffix	- -	Dealer Code	34616
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	WOODHOUSE MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	OMAHA
Non Causal Part Numbers		Dealer State/Province	NE
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4025921000
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	28-Apr-2008		

Customer Comment	
Technician Comment	JF 09/17/07 NOISE OVER BUMPS (PAGE 4) TECH STATES THE CAR HAS A INT NOISE OVER BUMPS CALLING FOR INFO replaced the front lower control arms and stabilizer bushings that were causing a noise over dips in the road
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	JM3TB28Y170	Engine Serial Number	CY 207382
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	12-Jan-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	19-Mar-2007
Build Country Code		Transmission Serial Number	
Mileage	12853	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620347221	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	mod-driving condition-over bump(s)
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-front suspension-	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	lack of lubrication
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q2 2008		

Report Details

Source Claim Key	000562720	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	14
Customer Condition Code		V Function Group (VFG)	
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	- -	Dealer Code	50202
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	MAPLE SHADE MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	MAPLE SHADE
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8566678004
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	19-May-2008		

Customer Comment	
Technician Comment	LD 05/09/08 CRUNCH/SQUEAK R/F OVER BUMPS CLAIMS THAT THERE IS A CRUNCH TYPE OF NOISE COMING FROM THE RIGHT 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
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	JM3TB38C070	Engine Serial Number	CY 201338
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	18-Dec-2006	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	20-Mar-2007
Build Country Code		Transmission Serial Number	
Mileage	17681	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620356692	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-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 Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	18
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	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-Suffix		Dealer City	INDIANAPOLIS
Non Causal Part Numbers		Dealer State/Province	IN
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	3173529311
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	03 -Aug-2008		

Customer Comment	
Technician Comment	GF 7/21/08 CRUNCHNG NOISE LF LOWER CONTROL ARM C/STATES CRUNCHING TYPE NOISE TECH HAS CALLED FOR HELP WITH THIS CONCERN STATES THAT HE HAS REMOVED SWAY BAR NO BETTER USING CHASSIS EARS TO LOCATE SOURCE OF NOISE STATES THAT LOWER CONTROL ARM'S MAKING NOISEHE WILL BE REPLACING THEM found noise in LF lower ball joint using chssis ears Called tech to verify any other cases There were Replaced LF lower control arm
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	JM3TB38Y570	Engine Serial Number	CY 205810
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	26-Dec-2006	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	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
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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—	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	Q3 2008		

Report Details

Source Claim Key	000579910	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	17
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	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-Suffix		Dealer City	TEXARKANA
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	9033346413
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	16-Jan-2010		

Customer Comment	
Technician Comment	BS 09/05/08 NOISE FROM L/F ON TURNS(LUBED STRUTS) TECH STATES THERE IS A POPPING NOISE FROM THE L/F DURING LOW SPEED SHARP TURNS TECH STATES IN THE PAST HE REPLACED THE STRUT TOP BUSHING & STRUT TOP STATES THE NOISE WAS GONE BRIEFLY BUT CAME BACK AFTER THE CUST DROVE FOR A COUPLE DAYS lubbed strut jounce stops
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	JM3TB28Y270	Engine Serial Number	CY 200078
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	10-Dec-2006	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	12-May-2007
Build Country Code		Transmission Serial Number	
Mileage	22640	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620450593	Source Code	MAZDA Hotline
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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	no keyword found
Commodity	chassis-suspension—	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q2 2010		

Report Details

Source Claim Key	000674643	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	4
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-Suffix		Dealer City	LODI
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	9735941700
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	28-Nov-2010		

Customer Comment	
Technician Comment	JC 6/9/10 NOISE L/FRONT TURNS*LOOSE BOLT HEARS A CLUNK NOISE FROM THE LEFT FRONT ON TURNS AND BUMPS LOW SPEED NOTE THE CAR IS FROM THE BODY SHOP CALLED FOR INFORMATION loose ball joint bolt
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB3MV4A0	Engine Serial Number	CA 10303318
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	28-Sep-2009	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	16-Feb-2010
Build Country Code		Transmission Serial Number	
Mileage	1456	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620480626	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	loose
Commodity	chassis-suspension—	Symptom	mod-driving condition-on acceleration
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving
Commodity	chassis-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 Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	17
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	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
Diagnostic Trouble Code		Dealer Phone Number	8313948500
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	20-Feb-2011		

Customer Comment	
Technician Comment	JC 1/25/11 CLICKING NOISE FROM STOP THERE IS A CLICKING NOISE FROM THE FRONT OF THE CAR RT SIDE ON ACCELERATION FROM A STOP THE CAR IS NOT AT THE DEALER TODAY THE CUSTOMER HE NEEDED THE CAR BACK USED NEW CHASSIS EARS AND SOUNDS LIKE THE LOWER CONTROL ARM BUSHING TIGHEN THE CHASSIS NUTS AND BOLTS 2/4/11RT BUILD DATE 4/16/09 IS 7 DAYS AFTER RANGE IN RI 6588 P #3 ENGINE MOUNT WAS ROOT FOR CLICK NOISE
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB28V690	Engine Serial Number	CA 10290466
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	2 WHL L/H FRONT DRIVE
Production Date	16-Apr-2009	Retail Sale Indicator Code	
Plant Description	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			

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Concern Driven Reporting

Report Detail

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ECI Record	620491224	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	loose
Commodity	chassis-suspension—	Symptom	mod-driving condition-over bump(s)
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
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q2 2011		

Report Details

Source Claim Key	000718111	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	10
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	19-Apr-2011
Version Series Code		Load Date	25 -Apr-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	23928
Causal Part Name	unknown	Dealer Name	JENKINS MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	OCALA
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8656621237
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	22 -May-2011		

Customer Comment	
Technician Comment	RM 04/19/11 CREAKING NOISE WHEN TURNING TECH STATES CREAKING NOISE WHEN TURNING AND CHANGING GEARS THERE IS A POPPING/CREAKING NOSIE WHEN TURNING RIGHT AND OVER BUMPS RETORQUED LOWER CONTROL ARMS AND SUBFRAM TO NO AVAIL
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB2MA0A0	Engine Serial Number	CA 10318498
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-Jan-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	23-Jul-2010
Build Country Code		Transmission Serial Number	
Mileage	16041	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620513061	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	mod-shift reverse
Commodity	chassis-suspension—	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q4 2011		

Report Details

Source Claim Key	000741018	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	16
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/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 SOURCE	Dealer Name	OCEAN MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	MIAMI
Non Causal Part Numbers		Dealer State/Province	FL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7864641100
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	24 -Oct-2011		

Customer Comment	
Technician Comment	DC 10/10/11 STATES CLUNK NOISE IN REVERSE & DRIVE FIRST TIME HAS REPLACED THE PASS SIDE DRIVESHAFT, HOWEHOEVER STILL HAS A CLACK TYPE NOISE, IN REVERSE SYMPTOMS/CONDITIONS FIRST TIME HAS REPLACED THE PASS SIDE DRIVESHAFT, HOWEHOEVER STILL HAS A CLUNKING TYPE NOISE WHEN BACKING UP STATES THAT NOISE IS MORE APPARENT FROM THE LEFT SIDE, STATES NORMAL MOVEMEMOVEMENT IN THE DRIVESHAFT REPLACE RIGHT LOWER CONTROL ARM
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	JM3TB2MA5A	Engine Serial Number	CA 10337217
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	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	04-Jul-2010
Build Country Code		Transmission Serial Number	
Mileage	27232	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620514439	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	mod-driving condition-over bump(s)
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension—	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q4 2011		

Report Details

Source Claim Key	000742452	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	6
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	20-Oct-2011
Version Series Code		Load Date	24 -Oct-2011
Causal Part Prefix- Base - Suffix	- -	Dealer Code	42110
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	COLE MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	SAN LUIS OBISPO
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8055437321
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	13 -Nov-2011		

Customer Comment	
Technician Comment	LH 10/20/11 RIGHT REAR SUSPENSION SQUEAK SQUEAK IN RIGHT REAR SUSPENSION OVER BUMPS REPLACED LOWER CONTROL ARM INSTALLED CHASSIS EARS SOUNDS LIKE IN LOWER ARMS replaced lower control arm, all ok at this time
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB3DV3B0	Engine Serial Number	CA 10377625
Model Year	2011	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	04-Feb-2011	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	12-May-2011
Build Country Code		Transmission Serial Number	
Mileage	5211	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620545567	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	no keyword found
Commodity	chassis-suspension—	Symptom	separation
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q2 2012		

Report Details

Source Claim Key	000776456	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	62
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	29-Jun-2012
Version Series Code	AAAAR	Load Date	03-Jul-2012
Causal Part Prefix- Base - Suffix	- -	Dealer Code	51538
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	ROHRICH MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	PITTSBURGH
Non Causal Part Numbers		Dealer State/Province	PA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	06-Aug-2012		

Customer Comment	
Technician Comment	RC 6/29/12 R BALL JOINT BROKEN RIGHT SIDE BALL JOINT SEPERATED FROM THE LOWER CONTROLARM , CAUSE AXLE TO COME OUT ,CSTM WAS IN THERE DRIVEWAY WHEN THE CONCERN OCCURED DL STS HAD ANOTHER CX 9 WITH THE SAME CONCER A FEW MOAGO Replaced right lower control arm and ball joint,right outer tie rod and axle shaft
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	JM3TB38Y07	Engine Serial Number	CY 208247
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	17-Jan-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	02-Jun-2007
Build Country Code		Transmission Serial Number	
Mileage	44758	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620550641	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	mod-driving condition-on acceleration
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension—	Symptom	no keyword found
Commodity	chassis-suspension—	Symptom	nvh-noisy operation
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	loose
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q3 2012		

Report Details

Source Claim Key	000781247	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	16
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	02-Aug-2012
Version Series Code		Load Date	06-Aug-2012
Causal Part Prefix- Base - Suffix	- -	Dealer Code	42077
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	TRACY MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	TRACY
Non Causal Part Numbers		Dealer State/Province	CA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	2098207800
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	27-Aug-2012		

Customer Comment	
Technician Comment	DR 8/2/12 POPPING NOISE WHEN STOPPIN/ACCEL WHEN COMING TO A STOP MAKES A POP NOISE,HARDER HIT THE BRAKES LOUDER THE NOISE IS ALSO HEARD ON ACCEL FROM A STOP HAS DUPLICATED loosend the whole front suspension then readjusted it thightend it test drove and noise was gone i think it was the control arm but not sure
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	JM3TB2CA0B0	Engine Serial Number	CA 10374743
Model Year	2011	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	20-Jan-2011	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	02-May-2011
Build Country Code		Transmission Serial Number	
Mileage	14549	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620560706	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	loose
Commodity	chassis-suspension—	Symptom	mod-driving condition-over bump(s)
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension—	Symptom	nvh-noisy operation
Commodity	chassis-suspension-shock absorbers/struts—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-shock absorbers/struts—	Symptom	mod-intermittent/random
Commodity	chassis-suspension-shock absorbers/struts—	Symptom	nvh-noisy operation
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	mod-intermittent/random
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q4 2012		

Report Details

Source Claim Key	000792052	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	24
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	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-Suffix		Dealer City	TEMPE
Non Causal Part Numbers		Dealer State/Province	AZ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4807631000
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	28-Oct-2012		

Customer Comment	
Technician Comment	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 TIME ESPECIALLY OVER SPEED BUMPS ***ASHTON, SANDI*** TECH STS HE CHECKED THE LOWER CONTROL ARMS AND BUSHINGS WHEN HE BOUNCES THE FRT END HE CAN HEAR THE STRUT WORKING AND SOMETIMES THE STRUT FEELS STIFF
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	JM3TB2MVXA0	Engine Serial Number	CA 10339747
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	01-Jun-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	05-Nov-2010
Build Country Code		Transmission Serial Number	
Mileage	26840	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620602194	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	no keyword found
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	000836756	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	64
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-Suffix		Dealer City	VESTAL
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	6077296261
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	20-Oct-2013		

Customer Comment	
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
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	JM3TB38V380	Engine Serial Number	CA 10216542
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	16-Oct-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	14-Jul-2008
Build Country Code		Transmission Serial Number	
Mileage	95192	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620629478	Source Code	MAZDA Hotline
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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
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 Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	47
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-Suffix		Dealer City	GAITHERSBURG
Non Causal Part Numbers		Dealer State/Province	MD
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	29-Jun-2014		

Customer Comment	
Technician Comment	DR 5/28/14 NOISE LEFT FRONT TURNING RT**COWL BOLTS HAS REPLACED STRUTS,BOTH SIDES AND LOWER CONTROL ARM STATES IS A GROAN NOISE CS NOT FIXED REPLACED STRUT BEARING ALSO STATES MORE PROMINENT IF BRAKING tighten cowl bolts
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	JM3TB2MAXA0	Engine Serial Number	CA 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	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	24-Jul-2010
Build Country Code		Transmission Serial Number	
Mileage	98760	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620652989	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-steering-steering linkage—	Symptom	function-malfunction/inoperative
Commodity	chassis-steering-steering linkage—	Symptom	mod-shift reverse
Commodity	chassis-steering-steering linkage—	Symptom	nvh-noisy operation
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	loose
Commodity	chassis-suspension—	Symptom	mod-shift reverse
Commodity	chassis-suspension—	Symptom	nvh-noisy operation
Commodity	unknown—	Symptom	nvh-noisy operation
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 2014		

Report Details

Source Claim Key	000895570	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	4
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-Suffix		Dealer City	SCOTTSBLUFF
Non Causal Part Numbers		Dealer State/Province	NE
Fault Code		Dealer Country	USA
Diagnostic 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 SQUEAK 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 1 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 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	JM3TB3DAXD	Engine Serial Number	CA 10450747
Model Year	2013	Engine Description	37L 4V DAMB PFIV6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	20-Nov-2012	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	26-Sep-2014
Build Country Code		Transmission Serial Number	
Mileage	1909	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	620656334	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-steering-steering linkage—	Symptom	separation
Commodity	chassis-suspension—	Symptom	separation
Commodity	unknown—	Symptom	no keyword found
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	Q1 2015		

Report Details

Source Claim Key	020034495	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	92
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 - Suffix	- -	Dealer Code	70719
Causal Part Name	unknown	Dealer Name	PAUL MILLER MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	LEXINGTON
Non Causal Part Numbers		Dealer State/Province	KY
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8592554242
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\DRIVERS LOWER BALL JOI CX9 BJ INV\13\51\0001 01 01\DRIVERS LOWER BALL JOINT SEPARATIO
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	JM3TB38YX70	Engine Serial Number	CY 220365
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	28-May-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	19-Jul-2007
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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Report Detail

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ECI Record	620656573	Source Code	MAZDA Hotline
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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-suspension-alignment-front suspension-	Symptom	damage
Commodity	chassis-suspension-alignment-front suspension-	Symptom	damage-cracked/fractured/split
Commodity	chassis-suspension-alignment-front suspension-	Symptom	function-malfunction/inoperative
Commodity	unknown—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Tread Category Code	01	Tread Category Description	steering
Tread Category Code	I0	Tread Category Description	powertrain
Reported in Tread Quarter	Q1 2015		

Report Details

Source Claim Key	020072205	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	92
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-Suffix		Dealer City	OLATHE
Non Causal Part Numbers		Dealer State/Province	KS
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	9137803500
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\LEFT FRONT LOWER BALL CX9 BJ INV\13\51\0001 01 01\LEFT FRONT LOWER BALL JOINT BROKEN AND AXLE DAMAGE
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	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	Required Vehicle	
Build Region		Warranty Start Date	01-Aug-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	620656672	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	loss of control
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q1 2015		

Report Details

Source Claim Key	020093085	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	87
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-Suffix		Dealer City	LEXINGTON
Non Causal Part Numbers		Dealer State/Province	KY
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8592554242
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	16-Mar-2015		

Customer Comment	
Technician Comment	CX9 BJ INV\13\52\0001 01 01\NO CONTROL ARM ISSUES CX9 BJ INV\13\52\0001 01 01\NO CONTROL ARM ISSUES NOTED
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	JM3TB38A680	Engine Serial Number	CA 10211915
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	CA WE 5 DOOR LIGHT TRUCK	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	06-Sep-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Requaired Vehicle	
Build Region		Warranty Start Date	10-Jan-2008
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	620656674	Source Code	MAZDA Hotline
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Commodity Assignment

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	Q1 2015		

Report Details

Source Claim Key	020093125	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	96
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-Suffix		Dealer City	WOODBIDGE
Non Causal Part Numbers		Dealer State/Province	VA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7034949121
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\CONTROL ARMS REPLACED CX9 BJ INV\13\51\0001 01 01\CONTROL ARMS REPLACED REF 89849
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	JM3TB38Y57	Engine Serial Number	CY 205891
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	26-Dec-2006	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	15-Apr-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	620656923	Source Code	MAZDA Hotline
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Commodity Assignment

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 Description	suspension
Reported in Tread Quarter	Q1 2015		

Report Details

Source Claim Key	020134985	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	93
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	04-Feb-2015
Version Series Code	AAAMQ	Load Date	16-Mar-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	60170
Causal Part Name	unknown	Dealer Name	WILKINS MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	ELMHURST
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	6302793000
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\CUSTOMER LEFT VEHICLE CX9 BJ INV\13\51\0001 01 01\CUSTOMER LEFT VEHICLE FOR CONTROL ARM REPLACEMENT
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	JM3TB38Y070	Engine Serial Number	CY 220017
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	23-May-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	30-Jun-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	620657248	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q1 2015		

Report Details

Source Claim Key	020175595	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	78
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	unknown	Dealer Name	NELSON MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	TULSA
Non Causal Part Numbers		Dealer State/Province	OK
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	9182967800
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\LOWER CONTROL ARMS CX9 BJ INV\13\51\0001 01 01\LOWER CONTROL ARMS
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	JM3TB38A380	Engine Serial Number	CA 10225965
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	26-Dec-2007	Retail Sale Indicator Code	
Plant Description	Unknown	Reaquired Vehicle	
Build Region		Warranty Start Date	12-Sep-2008
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	620658113	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-service brakes—	Symptom	no keyword found
Commodity	chassis-suspension—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Tread Category Code	03	Tread Category Description	Foundation Brakes
Reported in Tread Quarter	Q1 2015		

Report Details

Source Claim Key	020285525	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	85
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-Suffix		Dealer City	UNION
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
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\BRAKES AND BOTH LOWER CX9 BJ INV\13\51\0001 01 01\BRAKES AND BOTH LOWER CONTROL ARM
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	JM3TB38V280	Engine Serial Number	CA 10226878
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	09-Jan-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	28-Feb-2008
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	620658239	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-steering-steering linkage—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	unknown—	Symptom	no keyword found
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	Q1 2015		

Report Details

Source Claim Key	020312405	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	93
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	09-Feb-2015
Version Series Code	AAAMR	Load Date	16-Mar-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	51620
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	PIAZZA MAZDA OF WEST CHESTER
Non Causal Part Prefix-Base-Suffix		Dealer City	WEST CHESTER
Non Causal Part Numbers		Dealer State/Province	PA
Fault Code		Dealer Country	USA
Diagnostic 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\YES IT HAS BAD LOWER B CX9 BJ INV\13\51\0001 01 01\YES IT HAS BAD LOWER BALL JOINT
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	JM3TB38Y170	Engine Serial Number	CY 205506
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	25-Dec-2006	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	03-Jul-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	620658343	Source Code	MAZDA Hotline
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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		Verified	N

Tread Information

Tread Category Code	01	Tread Category Description	steering
Tread Category Code	06	Tread Category Description	engine and engine cooling
Reported in Tread Quarter	Q1 2015		

Report Details

Source Claim Key	020320105	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	69
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-Suffix		Dealer City	EAST BRUNSWICK
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
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\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 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	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	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	06-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	620658424	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	loose
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	mod-weather-cold
Commodity	unknown—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q1 2015		

Report Details

Source Claim Key	020327935	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	90
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-Suffix		Dealer City	FAIRFAX
Non Causal Part Numbers		Dealer State/Province	VA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
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\CUSTOMER IS IN FOR WIN CX9 BJ INV\13\51\0001 01 01\CUSTOMER IS IN FOR WINTER SPECIAL, AND FULL CIRCLE INSPECTION TECHNICIAN FOUND THE DRIVER FRONT LOWER CONTROL ARM HAS PLAY IN IT
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	JM3TB38V380	Engine Serial Number	CA 10205380
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	18-Jul-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	15-Oct-2007
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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Concern Driven Reporting

Report Detail

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ECI Record	620658910	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-steering-steering linkage—	Symptom	loose
Commodity	chassis-steering-steering linkage—	Symptom	nvh-noisy operation
Commodity	chassis-suspension—	Symptom	loose
Commodity	chassis-suspension—	Symptom	nvh-noisy operation
Commodity	unknown—	Symptom	no keyword found
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	Q1 2015		

Report Details

Source Claim Key	020392045	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	78
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-Suffix		Dealer City	EGG HARBOR TOWNSHIP
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	6096462000
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\IN FOR MAINTENANCE, HV CX9 BJ INV\13\51\0001 01 01\IN FOR MAINTENANCE, HVAC NOISE ISSUE AND WE FOUND L/F LOWER BALL JOINT LOOS
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	JM3TB38VX80	Engine Serial Number	CA 10255904
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	26-Jun-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Requaired Vehicle	
Build Region		Warranty Start Date	30-Sep-2008
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620659001	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-axle (solid)—	Symptom	function-malfunction/inoperative
Commodity	chassis-axle (solid)—	Symptom	separation
Commodity	chassis-steering-steering linkage—	Symptom	function-malfunction/inoperative
Commodity	chassis-steering-steering linkage—	Symptom	separation
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	separation
Commodity	unknown—	Symptom	no keyword found
Significant Event		Verified	N

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	020401945	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	91
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	10-Feb-2015
Version Series Code	AAAMQ	Load Date	16-Mar-2015
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
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	16-Mar-2015		

Customer Comment	
Technician Comment	CX9 BJ INV\13\51~52\0001 01 01\CUSTOMER STATES BAL CX9 BJ INV\13\51~52\0001 01 01\CUSTOMER STATES BALL JOINT AND AXLE BROKE OFF VEHICLE
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	JM3TB38YX70	Engine Serial Number	CY 218638
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 3 DOOR LIGHT TRUCK	Drive Line	ALL 4 WHEEL LEFT HAND DRIVE
Production Date	10-May-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
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	620659266	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-steering-steering linkage—	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	chassis-suspension—	Symptom	leak-failed gasket/seal/weatherstrip
Commodity	powertrain-engine-oil system-oil pan and crank	Symptom	leak-failed gasket/seal/weatherstrip
Significant Event	sealing-	Verified	N

Tread Information

Tread Category Code	01	Tread Category Description	steering
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		

Report Details

Source Claim Key	020437035	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	68
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-Suffix		Dealer City	MACOMB TOWNSHIP
Non Causal Part Numbers		Dealer State/Province	MI
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	5869486000
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	16-Mar-2015		

Customer Comment	
Technician Comment	CX9 BJ INV\13\52\0001 01 01\REPLACING OIL PAN GASK CX9 BJ INV\13\52\0001 01 01\REPLACING OIL PAN GASKET, BOTH OUTER TIE RODS, L/F LOWER CONTROL ARM AND SWAY BAR LIN
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	JM3TB38A890	Engine Serial Number	CA 10292547
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	27-May-2009	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	03-Aug-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	620659417	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-steering-steering linkage—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
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	Q1 2015		

Report Details

Source Claim Key	020450225	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	70
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	51620
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	PIAZZA MAZDA OF WEST CHESTER
Non Causal Part Prefix-Base-Suffix		Dealer City	WEST CHESTER
Non Causal Part Numbers		Dealer State/Province	PA
Fault Code		Dealer Country	USA
Diagnostic 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
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	JM3TB38V490	Engine Serial Number	CA 10269421
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	21-Aug-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	23-May-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	620659644	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q1 2015		

Report Details

Source Claim Key	020473955	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	82
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
Causal Part Name	unknown	Dealer Name	SENTRY WEST MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	SHREWSBURY
Non Causal Part Numbers		Dealer State/Province	MA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	5088457700
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\LOWER CONTROL ARM DRIV CX9 BJ INV\13\51\0001 01 01\LOWER CONTROL ARM DRIVERS SIDE,
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	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	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620659841	Source Code	MAZDA Hotline
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Commodity Assignment

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 Description	suspension
Reported in Tread Quarter	Q1 2015		

Report Details

Source Claim Key	020499115	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	79
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	34664
Causal Part Name	unknown	Dealer Name	BARNES CROSSING MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	TUPELO
Non Causal Part Numbers		Dealer State/Province	MS
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	6628441383
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	16-Mar-2015		

Customer Comment	
Technician Comment	CX9 BJ INV\13\52\0001 01 01\REPLACING LOWER CONTRO CX9 BJ INV\13\52\0001 01 01\REPLACING LOWER CONTROL ARMS PER MAZD
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	JM3TB28A180	Engine Serial Number	CA 10234591
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	26-Feb-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	02-Sep-2008
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620659941	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	loose
Commodity	chassis-suspension—	Symptom	mod-driving condition-over bump(s)
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension—	Symptom	nvh-noisy operation
Commodity	powertrain-engine-oil system-oil filter	Symptom	loose
Commodity	powertrain-engine-oil system-oil filter	Symptom	mod-driving condition-over bump(s)
Commodity	powertrain-engine-oil system-oil filter	Symptom	mod-driving condition-while driving
Commodity	powertrain-engine-oil system-oil filter	Symptom	no keyword found
Commodity	powertrain-engine-oil system-oil filter	Symptom	nvh-noisy operation
Significant Event		Verified	N

Tread Information

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		

Report Details

Source Claim Key	020505545	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	87
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	51484
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 Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
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\OIL AND FILTER CHANGE, CX9 BJ INV\13\51\0001 01 01\OIL AND FILTER CHANGE, KNOCKING NOISE WHEN DRIVING OVER BUMPS FOUND BOTH LOWER CONTROL ARM BALLJOINTS LOOS
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	JM3TB38V180	Engine Serial Number	CA 10212364
Model Year	2008	Engine Description	37L 4V DAMB PFIV6 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-Sep-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	29-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	620660074	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-steering-steering linkage—	Symptom	function-malfunction/inoperative
Commodity	chassis-steering-steering linkage—	Symptom	loose
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	loose
Commodity	powertrain-transmission-manual-bearings-	Symptom	function-malfunction/inoperative
Commodity	powertrain-transmission-manual-bearings-	Symptom	loose
Significant Event		Verified	N

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	020520235	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	92
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 - Suffix	- -	Dealer Code	61615
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	CAUSLEY MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	MACOMB TOWNSHIP
Non Causal Part Numbers		Dealer State/Province	MI
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	5869486000
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\REPLACING L/R BEARING CX9 BJ INV\13\51\0001 01 01\REPLACING L/R BEARING FOUND L/F OUTER TIE ROD AND LOWER BALL JOINT LOOS
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	JM3TB38Y170	Engine Serial Number	CY 210851
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	02-Feb-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	31-Jul-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	620660091	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	no keyword found
Commodity	unknown—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q1 2015		

Report Details

Source Claim Key	020521965	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	86
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-Suffix		Dealer City	ELLISVILLE
Non Causal Part Numbers		Dealer State/Province	MO
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	6363910073
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\FRONT LOWER CONTROL AR CX9 BJ INV\13\51\0001 01 01\FRONT LOWER CONTROL ARMS BA
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	JM3TB38Y370	Engine Serial Number	CY 202805
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	08-Dec-2006	Retail Sale Indicator Code	
Plant Description	Unknown	Requaired Vehicle	
Build Region		Warranty Start Date	25-Jan-2008
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	620660092	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-steering-steering linkage—	Symptom	no keyword found
Commodity	chassis-steering-steering linkage—	Symptom	separation
Commodity	chassis-suspension-alignment-front suspension-	Symptom	no keyword found
Commodity	chassis-suspension-alignment-front suspension-	Symptom	separation
Significant Event		Verified	N

Tread Information

Tread Category Code	01	Tread Category Description	steering
Reported in Tread Quarter	Q1 2015		

Report Details

Source Claim Key	020521985	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	97
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 - Suffix	- -	Dealer Code	70510
Causal Part Name	unknown	Dealer Name	RILEY'S MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	DUBUQUE
Non Causal Part Numbers		Dealer State/Province	IA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	5635882326
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\LEFT FRONT BALL JOINT CX9 BJ INV\13\51\0001 01 01\LEFT FRONT BALL JOINT SEPARATE
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	JM3TB38Y870	Engine Serial Number	CY 201673
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	11-Dec-2006	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	19-Mar-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	620660436	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	no keyword found
Commodity	unknown—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q1 2015		

Report Details

Source Claim Key	020565735	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	91
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-Suffix		Dealer City	UNION
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
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\FOUND BOTH FRONT LOWER CX9 BJ INV\13\51\0001 01 01\FOUND BOTH FRONT LOWER CONTROL ARMS BA
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	JM3TB38V580	Engine Serial Number	CA 10204464
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	12-Jul-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	18-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	620660850	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-steering-steering linkage—	Symptom	loose
Commodity	chassis-suspension-alignment-front suspension-	Symptom	loose
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	loose
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	no keyword found
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	Q1 2015		

Report Details

Source Claim Key	020663845	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	68
Customer Condition Code		V Function Group (VFG)	
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	NOT PROVIDED BY SOURCE	Dealer Name	MAXON MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	UNION
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
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\FRT LOWER CONTROL ARM CX9 BJ INV\13\51\0001 01 01\FRT LOWER CONTROL ARM BALL JOINTS LOOSE, BOTH SIDE
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	JM3TB28V690	Engine Serial Number	CA 10289322
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	2 WHL L/H FRONT DRIVE
Production Date	03-Apr-2009	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	17-Jul-2009
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620661101	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-steering-steering linkage—	Symptom	loose
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	loose
Commodity	unknown—	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	Q1 2015		

Report Details

Source Claim Key	020705105	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	69
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	16-Feb-2015
Version Series Code		Load Date	16-Mar-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	51563
Causal Part Name	unknown	Dealer Name	WAYNE MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	WAYNE
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	9736947700
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\EXCESSIVE PLAY IN RIGH CX9 BJ INV\13\51\0001 01 01\EXCESSIVE PLAY IN RIGHT FRONT INNER AND OUTER TIE RODS, CONTROL ARM
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	JM3TB38V390	Engine Serial Number	CA 10290550
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	20-Apr-2009	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required 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	620663142	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	repair-prior repair mentioned
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights—	Symptom	function-malfunction/inoperative
Commodity	electrical-lamps/bulbs-headlamps/daytime running lights—	Symptom	repair-prior repair mentioned
Commodity	unknown—	Symptom	repair-prior repair mentioned
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Tread Category Code	12	Tread Category Description	exterior lighting
Reported in Tread Quarter	Q1 2015		

Report Details

Source Claim Key	020949735	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	68
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	20-Feb-2015
Version Series Code		Load Date	16-Mar-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	34592
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NELSON MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	NASHVILLE
Non Causal Part Numbers		Dealer State/Province	TN
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	6158688100
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\WE HAVE ALREADY REPLAC CX9 BJ INV\13\51\0001 01 01\WE HAVE ALREADY REPLACED THE CONTROL ARMS PER MAZDA'S REQUEST CUSTOMER IS BACK AGAIN FOR THE SAME LOW BEAM HEADLIGHT GOING OUT
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	JM3TB38A290	Engine Serial Number	CA 10256589
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-Jul-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	06-Aug-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	620663302	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q1 2015		

Report Details

Source Claim Key	021033075	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	66
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-Suffix		Dealer City	ELMHURST
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	6302793000
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\CUSTOMERS CONTROL ARMS CX9 BJ INV\13\51\0001 01 01\CUSTOMERS CONTROL ARMS ARE WOR
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	JM3TB38A890	Engine Serial Number	CA 10292542
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	27-May-2009	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	20-Oct-2009
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620663699	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-steering-steering linkage—	Symptom	loose
Commodity	chassis-suspension—	Symptom	loose
Commodity	powertrain-engine—	Symptom	loose
Commodity	powertrain-engine—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Tread Category Code	01	Tread Category Description	steering
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		

Report Details

Source Claim Key	021174245	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	76
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-Suffix		Dealer City	OAK LAWN
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	7082337700
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\OIL CHANGE, WE PERFO CX9 BJ INV\13\51\0001 01 01\OIL CHANGE, WE PERFORMED INSPECTION AND FOUND BOUTH LOWER CONTROL ARMS (BALL JOINTS HAVE PLAY
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	JM3TB38V290	Engine Serial Number	CA 10257648
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	04-Dec-2008
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	620663869	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	damage-cracked/fractured/split
Commodity	chassis-suspension—	Symptom	nvh-noisy operation
Commodity	unknown—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q1 2015		

Report Details

Source Claim Key	021208405	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	83
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	42179
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	EARNHARDT MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	SCOTTSDALE
Non Causal Part Numbers		Dealer State/Province	AZ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4806073000
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\CUSTOMER CAME IN ORIGI CX9 BJ INV\13\51\0001 01 01\CUSTOMER CAME IN ORIGINALLY FOR OIL SERVICE AND ROTATE, FULL CIRCLE INSPECTION, DURING VISIT CUSTOMER FURTHER INFORMED US OF AN ABNORMAL FRONT SUSPENSION NOISE TURNING LEFT OR RIGHT SNAP TYPE NOISE FRONT END PARKING LOT SPEED
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	JM3TB28Y670	Engine Serial Number	CY 207987
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	2 WHL L/H FRONT DRIVE
Production Date	16-Jan-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	05-May-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.

ECI Record	620663915	Source Code	MAZDA Hotline
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Commodity Assignment

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 Description	suspension
Reported in Tread Quarter	Q1 2015		

Report Details

Source Claim Key	021219325	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	94
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	26-Feb-2015
Version Series Code	AAAMR	Load Date	16-Mar-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	34245
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	NELSON MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	TULSA
Non Causal Part Numbers		Dealer State/Province	OK
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	9182967800
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	16-Mar-2015		

Customer Comment	
Technician Comment	CX9 BJ INV\13\52\0001 01 01\TECHNICIAN FOUND RIGHT CX9 BJ INV\13\52\0001 01 01\TECHNICIAN FOUND RIGHT LOWER CONTROL ARM NEEDING TO BE REPLACE
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	CY 219285
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	16-May-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	04-Jul-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	620663998	Source Code	MAZDA Hotline
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Commodity Assignment

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	unknown—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q1 2015		

Report Details

Source Claim Key	021231505	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	12
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-Suffix		Dealer City	SAN ANTONIO
Non Causal Part Numbers		Dealer State/Province	TX
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	2104060122
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	16 -Mar-2015		

Customer Comment	
Technician Comment	CX9 BJ INV\13\52\0001 01 01\INVENTORY VEHICLE TO P CX9 BJ INV\13\52\0001 01 01\INVENTORY VEHICLE TO PERFORM PROCESS # UM0008 FRONT LOWER CONTROL ARMS REPLACEMENT & ALIGNMENT
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	JM3TB2CA9E0	Engine Serial Number	CA 10489154
Model Year	2014	Engine Description	37L 4V DAMB PFI V6 NA GAS
Transmission	6 SPD AUTO TRANS AISIN F21	Vehicle Description	CX 9
Body Cab Style	CA WE 5 DOOR LIGHT TRUCK	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	08-Nov-2013	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	08-Mar-2014
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	620664670	Source Code	MAZDA Hotline
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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
Commodity	chassis-suspension-stabilizers-rear suspension-	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-stabilizers-rear suspension-	Symptom	misaligned/out of position/adjustment/poor fit
Commodity	unknown—	Symptom	no keyword found
Significant Event		Verified	N

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 Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	97
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	- -	Dealer Code	50501
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	ROSENTHAL MAZDA ARLINGTON
Non Causal Part Prefix-Base-Suffix		Dealer City	ARLINGTON
Non Causal Part Numbers		Dealer State/Province	VA
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
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\TECHNICIAN FOUND LEFT CX9 BJ INV\13\51\0001 01 01\TECHNICIAN FOUND LEFT FRONT AND RIGHT FRONT LOWER BALL JOINT BLOWN, NEEDS BOTH LEFT FRONT AND RIGHT FRONT LOWER CONTROL ARMS TECHNICIAN ALSO NOTICED LEFT REAR AND RIGHT REAR ADJUSTER TOE FROZEN, NEEDS BOTH REAR TOE LINKS TECHNICIAN FOUND RIGHT REAR DIFFERENTIAL BROKEN
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	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	Required Vehicle	
Build Region		Warranty Start Date	17-Mar-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	620665136	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-steering-steering linkage—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-alignment-front suspension-	Symptom	function-malfunction/inoperative
Significant Event		Verified	N

Tread Information

Tread Category Code	01	Tread Category Description	steering
Reported in Tread Quarter	Q1 2015		

Report Details

Source Claim Key	021473655	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	91
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-Suffix		Dealer City	MILWAUKEE
Non Causal Part Numbers		Dealer State/Province	WI
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	4149733939
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\FRONT BALL JOINT FAILU CX9 BJ INV\13\51\0001 01 01\FRONT BALL JOINT 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
Body Cab Style	CA WE 3 DOOR LIGHT TRUCK	Drive Line	2 WHL L/H FRONT DRIVE
Production Date	29-Mar-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	24-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	620665341	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-steering-steering linkage—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	unknown—	Symptom	function-malfunction/inoperative
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	Q1 2015		

Report Details

Source Claim Key	021524735	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	97
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	06-Mar-2015
Version Series Code	AAAAR	Load Date	16-Mar-2015
Causal Part Prefix- Base - Suffix	- -	Dealer Code	34469
Causal Part Name	NOT PROVIDED BY SOURCE	Dealer Name	BOMMARITO MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	SAINT PETERS
Non Causal Part Numbers		Dealer State/Province	MO
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	6369282300
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\APPEARS TO HAVE BROKEN CX9 BJ INV\13\51\0001 01 01\APPEARS TO HAVE BROKEN BALL JOINT/CONTROL AR
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	JM3TB28Y570	Engine Serial Number	CY 212151
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	13-Feb-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	12-Apr-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	620665430	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-steering-steering linkage—	Symptom	function-shuts off
Commodity	chassis-steering-steering linkage—	Symptom	function-stays on
Commodity	chassis-steering-steering linkage—	Symptom	mod-driving condition-when engine/ignition turned off
Commodity	chassis-suspension-alignment-front suspension-	Symptom	mod-driving condition-when engine/ignition turned off
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	mod-driving condition-when engine/ignition turned off
Commodity	electrical-climate control-blower motor—	Symptom	function-shuts off
Commodity	electrical-climate control-blower motor—	Symptom	function-stays on
Commodity	electrical-climate control-blower motor—	Symptom	mod-driving condition-when engine/ignition turned off
Commodity	unknown—	Symptom	no keyword found
Significant Event		Verified	N

Tread Information

Tread Category Code	01	Tread Category Description	steering
Tread Category Code	02	Tread Category Description	suspension
Tread Category Code	13	Tread Category Description	visibility
Reported in Tread Quarter	Q1 2015		

Report Details

Source Claim Key	021541265	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	70
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	06-Mar-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-Suffix		Dealer City	EAST BRUNSWICK
Non Causal Part Numbers		Dealer State/Province	NJ
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
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\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	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	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	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620665548	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-steering-steering linkage—	Symptom	damage-chafed/excessive wear
Commodity	chassis-suspension-alignment-front suspension-	Symptom	damage-chafed/excessive wear
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	damage-chafed/excessive wear
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	no keyword found
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	Q1 2015		

Report Details

Source Claim Key	021579495	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	61
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	07-Mar-2015
Version Series Code		Load Date	16-Mar-2015
Causal Part Prefix- Base - Suffix	- -	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
Diagnostic Trouble Code		Dealer Phone Number	7812458000
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\FRONT CONTROL ARMS WO CX9 BJ INV\13\51\0001 01 01\FRONT CONTROL ARMS WORN BALL JOINTS
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	JM3TB3MV0A0	Engine Serial Number	CA 10319616
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	24-Jan-2010	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	19-Mar-2010
Build Country Code		Transmission Serial Number	
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620671076	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	loose
Commodity	chassis-suspension—	Symptom	separation
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	026697373	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	95
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
Diagnostic Trouble Code		Dealer Phone Number	3027385200
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	13-Apr-2015		

Customer Comment	
Technician Comment	DRIVERS SIDE BALL JOINT HAS EXCESSIVE PLAY AND PAS DRIVERS SIDE BALL JOINT HAS EXCESSIVE PLAY AND PASS SIDE BALL JOINT IS SEPARATING FROM LOWER ARM NO INVESTIGATION FOR BALL JOINT EXCESSIVE PLAY
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	JM3TB38Y170	Engine Serial Number	CY 214020
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	02-Mar-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	14-Jul-2007
Build Country Code		Transmission Serial Number	
Mileage	128516	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	620678015	Source Code	MAZDA Hotline
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	no keyword found
Commodity	chassis-suspension—	Symptom	separation
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	053866608	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	90
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-Suffix		Dealer City	HARTFORD
Non Causal Part Numbers		Dealer State/Province	CT
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8602407406
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	05-Jul-2015		

Customer Comment	
Technician Comment	CELL 860 263 4325 LEFT LOWER BALL JOINT SEPARATI CELL 860 263 4325 LEFT LOWER BALL JOINT SEPARATION OCCURRED
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	JM3TB38VX801	Engine Serial Number	CA 10221676
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-Nov-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	19-Feb-2008
Build Country Code		Transmission Serial Number	
Mileage	94163	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	623025757	Source Code	MAZDA PQI
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	mod-driving condition-over bump(s)
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension—	Symptom	nvh-noisy operation
Commodity	chassis-suspension-alignment-front suspension-	Symptom	loose
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	no keyword found
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	Q3 2010		

Report Details

Source Claim Key	000102430	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	35
Customer Condition Code	R	V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	03-Aug-2010
Version Series Code		Load Date	03-Oct-2010
Causal Part Prefix- Base - Suffix	TE69 -34 -350	Dealer Code	61542
Causal Part Name	ARM(L) LOWER	Dealer Name	BIGGERS MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	ELGIN
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8476286000
Labor Operation Code		Attachment	N
Communication Type		VOQ Component Description Code	
Maintenance Date	03-Oct-2010		

Customer Comment	
Technician Comment	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 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	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
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	Required Vehicle	
Build Region		Warranty Start Date	02-Oct-2007
Build Country Code		Transmission Serial Number	
Mileage	34234	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	623027746	Source Code	MAZDA PQI
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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

Tread Category Code	02	Tread Category Description	suspension
Reported in Tread Quarter	Q2 2011		

Report Details

Source Claim Key	000104474	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	37
Customer Condition Code	R	V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	21-Jun-2011
Version Series Code		Load Date	03-Jul-2011
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-Suffix		Dealer City	ELGIN
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	8476286000
Labor Operation Code		Attachment	N
Communication Type		VOQ Component Description Code	
Maintenance Date	03-Jul-2011		

Customer Comment	
Technician Comment	SUSP NOISE SQUEEK TYPE NOISE AT TIMES WHILE BRAKING FROM 35MPH NOISE FROM LEFT FRONT LF LOWER BALL JOINT HAS PLAY REPLACED LF LOWER CONTROL ARM
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	JM3TB38A380	Engine Serial Number	CA 10245244
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	22-Apr-2008	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	30-Jun-2008
Build Country Code		Transmission Serial Number	
Mileage	35758	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	623029930	Source Code	MAZDA PQI
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	mod-driving condition-over bump(s)
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension—	Symptom	nvh-noisy operation
Commodity	chassis-suspension-alignment-front suspension-	Symptom	loose
Commodity	chassis-suspension-alignment-front suspension-	Symptom	suspension-ride height/level concerns
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	Q2 2013		

Report Details

Source Claim Key	000106676	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	21
Customer Condition Code	R	V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	14-May-2013
Version Series Code		Load Date	02-Jun-2013
Causal Part Prefix- Base - Suffix	TE69 -34 -350	Dealer Code	50127
Causal Part Name	ARM(L) LOWER	Dealer Name	ROGER BURDICK MAZDA
Non Causal Part Prefix-Base-Suffix		Dealer City	CICERO
Non Causal Part Numbers		Dealer State/Province	NY
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	N
Communication Type		VOQ Component Description Code	
Maintenance Date	02-Jun-2013		

Customer Comment	
Technician Comment	NOISE IN FRONT OVER BUMPS CUSTOMER STATES RATTLE TYPE NOISE WHEN PASSING OVER BUMPS FOUND LEFT FRONT LOWER BALL JOINT TO BE LOOSE REPLACE CONTROL ARM ASSEMBLY WHICH INCLUDED BALL JOINT
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	JM3TB3CA8B0	Engine Serial Number	CA 10393922
Model Year	2011	Engine Description	37L 4V DAMB PFIV6 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	17-Jul-2011	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Required Vehicle	
Build Region		Warranty Start Date	01-Sep-2011
Build Country Code		Transmission Serial Number	
Mileage	26613	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	625011117	Source Code	MAZDA Veh Inspect
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	appearance
Commodity	chassis-suspension—	Symptom	appearance-scratches/nicks
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	no problem found
Commodity	chassis-suspension—	Symptom	nvh-noisy operation
Commodity	chassis-suspension—	Symptom	repair-similar failures on other vehicles mentioned
Commodity	chassis-suspension-alignment-front suspension-	Symptom	damage-cut/torn/frayed
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	Q3 2012		

Report Details

Source Claim Key	V00011455	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	48
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	10-Aug-2012
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-Suffix		Dealer City	DOWNERS GROVE
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	6309649500
Labor Operation Code		Attachment	N
Communication Type		VOQ Component Description Code	
Maintenance Date	19-Aug-2012		

Customer Comment	Technician found the Front right side lower arm ball joint rubber was torn And both front lower arm ball joints had backlash		
Technician Comment	We investigated this car and confirmed these things 1) We measured the backlash Right side about 3mm, left side less than 1mm 2) Front & rear suspensions are no problem except this problem There were no sign of car accident & prominent damage & desorption 3) This vehicles front left tire had a scratched But I think it didn't relate to this problem because the wound is small All tires were no problems except that wound 4) We rotated the front both side hub bearing by hand but we found no problem 5) We found some sign of desorption on body parts The front left fenders color was little different as other panel And attached bolt head were scratched There were double bolted mark on the shroud panel Other body parts were no problems 6）There was no warranty & customer paid history related to the problem The dealer will replace front lower arm & around parts		
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	JM3TB38A280	Engine Serial Number	CA 10235238
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-Feb-2008	Retail Sale Indicator Code	
Plant Description	Unknown	Required Vehicle	
Build Region		Warranty Start Date	25-Sep-2008
Build Country Code		Transmission Serial Number	
Mileage	47133	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	625011340	Source Code	MAZDA Veh Inspect
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	loose
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension—	Symptom	nvh-noisy operation
Commodity	chassis-suspension—	Symptom	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 Classification (WCC)	
Corporate Product Systems Classification (CPSC)		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-Suffix		Dealer City	NAPERVILLE
Non Causal Part Numbers		Dealer State/Province	IL
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	6303525900
Labor Operation Code		Attachment	N
Communication Type		VOQ Component Description Code	
Maintenance Date	09-Dec-2012		

Customer Comment	Clicking noise and vibration were happened when drivingBoth side lower control arm ball joint were loose
Technician Comment	Both side lower control arm were replaced in all the case Right side tie rod end was replaced, too I investigated this vehicle in the dealer And I found these below 1) There were no cracks on side ball joint boots 2) I could not found any clearance on ball joint when operating steering wheel Please refer attached movies 3) Front right side tie rod end (TD11 32 280A) was loose, too 4) Front and rear suspension were no problem except these issues 5) Front both side hub bearing were smooth 6) The vehicle had a car accident history but that situation was unknown This customer was second owner And I found other damages on the vehicle Please refer photo sheet 7) There was no over load 8) This vehicle's other history is unknown
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	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	26-Oct-2007	Retail Sale Indicator Code	
Plant Description	HIROSHIMA ASSEMBLY PLANT JAPAN	Reaquired Vehicle	
Build Region		Warranty Start Date	11-Apr-2008
Build Country Code		Transmission Serial Number	
Mileage	62184	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	672286	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-suspension-alignment-front suspension-	Symptom	damage-cracked/fractured/split
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-alignment-front suspension-	Symptom	mod-driving condition-at cruise
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	pulls/drifts
Significant Event		Verified	Y

Tread Information

Tread Category Code	01	Tread Category Description	steering
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Report Details

Source Claim Key	001515209 ODI 10546535	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	02-Oct-2013
Version Series Code	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-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	08-Jan-2014		

Customer Comment	I WAS DRIVING SLOWLY AND APPROACHING A STOP SIGN AS SOON AS I STOPPED I HEARD A LOUD NOISE AND MY CAR JERKED FORWARD THE FRONT DRIVER SIDE WHEEL DISENGAGED FROM THE VEHICLE AND WAS JUTTING OUT AT AN ANGLE I COULD NOT MOVE THE CAR WHATSOEVER THE TOW TRUCK DRIVER INFORMED ME THAT MY BALL JOINT AND AXLE HAD BROKEN THIS COULD HAVE CAUSED A VERY SERIOUS ACCIDENT, ESPECIALLY IF WE HAD BEEN DRIVING FASTER OR ON THE FREEWAY I'M VERY LUCKY MY PASSENGER AND I WERE NOT HURT *TR
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	*JM3TB28A380	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	Required Vehicle	
Build Region		Warranty Start Date	04-Jun-2007
Build Country Code		Transmission Serial Number	UNKNOWN
Mileage	80000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Report Detail

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ECI Record	694496	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-suspension-alignment-front suspension-	Symptom	corroded/rusted
Commodity	chassis-suspension-alignment-front suspension-	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-alignment-front suspension-	Symptom	mod-driving condition-at cruise
Commodity	chassis-suspension-alignment-front suspension-	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension-alignment-front suspension-	Symptom	mod-vehicle towed in
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	corroded/rusted
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	mod-driving condition-at cruise
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	mod-vehicle towed in
Significant Event		Verified	Y

Tread Information

Tread Category Code	01	Tread Category Description	steering
Tread Category Code	02	Tread Category Description	suspension

Report Details

Source Claim Key	003323961 ODI 10640541	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	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-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	07-Oct-2014		

Customer Comment	TL THE CONTACT OWNS A 2008 MAZDA CX9 THE CONTACT STATED THAT WHILE DRIVING 40 MPH, THE FRONT DRIVER SIDE TIRE CAME OFF THE VEHICLE WAS TOWED TO DEALER MECHANIC THE DEALER MECHANIC DIAGNOSED AS FAILURE OF THE LOWER CONTROL ARM AND THE BALL JOINT WAS CORRODED THE VEHICLE WAS NOT REPAIRED THE MANUFACTURER WAS NOTIFIED OF THE FAILURE THE VIN WAS UNAVAILABLE THE APPROXIMATE FAILURE MILEAGE WAS 102,112 LB
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	*	Engine Serial Number	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	Required Vehicle	
Build Region		Warranty Start Date	04-Jun-2007
Build Country Code		Transmission Serial Number	UNKNOWN
Mileage	102112	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	704431	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-suspension-alignment-front suspension-	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-alignment-front suspension-	Symptom	function-steering/brake ineffective
Commodity	chassis-suspension-alignment-front suspension-	Symptom	mod-driving condition-at cruise
Commodity	chassis-suspension-alignment-front suspension-	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension-alignment-front suspension-	Symptom	separation
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	function-steering/brake ineffective
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	mod-driving condition-at cruise
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	separation
Significant Event		Verified	Y

Tread Information

Tread Category Code	01	Tread Category Description	steering
Tread Category Code	02	Tread Category Description	suspension

Report Details

Source Claim Key	003331413 ODI 10668978	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	07-Aug-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-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	06-Jan-2015		

Customer Comment	THE PASSENGER FRONT WHEEL DISCONNECTED FROM THE LOWER CONTROL ARM, RESULTING IN IMMEDIATE LOSS OF CONTROL OF THE VEHICLE FORTUNATELY THE VEHICLE WAS BEING DRIVEN THRU A RESIDENTIAL AREA AT A LOW SPEED TWO MONTHS PRIOR TO THE FAILURE, THE CAR HAD A FRONT WHEEL ALIGNMENT, AND THE MECHANIC ASSURED ME THAT THERE WAS NO DETECTION OF THE IMMINENT FAILURE I CERTAINLY DO NOT WISH TO HAVE THIS OCCUR AT HIGHWAY SPEEDS I HAD BOTH LOWER FRONT BALL JOINT/LOWER ARM ASSEMBLIES REPLACED I STILL HAVE THE FAILED PART IN CASE YOU ARE INTERESTED
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	*JM3TB28Y870	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	Reaquired Vehicle	
Build Region		Warranty Start Date	04-Jun-2007
Build Country Code		Transmission Serial Number	UNKNOWN
Mileage	117866	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	710162	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-suspension-alignment-front suspension-	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-alignment-front suspension-	Symptom	improper assembly
Commodity	chassis-suspension-alignment-front suspension-	Symptom	loose
Commodity	chassis-suspension-alignment-front suspension-	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension-alignment-front suspension-	Symptom	mod-driving condition-while turning
Commodity	chassis-suspension-alignment-front suspension-	Symptom	mod-weather-cold
Commodity	chassis-suspension-alignment-front suspension-	Symptom	mod-weather-wet
Commodity	chassis-suspension-alignment-front suspension-	Symptom	nvh-noisy operation
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	improper assembly
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	loose
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	mod-driving condition-while turning
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	mod-weather-cold
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	mod-weather-wet
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	nvh-noisy operation
Significant Event		Verified	Y

Tread Information

Tread Category Code	01	Tread Category Description	steering
Tread Category Code	02	Tread Category Description	suspension

Report Details

Source Claim Key	003337441 ODI 10695142	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	07-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
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	24-Mar-2015		

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 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	*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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Concern Driven Reporting

Report Detail

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ECI Record	713265	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-suspension-alignment-front suspension-	Symptom	damage-road hazard
Commodity	chassis-suspension-alignment-front suspension-	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-alignment-front suspension-	Symptom	mod-driving condition-at cruise
Commodity	chassis-suspension-alignment-front suspension-	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension-alignment-front suspension-	Symptom	mod-driving condition-while towing
Commodity	chassis-suspension-alignment-front suspension-	Symptom	mod-driving condition-while turning
Commodity	chassis-suspension-alignment-front suspension-	Symptom	separation
Commodity	chassis-suspension-alignment-front suspension-	Symptom	vibration/pulsation
Significant Event		Verified	Y

Tread Information

Tread Category Code	01	Tread Category Description	steering
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Report Details

Source Claim Key	003340715 ODI 10714469	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	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-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	05-May-2015		

Customer Comment	WHILE MAKING A RIGHT TURN INTO A PARKING PLACE, THE RIGHT FRONT BALL JOINT BROKE AND CV JOINT BECAME DISCONNECTED, CAUSING THE WHEEL TO BECOME DISCONNECTED FROM THE CAR AND PUSHING THE WHEEL WELL BACK UNDER THE PASSENGER DOOR, MAKING IT INOPERABLE THE TOW DRIVER SAID I MUST HAVE HIT SOMETHING REALLY HARD, BUT IN THE TWO AND A HALF YEARS I'VE HAD THIS CAR, I'VE NEVER HIT ANYTHING" I DRIVE A LOT FOR MY JOB AND AM GRATEFUL THIS DIDN'T HAPPEN WHILE I WAS TRAVELING 70 MPH ON THE HIGHWAY IT WAS VERY SCARY AND HAS SHAKEN MY CONFIDENCE IN THIS CAR I HAD THE CAR REPAIRED ON AN EMERGENCY BASIS, BUT THE MECHANIC TOLD ME WHILE THE OTHER BALL JOINT WAS SAFE ENOUGH FOR ME TO MAKE THE TRIP HOME (350 MILES), I SHOULD DEFINITELY GET IT CHECKED OUT AS WELL, AS IT LOOKED SUSPECT FOR THE LONG TERM THE CAR IS AT THE MECHANIC NOW, AND I WAS A NERVOUS WRECK DRIVING IT HOME EARLIER TODAY
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	*JM3TB38A580	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	Required Vehicle	
Build Region		Warranty Start Date	04-Jun-2007
Build Country Code		Transmission Serial Number	UNKNOWN
Mileage	163000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	714495	Source Code	VOQ Mazda
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Commodity Assignment

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	improper assembly
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	leak-fluid
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	loose
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	mod-child related
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	mod-driving condition-while turning
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	mod-location-under vehicle
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	mod-vehicle towed in
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	nvh-noisy operation
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	pulls/drifts
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	sticks/binds/grabs
Significant Event		Verified	Y

Tread Information

Tread Category Code	02	Tread Category Description	suspension
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Report Details

Source Claim Key	003342004 ODI 10717510	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	15-May-2015
Version Series Code	UNKN	Load Date	26-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-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	26-May-2015		

Customer Comment I WAS MAKING A RIGHT TURN FROM A PARKING LOT ONTO A ROAD WITH MY TWO CHILDREN IN THE CAR WHEN A LOUD CRUNCH HAPPENED, THE VEHICLE JERKED LEFT WHILE STILL MOVING FORWARD AND I WAS UNABLE TO STEER OR BREAK THE CAR CAME TO AN ABRUPT STOP AND I COULDN'T GET THE DRIVER'S DOOR OPEN I WALKED AROUND TO THE FRONT OF THE CAR WHILE IN TRAFFIC AND NOTICED LOOSE PARTS THAT HAD BEEN EJECTED FROM THE WHEEL, LEAKING BREAK FLUID, AND THE DRIVER'S SIDE FRONT WHEEL WAS NO LONGER ATTACHED AND HAD WEDGED UNDER THE CAR THE CAR WAS UNABLE TO BE MOVED OUT OF THE ROAD THUS CREATING A TRAFFIC JAM THE TOW TRUCK DRIVER SAID THE CONTROL ARM WAS BROKEN AND THAT MY GIRLS AND I ARE LUCKY THAT WE WERE NOT SERIOUSLY INJURED THE CAR WAS TOWED TO THE MAZDA DEALER SERVICE DEPARTMENT 4 DAYS AGO AND I HAVE NOT HEARD FROM THEM IS THIS SOMETHING THAT IS COVERED UNDER TREAD LIABILITY LAWS I HAVE PHOTOS OF THE CAR/WHEEL THAT WERE TAKEN AT THE SCENE IF NEEDED

Technician Comment

CQIS Recommendations

Tire Information

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

Vehicle Information

VIN	*JM3TB28A280	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	104000	Vehicle Axle Ratio	

Vehicle Restraint Code	
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Concern Driven Reporting

Report Detail

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ECI Record	716215	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-suspension-alignment-front suspension-	Symptom	damage
Commodity	chassis-suspension-alignment-front suspension-	Symptom	mod-shift reverse
Commodity	chassis-suspension-alignment-front suspension-	Symptom	separation
Significant Event		Verified	Y

Tread Information

Tread Category Code	01	Tread Category Description	steering
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Report Details

Source Claim Key	003343801 ODI 10725390	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	25-May-2015
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-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	16-Jun-2015		

Customer Comment	WHILE BACKING OUT OF MY DRIVEWAY THE RIGHT FRONT BALL JOINT SEPARATED AND THEN THE PULLED WHEEL AWAY FROM THE VEHICLE, PULLING THE AXLE OUT WE HAD TO REMOVE THE WHEEL, INSERT THE AXLE AND PUT THE WHEEL BACK ON BEFORE WE COULD EVEN MOVE THE CAR ONTO THE TOW TRUCK
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	*JM3TB38C470	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	Reaquired 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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Concern Driven Reporting

Report Detail

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ECI Record	716226	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-suspension-alignment-front suspension-	Symptom	damage
Commodity	chassis-suspension-alignment-front suspension-	Symptom	damage-bent/buckled/kinked
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	mod-driving condition-while turning
Commodity	chassis-suspension-alignment-front suspension-	Symptom	nvh-noisy operation
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	damage
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	damage-bent/buckled/kinked
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	mod-driving condition-while turning
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	nvh-noisy operation
Significant Event		Verified	Y

Tread Information

Tread Category Code	01	Tread Category Description	steering
Tread Category Code	02	Tread Category Description	suspension

Report Details

Source Claim Key	003343812 ODI 10725427	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	07-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-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	16-Jun-2015		

Customer Comment	WHILE DRIVING WENT TO MAKE RIGHT TURN TO HAVE CAR SERVICED FOR UNKNOWN CLICKING WHEN I WOULD ONLY MAKE RIGHT TURNS WHEN TURNING INTO PARKING LOT I HEARD A LOUD BANG AND AUTO WAS IMMOBILE AT THAT POINT I EXITED AND FOUND LEFT FRONT TIRE TURNED SIDEWAYS I HAD VARIOUS DAMAGE TO LEFT FRONT WHEEL AREA HAVING TO REPLACE BALL JOINT, LOWER CONTROL ARM, BENT AXLE AND RIM DAMAGE I WAS ALSO INFORM FROM IRWIN MAZDA THAT RIGHT BALL JOINT HAD ISSUES AND I ALSO HAD THAT REPLACED
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	*JM3TB28V980	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	Required Vehicle	
Build Region		Warranty Start Date	04-Jun-2007
Build Country Code		Transmission Serial Number	UNKNOWN
Mileage	83702	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	716475	Source Code	VOQ Mazda
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Commodity Assignment

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	separation
Significant Event		Verified	Y

Tread Information

Tread Category Code	01	Tread Category Description	steering
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Report Details

Source Claim Key	003344079 ODI 10725488	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	04-Jun-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-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	23-Jun-2015		

Customer Comment	TL* THE CONTACT OWNS A 2007 MAZDA CX9 WHILE DRIVING APPROXIMATELY 5 MPH, THE FRONT DRIVER SIDE BALL JOINT DETACHED FROM THE VEHICLE AND THE STEERING WHEEL TURNED 360 DEGREES THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE ENTIRE BALL JOINT SYSTEM NEEDED REPLACEMENT THE VEHICLE WAS REPAIRED THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE THE APPROXIMATE FAILURE MILEAGE WAS 90,000
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	*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	Required Vehicle	
Build Region		Warranty Start Date	04-Jun-2007
Build Country Code		Transmission Serial Number	UNKNOWN
Mileage	90000	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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Concern Driven Reporting

Report Detail

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

ECI Record	716484	Source Code	VOQ Mazda
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Commodity Assignment

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	Y

Tread Information

Tread Category Code	02	Tread Category Description	suspension
---------------------	----	----------------------------	------------

Report Details

Source Claim Key	003344088 ODI 10725524	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	15-Jun-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-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	23-Jun-2015		

Customer Comment
WENT TO DEALERSHIP FOR AN OIL CHANGE AND THEY STATED THAT WE NEEDED TO REPLACE OUR LOWER BALL JOINTS, CONTROL ARMS, TIE ROD ENDS AND SWAY BAR LINKS BECAUSE NHTSB HAS BEEN RECEIVING COMPLAINTS ABOUT 2008 MAZDA CX 9S CRASHING DUE TO THESE ITEMS FAILING THE DEALERSHIP BROUGHT IT OUR ATTENTION THAT DUE TO SAFETY CONCERNS, WE NEEDED THOSE ITEMS REPLACED THEY SCARED US TO DEATH WE SPEND \$1,125 TO REPLACE THE ITEMS I NOW HAVE DONE RESEARCH AND IT APPEARS THEY WERE CORRECT, THERE HAVE BEEN CATASTROPHIC CASES WHERE THE CARS CRASHED DUE TO THE SUSPENSION PARTS FAILING I SURE HOPE THAT NHTSB MOVES FORWARD AND MAKES MAZDA PERFORM A RECALL HOPEFULLY I CAN GET MY MONEY BACK FROM PAYING FOR THIS SERVICE MY VEHICLE ONLY HAS 75K MILES ON IT

Technician Comment

CQIS Recommendations

Tire Information

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

Vehicle Information

VIN	8F	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	Required Vehicle	
Build Region		Warranty Start Date	04-Jun-2007
Build Country Code		Transmission Serial Number	UNKNOWN
Mileage	0	Vehicle Axle Ratio	
Vehicle Restraint Code			

Disclaimer:

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Concern Driven Reporting

Report Detail

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ECI Record	716495	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	damage-cracked/fractured/split
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension—	Symptom	nvh-noisy operation
Significant Event		Verified	Y

Tread Information

Tread Category Code	02	Tread Category Description	suspension
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Report Details

Source Claim Key	003344099 ODI 10725567	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	09-Jun-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-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	23-Jun-2015		

Customer Comment	TL* THE CONTACT OWNS A 2007 MAZDA CX 9 WHILE DRIVING 10 MPH, THE CONTACT TURNED THE STEERING WHEEL TO THE RIGHT AND HEARD A LOUD BANGING SOUND THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THERE WAS A FRACTURED BALL JOINT AND AXLE THE VEHICLE WAS REPAIRED THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE THE FAILURE MILEAGE WAS 94,000
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	*JM3TB38Y370	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	Requaired Vehicle	
Build Region		Warranty Start Date	04-Jun-2007
Build Country Code		Transmission Serial Number	UNKNOWN
Mileage	94000	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	716543	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-suspension-spindles/supports-front suspension-	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-spindles/supports-front suspension-	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension-spindles/supports-front suspension-	Symptom	separation
Commodity	chassis-suspension-spindles/supports-front suspension-	Symptom	suspension-ride height/level concerns
Significant Event		Verified	Y

Tread Information

Tread Category Code	02	Tread Category Description	suspension
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Report Details

Source Claim Key	003344152 ODI 10725839	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	07-May-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-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	23-Jun-2015		

Customer Comment	TL* THE CONTACT OWNS A 2008 MAZDA CX 9 WHILE DRIVING AT 10 MPH, THE FRONT SUSPENSION LOWER BALL JOINT SEPARATED THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC THE TECHNICIAN DIAGNOSED THAT THE BALL JOINTS NEEDED TO BE REPLACED THE VEHICLE WAS REPAIRED THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE THE FAILURE MILEAGE WAS 160,000 THE VIN WAS NOT AVAILABLE
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	*	Engine Serial Number	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	Requaired Vehicle	
Build Region		Warranty Start Date	04-Jun-2007
Build Country Code		Transmission Serial Number	UNKNOWN
Mileage	160000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	716599	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-suspension-alignment-front suspension-	Symptom	damage-cracked/fractured/split
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	mod-driving condition-while turning
Commodity	chassis-suspension-alignment-front suspension-	Symptom	mod-vehicle towed in
Commodity	chassis-suspension-alignment-front suspension-	Symptom	nvh-noisy operation
Commodity	chassis-suspension-alignment-front suspension-	Symptom	separation
Commodity	chassis-suspension-alignment-front suspension-	Symptom	suspension-ride height/level concerns
Significant Event		Verified	Y

Tread Information

Tread Category Code	01	Tread Category Description	steering
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Report Details

Source Claim Key	003344212 ODI 10726168	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	24-May-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-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	23-Jun-2015		

Customer Comment	TL* THE CONTACT OWNS A 2007 MAZDA CX 9 WHILE DRIVING APPROXIMATELY 35 MPH AND MAKING A LEFT TURN, THE CONTACT HEARD A LOUD POP AND THE FRONT PASSENGER SIDE WHEEL DETACHED FROM THE VEHICLE THE VEHICLE WAS 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	
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	*JM3TB38Y270	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	Requaired Vehicle	
Build Region		Warranty Start Date	04-Jun-2007
Build Country Code		Transmission Serial Number	UNKNOWN
Mileage	95000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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Concern Driven Reporting

Report Detail

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ECI Record	716659	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-suspension-alignment-front suspension-	Symptom	damage-cracked/fractured/split
Commodity	chassis-suspension-alignment-front suspension-	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-alignment-front suspension-	Symptom	mod-driving condition-at cruise
Commodity	chassis-suspension-alignment-front suspension-	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension-alignment-front suspension-	Symptom	mod-vehicle towed in
Commodity	chassis-suspension-alignment-front suspension-	Symptom	nvh-noisy operation
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-driving condition-at cruise
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	mod-driving condition-while driving
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	mod-vehicle towed in
Commodity	chassis-suspension-stabilizers-front suspension-	Symptom	nvh-noisy operation
Significant Event		Verified	Y

Tread Information

Tread Category Code	01	Tread Category Description	steering
Tread Category Code	02	Tread Category Description	suspension

Report Details

Source Claim Key	003344286 ODI 10726448	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	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-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	23 -Jun-2015		

Customer Comment I HEARD A LOUD NOISE AS I TURNED LEFT INTO A DRIVEWAY AND CAME TO A STOP THE CAR WOULDN'T MOVE FORWARD OR BACKWARD WHEN I GOT OUT TO INSPECT, I FOUND THAT THE LEFT FRONT TIRE HAD DISENGAGED THE CAR WAS TOWED TO A NON DEALER SERVICE FACILITY, WHICH DETERMINED THAT THE LEFT FRONT BALL JOINT HAD BROKEN THE BALL JOINT, AXLE AND SWAY BAR LINK WERE REPLACED THE NEXT WEEK, I RETURNED THE CAR TO THE SERVICE FACILITY, AND THEY DETERMINED THAT THE SAME REPAIRS WERE NEEDED ON THE RIGHT FRONT, AS WELL AS REPLACEMENT OF THE TIE ROD ENDS ON THE LEFT FRONT ABOUT A MONTH AFTER THESE REPAIRS, I TOOK MY CAR TO MY LOCAL MAZDA DEALER FOR A FULL (USED CAR) INSPECTION I MENTIONED THE REPAIRS I'D HAD DONE, AND THEY SAID THEY WEREN'T AWARE OF ANY PROBLEMS WITH BALL JOINTS ON CX 9S I HAD BEEN TRAVELING ON THE FREEWAY (70 MPH) NOT FIVE MINUTES BEFORE THE BALL JOINT BROKE I HATE TO THINK WHAT WOULD HAVE HAPPENED IF IT HAD BROKEN AT THAT SPEED

Technician Comment

CQIS Recommendations

Tire Information

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

Vehicle Information

VIN	*JM3TB28A880	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	89004	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	716669	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-suspension—	Symptom	damage-cracked/fractured/split
Commodity	chassis-suspension—	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension—	Symptom	improper assembly
Commodity	chassis-suspension—	Symptom	mod-no indication (sudden)
Commodity	chassis-suspension—	Symptom	pulls/drifts
Significant Event		Verified	Y

Tread Information

Tread Category Code	02	Tread Category Description	suspension
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Report Details

Source Claim Key	003344296 ODI 10726480	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	20-Jun-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-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	23-Jun-2015		

Customer Comment	I WAS PULLING INTO A DRIVEWAY AND MY MAZDA CX 9 CAME TO A SUDDEN STOP WHEN I GOT OUT OF THE CAR I REALIZED THAT THE SUSPENSION BROKE AND THE FRONT DRIVERS SIDE WHEEL WAS NO LONGER ATTACHED TO THE BEARING THE CAR WAS NOT DRIVABLE AND HAD TO BE TOWED
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	*JM3TB38C770	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	Required Vehicle	
Build Region		Warranty Start Date	04-Jun-2007
Build Country Code		Transmission Serial Number	UNKNOWN
Mileage	80000	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	716700	Source Code	VOQ Mazda
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Commodity Assignment

Commodity	chassis-suspension-alignment-front suspension-	Symptom	damage-cracked/fractured/split
Commodity	chassis-suspension-alignment-front suspension-	Symptom	function-malfunction/inoperative
Commodity	chassis-suspension-alignment-front suspension-	Symptom	function-steering/brake ineffective
Commodity	chassis-suspension-alignment-front suspension-	Symptom	loss of control
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	separation
Significant Event		Verified	Y

Tread Information

Tread Category Code	01	Tread Category Description	steering
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Report Details

Source Claim Key	003344331 ODI 10726622	Warranty Component Classification (WCC)	
Corporate Product Systems Classification (CPSC)		Time in Service	
Customer Condition Code		V Function Group (VFG)	
Source System Program Type		Repair/Report/Paid Date	21-Jun-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-Suffix		Dealer City	
Non Causal Part Numbers		Dealer State/Province	
Fault Code		Dealer Country	USA
Diagnostic Trouble Code		Dealer Phone Number	
Labor Operation Code		Attachment	
Communication Type		VOQ Component Description Code	
Maintenance Date	23-Jun-2015		

Customer Comment	YESTERDAY (6/21/15) AT APPROXIMATELY 630PM; MY WIFE WAS DRIVING OUR 2007 MAZDA CX9 GRAND TOURING (AWD) AS SHE WAS PULLING OUT OF A SUBDIVISION AT APPROXIMATELY 10MPH, SHE HEARD A LOUD BANG AND THEN IMMEDIATELY LOST CONTROL OF THE VEHICLE THERE WAS NO OTHER TRAFFIC IN THE VICINITY AND SHE WAS ABLE TO MAINTAIN CONTROL AND GET STOPPED THE RIGHT FRONT PASSENGER WHEEL AT BROKEN FREE OF THE SUSPENSION AND STEERING MECHANISM ACCORDING TO THE REPAIR SHOP THE LOWER BALL JOINT BROKE, PUSHED OUT AND BROKE THE AXLE SHAFT ALSO THE FORCE OF THE SHIFTING WHEEL/TIRE PUSHED THE RIGHT QUARTER PANEL INTO THE RIGHT PASSENGER DOOR, MAKING THE DOOR INOPERABLE I'VE HEARD OF OTHERS WITH THIS SAME INCIDENT WITH THE CX9 FORTUNATELY THIS OCCURRED AT LOW SPEED, WITH NO OTHER TRAFFIC OR PEDESTRIANS IN THE AREA
Technician Comment	
CQIS Recommendations	

Tire Information

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

Vehicle Information

VIN	*	Engine Serial Number	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	Required Vehicle	
Build Region		Warranty Start Date	04-Jun-2007
Build Country Code		Transmission Serial Number	UNKNOWN
Mileage	127000	Vehicle Axle Ratio	
Vehicle Restraint Code			

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PE15-022

MAZDA

8/7/2015

APPENDIX 7

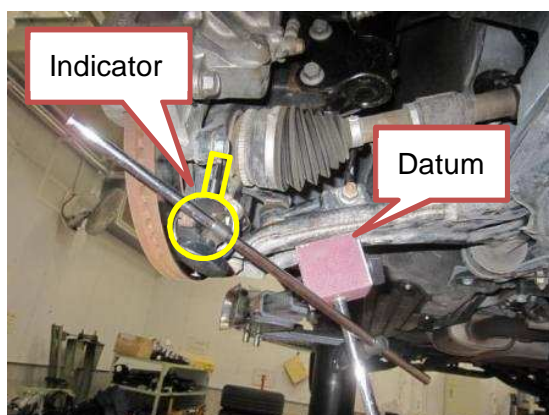
Inspection & Repair Procedure
Draft

CX-9 Lower Arm Inspection & Repair Procedure

Draft

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)

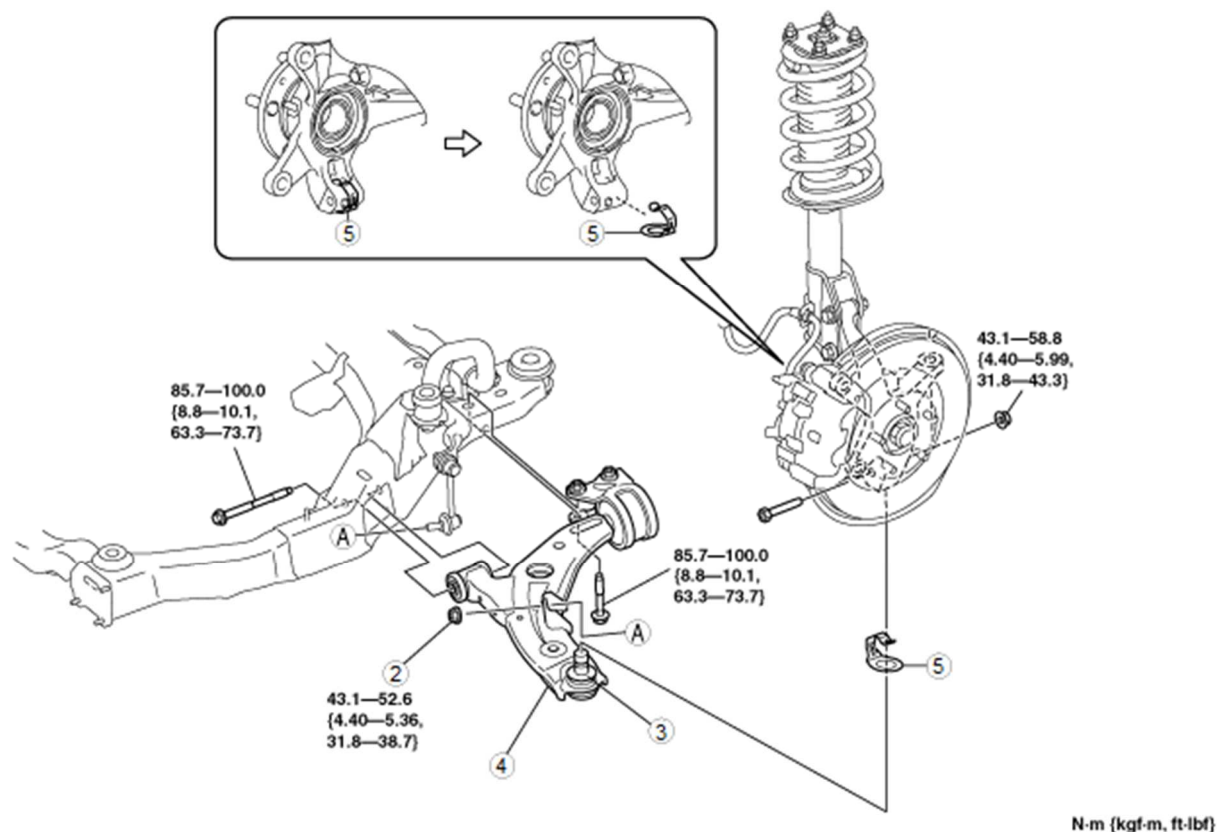
3. Place sensing tip of the dial indicator on a horizontal flat surface at hexagonal surface of the bolt head which fixes Brake Caliper and Steering Knuckle.
4. Press down lower arm with a bar. (4 feet bar is recommended.)
5. Measure the play of the ball joint with the dial indicator.

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

Item			Fuel gauge indication				
			Empty	1/4	1/2	3/4	Full
Maximum steering angle [Tolerance ±3°]		Inner	38°				
		Outer	32°				
Total toe-in	Tire [Tolerance ±4 {0.16}]	(mm {in})	2 {0.08}				
	Rim inner [Tolerance ±3 {0.12}]		Vehicle equipped with 18 inch wheel: 1.2 {0.047} Vehicle equipped with 20 inch wheel: 1.4 {0.055}				
	(degree)		0°09'±0°18'				
Caster angle ^{*2} [Tolerance ±1°]			3°01'	3°02'	3°03'		3°04'
Camber angle ^{*2} [Tolerance ±1°]			-0°19'		-0°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'.

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

Item			Fuel gauge indication				
			Empty	1/4	1/2	3/4	Full
Maximum steering angle		Inner	38°				
[Tolerance ±3°]		Outer	32°				
Total toe-in	Tire [Tolerance ±4 {0.16}]	(mm {in})	2 {0.08}				
	Rim inner [Tolerance ±3 {0.12}]		Vehicle equipped with 18 inch wheel: 1.2 {0.047} Vehicle equipped with 20 inch wheel: 1.4 {0.055}				
	(degree)		0°09'±0°18'				
	Caster angle ^{*2} [Tolerance ±1°]		3°02'	3°03'		3°04'	3°05'
Camber angle ^{*2} [Tolerance ±1°]		-0°19'		-0°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'.

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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 test	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	H
5	Durability evaluation test	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	I
6	Evaluation test for noise perception	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 test	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.	K
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 2years and 30,000 miles, so free play of the ball-joint is detected and repaired at the time of the scheduled maintenance timing.	L
9	Evaluation test for ball 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.	M
10	Inspection for frequent occurrence characteristics	6/29/2015	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
<i>K. Kanagawa</i>	<i>T. Moshino</i>	<i>H. Masuko</i>

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 & Size	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 considered 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 considered the defect assembly of boots, the big oscillation 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 considered that the water intrusion is caused by lip abrasion. However, it is unclear whether the water intrusion at Sample No.1 was caused by the lip abrasion or by the breakage of the sidewall.

3. Investigation Results

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

	Dimensions [mm]			Lip Contact Load [N/mm]	Compression Load [N]	Rubber Hardness [IRHD]	
	Lip I.D.	Sidewall O.D.	Height			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.	$\phi 21.3 \pm 0.2$	$\phi 37.3 \pm 0.8$	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.

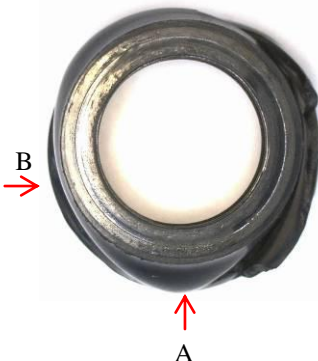
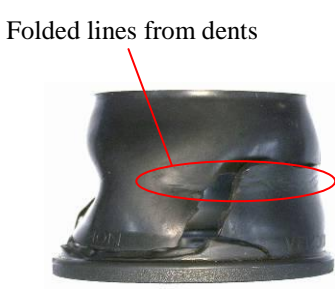


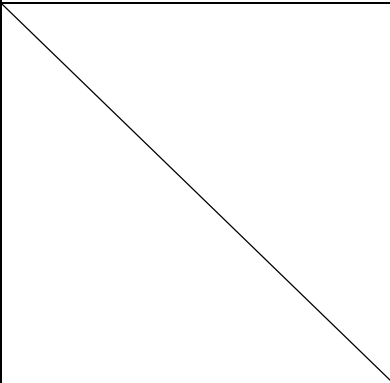
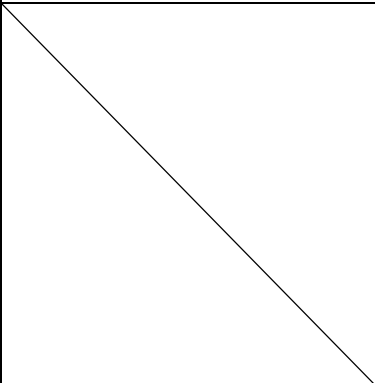

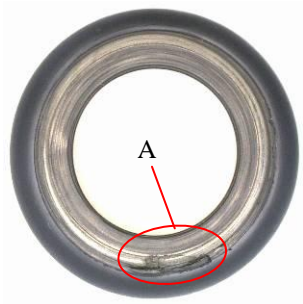

3. Measured Lip contact load with $\phi 22$ mm stud fixture.

4. Measured Compression load with set height 17.5 mm.

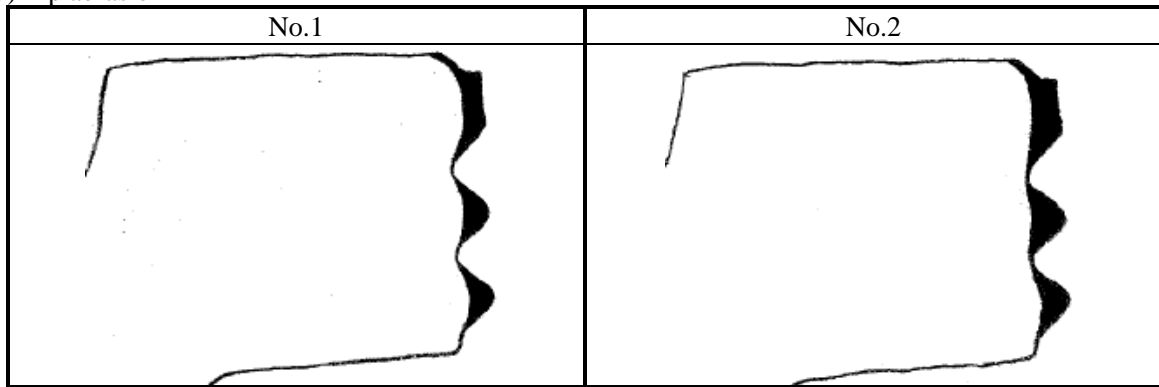
5. Measured Rubber hardness at the boot sidewall.

6. It was impossible to measure Sidewall O.D., Height and Compression load of Sample No.1 because of breakage.

(2) Appearance

No.	Upper	Side (Arrow A)	Side (Arrow B)
No.1			
	Scale-up at the fractured face, Portion C 		
	Evidence caused by the foreign objects 		
No.2	Upper	Side	Scale-up of cracks, Portion A
			

3. Investigation Results
(3) Lip abrasion



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APPENDIX 8

Attachment B

TRW
AUTOMOTIVE JAPAN INC.

Dust Boots Investigation
Report

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

Written by	Checked by	Approved by
<i>N. Sato</i>	<i>14. Masuko</i>	<i>14. Masuko</i>

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]

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 | :See Page 3 |
| (2) Rubber Hardness | :See Page 4 |
| (3) Lip abrasion | :See Page 5 to 11 |
| (4) Appearance | :See Page 5 to 11 |

4. Summary

See Page 2

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 the 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-breakage.

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 oscillation 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 breakaged by drop-out of the ball joint.

(b) No.6R

It has some cracks, no wear mark around 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 → Water intrusion → Corrosion of the ball joint and the stud → Looseness of the ball joint

3. Investigation Results

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

Items No.	Dimensions [mm]			Lip Contact Load [N/mm]	Compressed Load [N]	Ozone Crack Level
	Lip I.D.	Side wall O.D.	Height			
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.

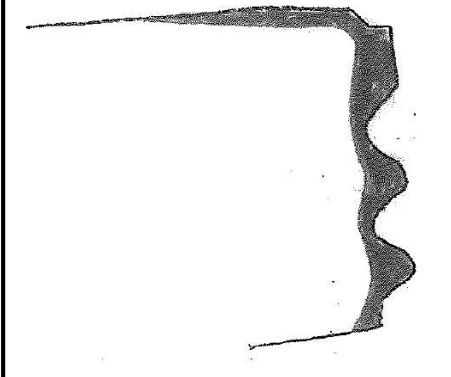
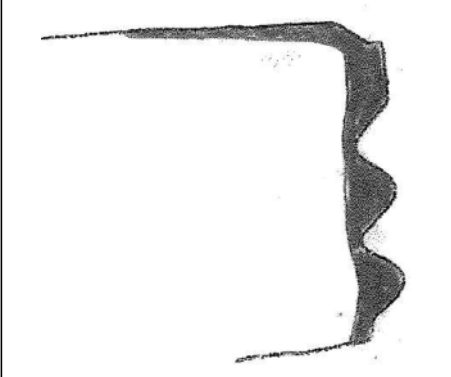
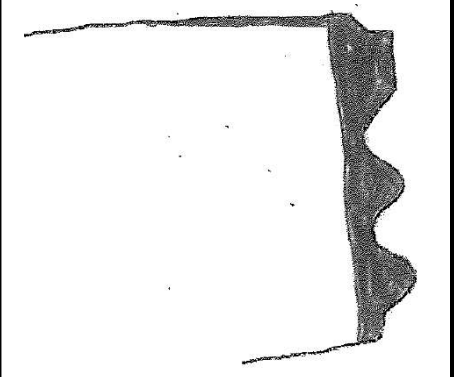
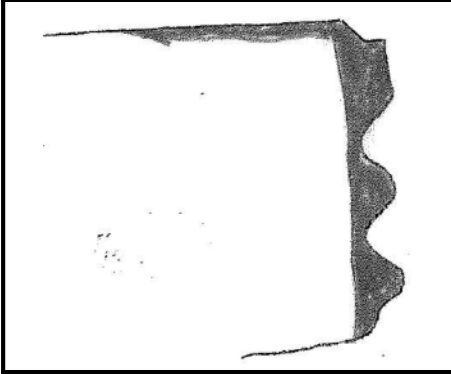
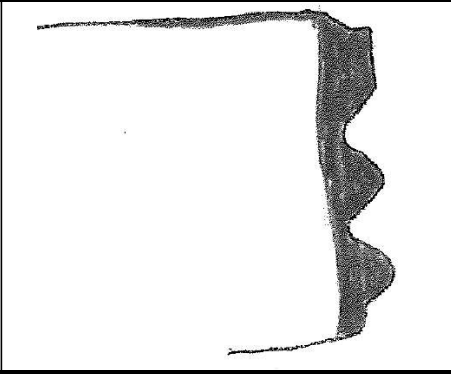
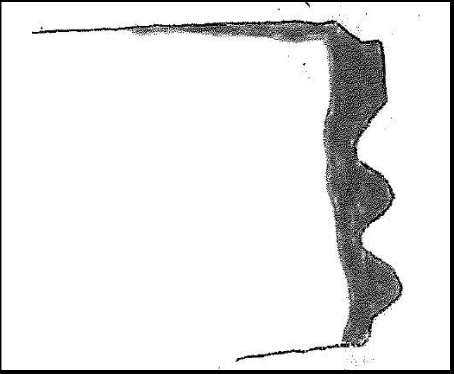
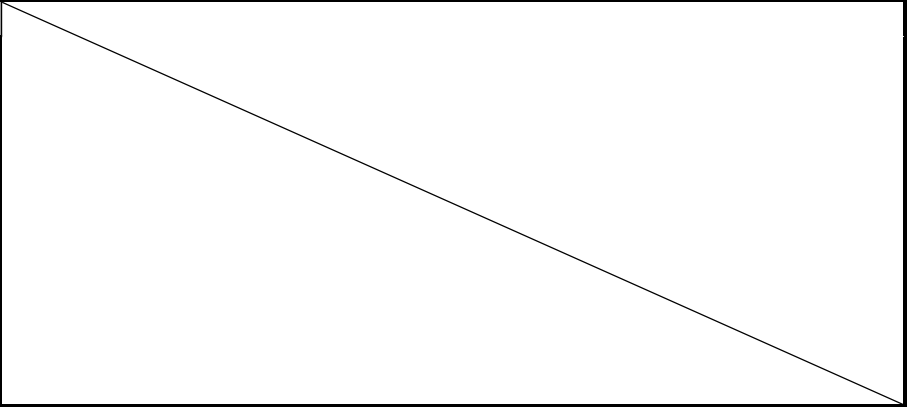
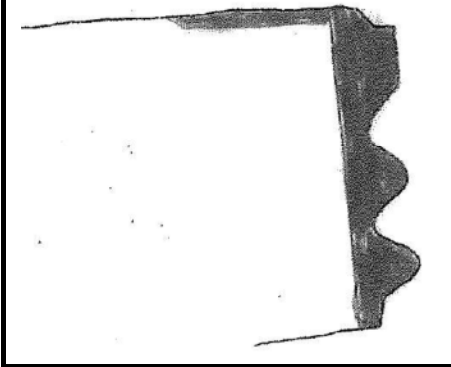
5. The evaluation points of Ozone Crack Level are due to the JIS K 6259.

(2) Rubber Hardness

	Measurement point F		Measurement point R		Measurement point A		Measurement 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.

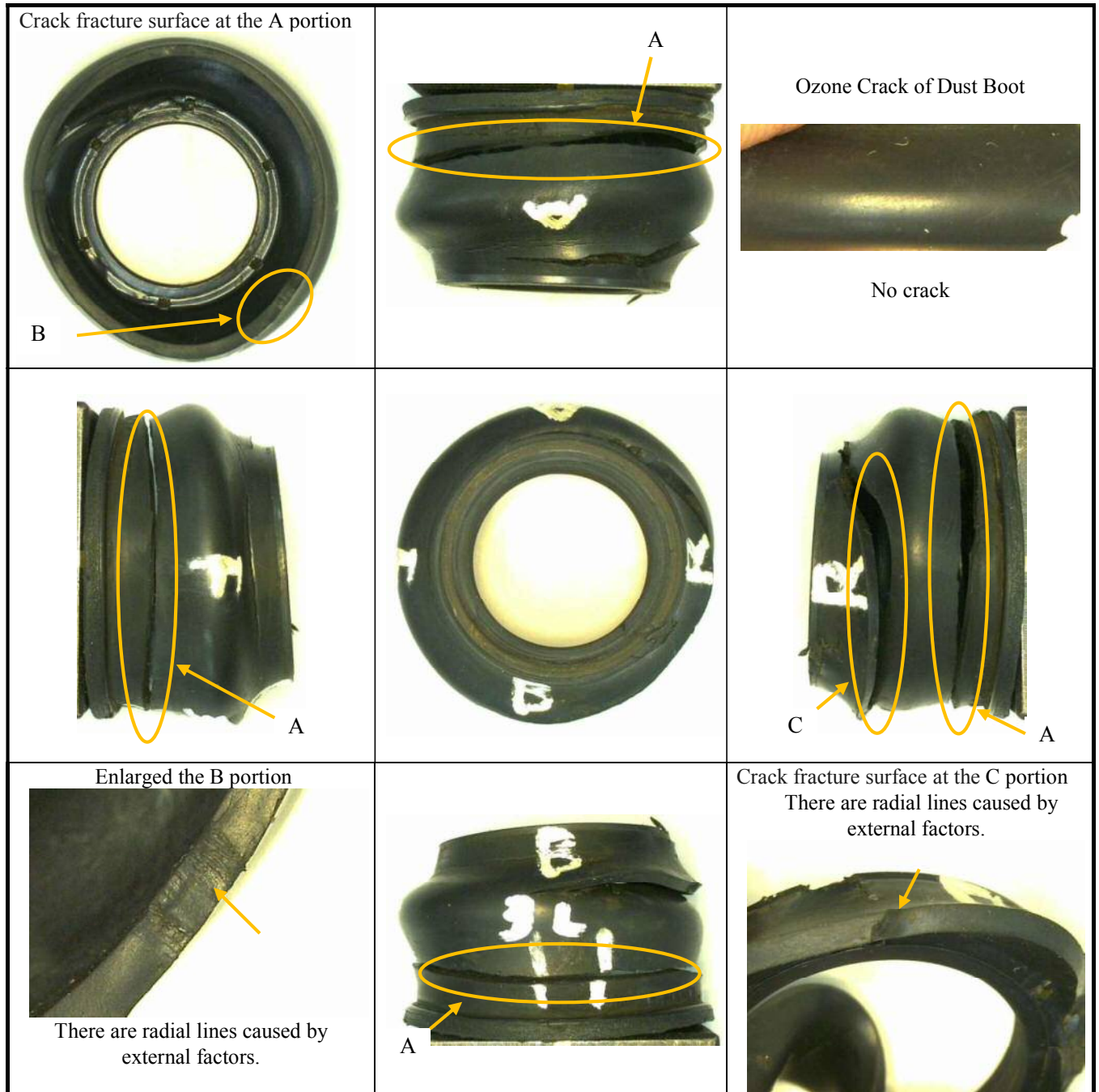
3. Investigation Results
(3) Lip abrasion

3L	4L	5L
		
6L	6R	8L
		
8R		
		

3. Investigation Results

(4) Appearance

a. No. 3L

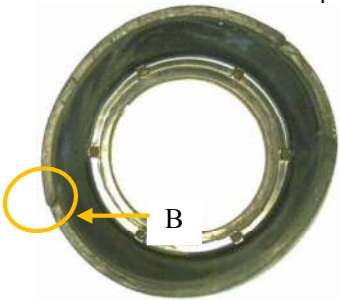
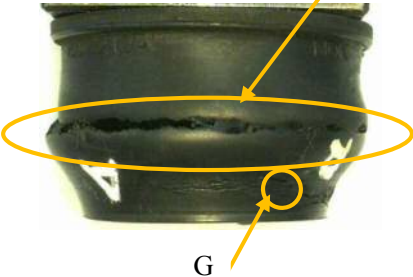


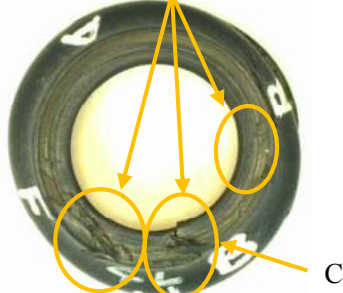
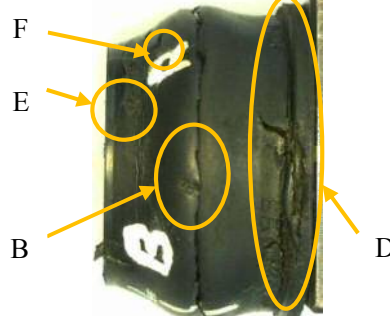


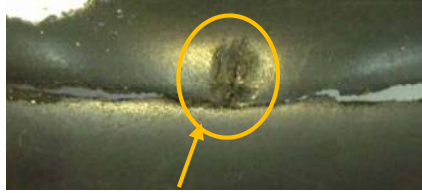

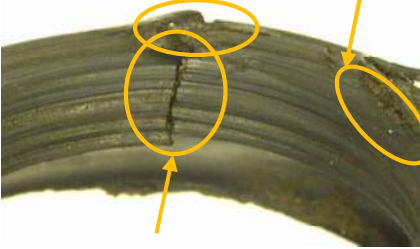



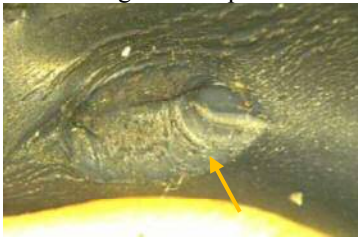


Note: The evaluation points of Ozone Crack Level are due to the JIS K 6259.

3. Investigation Results

(4) Appearance

b. No. 4L

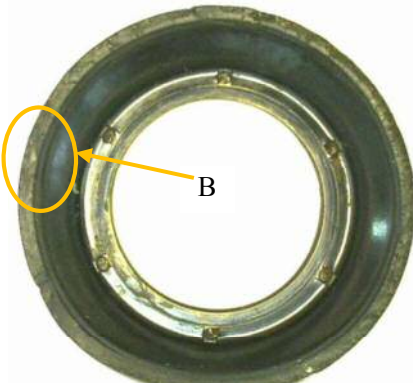
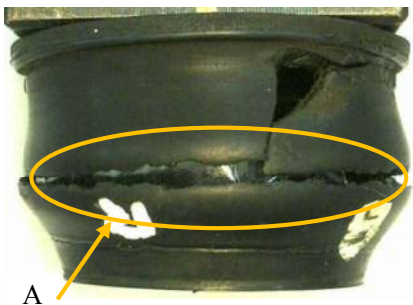

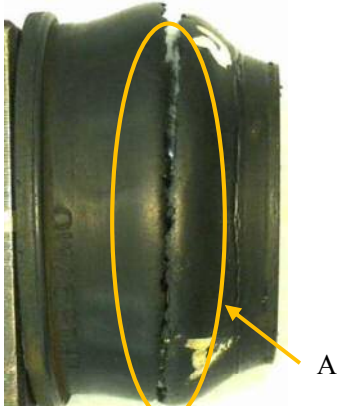


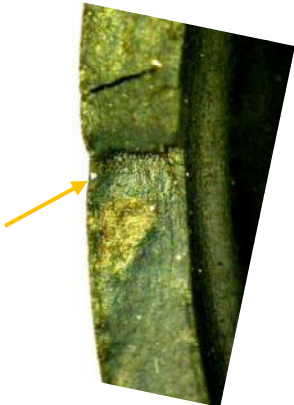
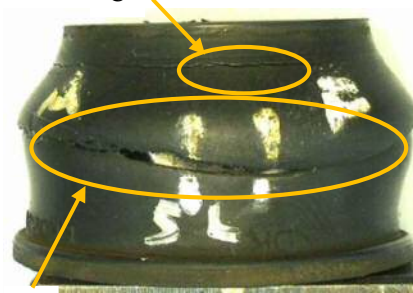

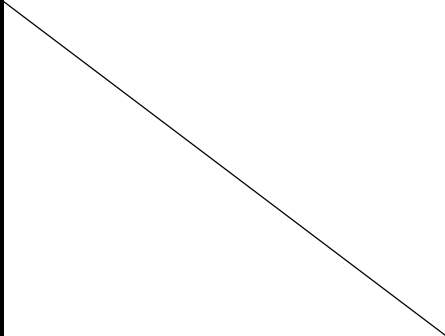

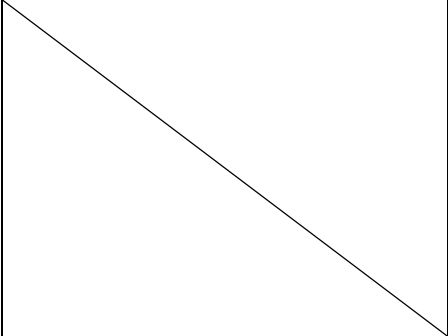
Crack fracture surface at the A portion 		Enlarged fracture at the B portion 
	Non-through crack 	
Ozone Crack of Dust Boot  Ozone Crack Level : C-2		Enlarged the B portion  There is a dent
Enlarged fracture at the Ozone Crack Inside the Boot  Outside the Boot The ozone crack without progress until the internal membrane portion.	Enlarged the C portion  Crack Nylon ring breakage	Crack fracture surface at the D portion  There are radial lines caused by external factors.
Enlarged the D portion  There are radial lines caused by external factors.	Enlarged the F portion  There are radial lines caused by external factors.	Enlarged the G portion  There are radial lines caused by external factors.

Note: The evaluation points of Ozone Crack Level are due to the JIS K 6259.

3. Investigation Results

(4) Appearance

c. No. 5L

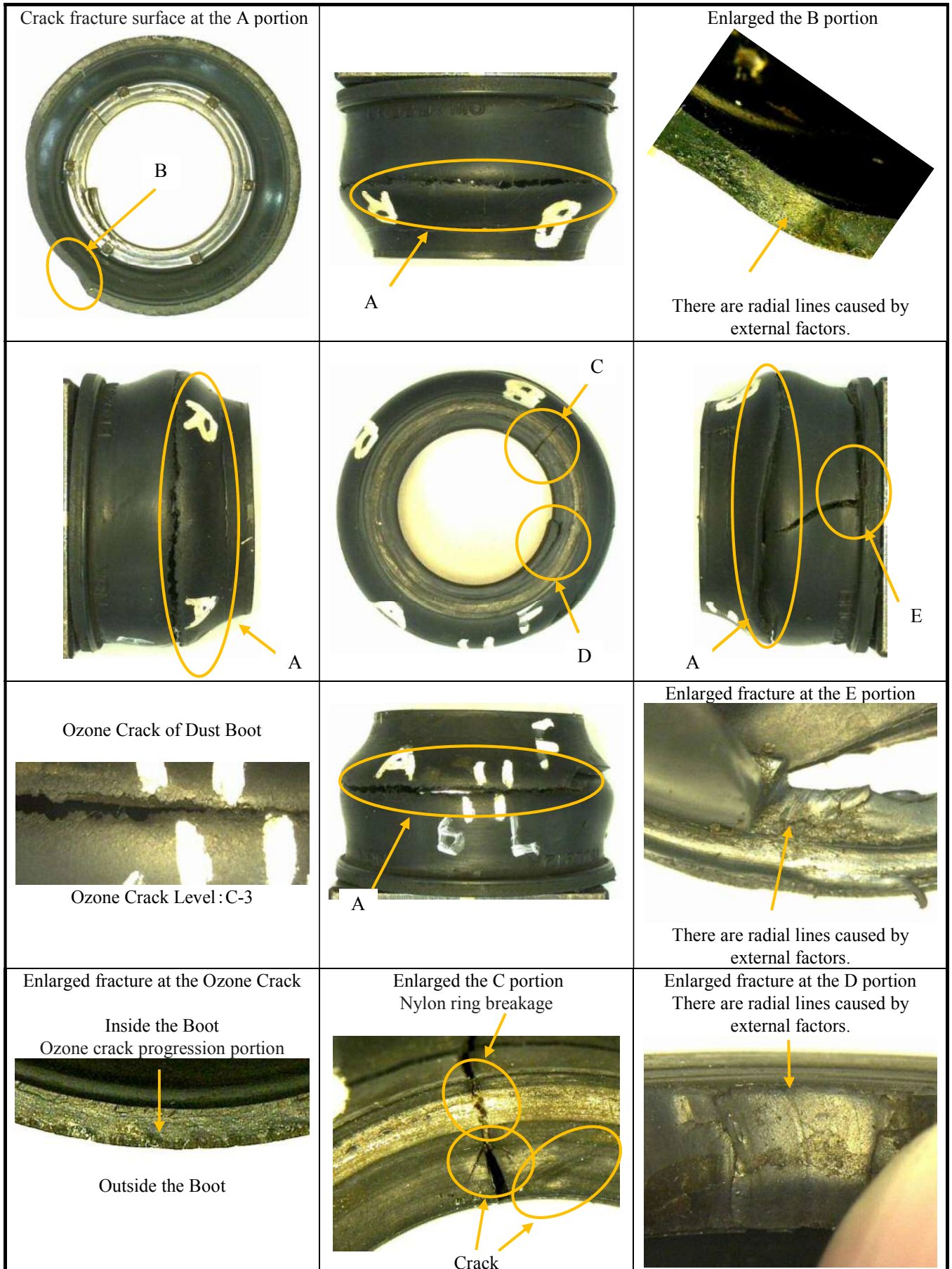
<p>Crack fracture surface at the A portion</p> 		<p>Ozone Crack of Dust Boot</p>  <p>Ozone Crack Level :C-3</p>
		
<p>Enlarged the B portion</p>  <p>There are radial lines caused by external factors.</p>	<p>C</p>  <p>A</p>	<p>Enlarged fracture at the Ozone Crack</p> <p>Inside the Boot</p> <p>Ozone crack progression portion</p>  <p>Outside the Boot</p>
	<p>Enlarged the C portion</p>  <p>Ozone crack of bent portion</p> <p>Ozone Crack Level :C-4</p>	

Note: The evaluation points of Ozone Crack Level are due to the JIS K 6259.

3. Investigation Results

(4) Appearance

d. No. 6L

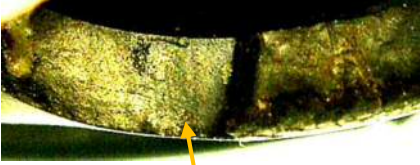


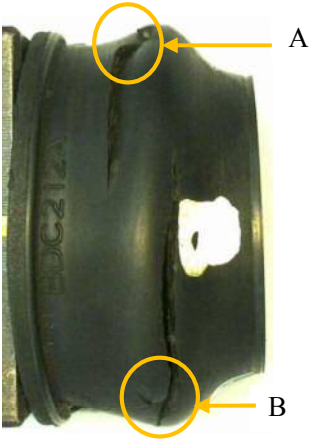
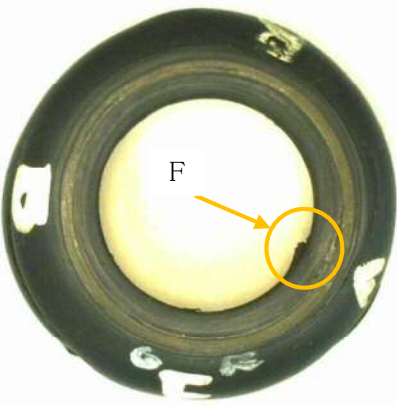
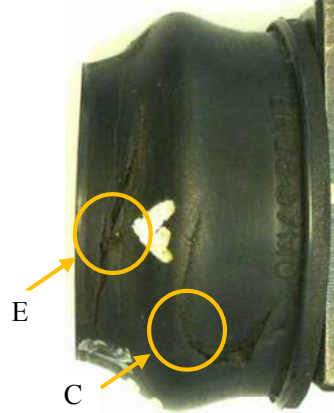


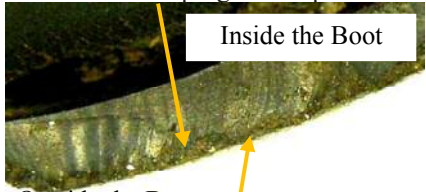
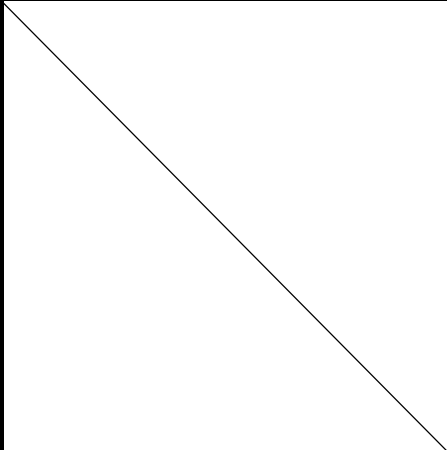




Note: The evaluation points of Ozone Crack Level are due to the JIS K 6259.

3. Investigation Results



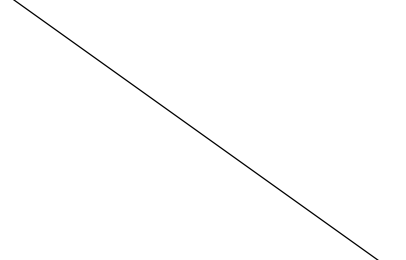



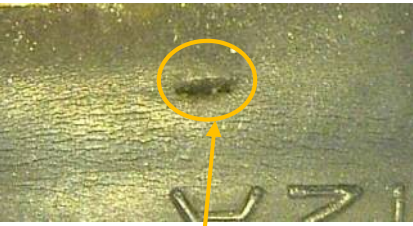

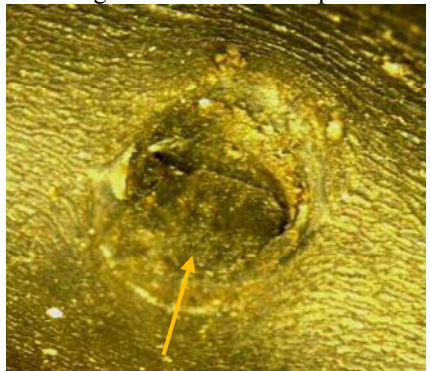
(4) Appearance

e. No. 6R

<p>Enlarged fracture at the A portion</p>  <p>There are radial lines caused by external factors.</p>		<p>Ozone Crack of Dust Boot</p>  <p>Ozone Crack Level :C-3</p>
		
<p>Enlarged fracture at the B portion Inside the Boot</p>  <p>There are radial lines caused by external factors.</p>		<p>Enlarged fracture at the C portion Ozone crack progression portion Inside the Boot</p>  <p>Outside the Boot</p> <p>There are radial lines caused by external factors.</p>
	<p>Enlarged fracture at the E portion</p>  <p>There are radial lines caused by external factors.</p>	<p>Enlarged fracture at the F portion</p>  <p>There are radial lines caused by external factors.</p>

Note: The evaluation points of Ozone Crack Level are due to the JIS K 6259.

3. Investigation Results
(4) Appearance
f. No. 8L



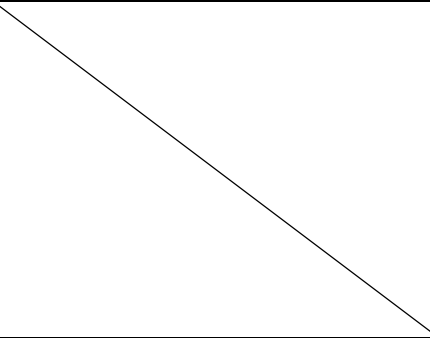



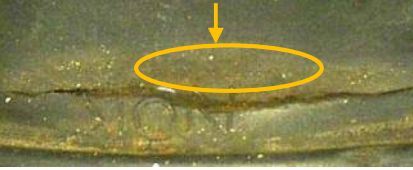


<p>Ozone Crack of Dust Boot</p>  <p>Ozone Crack Level : C-2</p>		
		
<p>Enlarged the A portion</p>  <p>Through crack</p>	 <p>A</p>	<p>Enlarged fracture at the A portion</p>  <p>There are radial lines caused by external factors.</p>

Note: The evaluation points of Ozone Crack Level are due to the JIS K 6259.

3. Investigation Results

(4) Appearance

g. No.8R

<p>Ozone Crack of Dust Boot</p>  <p>Ozone Crack Level : C-2</p>		
		
<p>Enlarged the A portion Interference wear</p>  <p>Through crack</p>	 <p>A</p>	<p>Enlarged fracture at the A portion</p> <p>Inside the Boot</p>  <p>Outside the Boot</p> <p>There are radial lines caused by external factors.</p>

Note: The evaluation points of Ozone Crack Level are due to the JIS K 6259.

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APPENDIX 8

ATTACHMENT C

Manager	
T. Matsushita 02/08/13	Y. Suwa

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(No.1-4)

<Test Condition>

On table.1(run to day14)

Part's checking points

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

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	<ul style="list-style-type: none"> 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%
			Criteria; 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°

<Observations>

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	<ul style="list-style-type: none"> • 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. 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 Day2~Day14	At post Day 4	At post Day 7	At post Day 12	At post Day 14
	No abnormal appearance	No abnormal appearance	No abnormal appearance	Grease leaked of lip surface
	Wear of lip in upper surface; A little (Contact part with a knuckle)	Wear of lip in upper surface; A little (Contact part with a knuckle)	Wear of lip in upper surface; A little (Contact part with a knuckle)	Wear of lip in upper surface; Medium (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 in seal part of ball stud	No excessive wear/corrosion in seal part of ball stud	No excessive wear/corrosion in seal part of ball stud	Corrosion is found 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 [Data from a dust cover's supplier]	φ 21.64	φ 21.90	φ 21.91	φ 22.25
	New) φ 21.05			
Moisture content with a Karl Fisher Titration Criteria;2.0% Max	0.12%	0.47%	12.8%	21.6%
	New) 0.05%			

5. Part's condition

















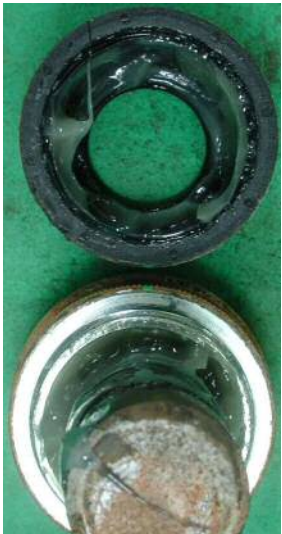



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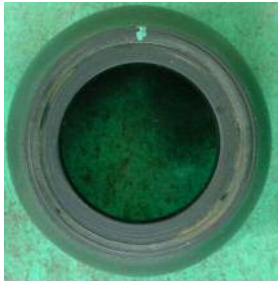
















On table.1(run to day14)



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
Post Day1				
	No abnormality	No abnormality	No abnormality	No abnormality
Post	Post Day 7	Post Day 12	Post Day 14	Post Day 14
				
				
	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	Grease leaked of lip surface
				
	No water ingress	No water ingress	Water ingress	Water ingress

	No.1 (Post Day4)	No.2 (Post Day7)	No.3 (Post Day12)	No.4 (Post Day14)
Post test	  	  	  	  
	Wear of lip in upper surface; A little (Contact part with a knuckle) Wear of lip ; A little No cracks and no contact wear	Wear of lip in upper surface; medium (Contact part with a knuckle) Wear of lip ; A little No cracks and no contact wear	Wear of lip in upper surface; medium (Contact part with a knuckle) Wear of lip ; A little No cracks and no contact wear	Wear of lip in upper surface; medium (Contact part with a knuckle) Wear of lip ; Many No cracks and no contact wear
				
	No excessive wear No corrosion	No excessive wear No corrosion	No excessive wear No corrosion	There is corrosion in upper side of seal part
Jig's condition				

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APPENDIX 8

ATTACHMENT D

Manager	
T. Matsushita 02/28/13	Y. Sumida

Ball Joint Seal Key Life Test Report for J50C LWR BJT

Date of tested : 01/31/2013~02/20/2013

1. Summary

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

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

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°

<Observations>

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	<ul style="list-style-type: none"> •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
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 (Contact part with a knuckle)	Wear of lip in upper surface; Medium (Contact part with a knuckle)	Wear of lip in upper surface; Medium (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 in seal part of ball stud	No excessive wear/corrosion in seal part of ball stud	No excessive wear/corrosion 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 [Data from a dust cover's supplier]	φ 21. 83	φ 21. 82	φ 21. 87
	New) φ 21. 18		
Moisture content with a Karl Fisher Titration Criteria:2.0% Max	0. 22%	5. 94%	18. 20%
	New) 0. 05%		

5. Part's condition
















<Test Condition>






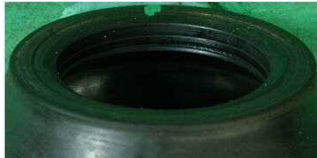



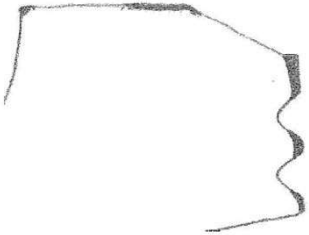
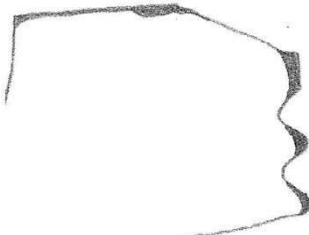
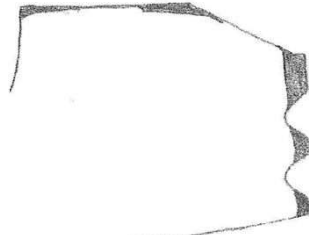






On table.1(run to day14)



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
Pre test			
	No abnormality	No abnormality	No abnormality
Post Day1			
	No abnormality	No abnormality	No abnormality
Post	Post Day 7	Post Day 12	Post Day 14
			
			
	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
			
	No water ingress	Water ingress	Water ingress

	No.1 (Post Day7)	No.2 (Post Day12)	No.3 (Post Day14)
Post test			
			
			
	Wear of lip in upper surface; A little (Contact part with a knuckle) Wear of lip ; a little No cracks and no contact wear	Wear of lip in upper surface; medium (Contact part with a knuckle) Wear of lip ; a little No cracks and no contact wear	Wear of lip in upper surface; medium (Contact part with a knuckle) Wear of lip ; medium No cracks and no contact wear
	Wear condition [data from a dust cover's supplier]		
Jig's condition			
			
	No excessive wear No corrosion	There is corrosion in upper side of seal part	Corrosion in seal part
Jig's condition			

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APPENDIX 8

ATTACHMENT E

Manager	
T. Matsushita 02/08/13	Y. Suwa

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 market

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	○		
No. 2		○	
No. 3			○
No. 4			○

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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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%
			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°

<Observations>

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	<ul style="list-style-type: none"> • 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 .

<Results>

	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 Day2~Day14	At post Day 7	At post Day 12	At post Day 14	At post Day 14
	No abnormal appearance	No abnormal appearance	Grease leaked of lip surface	Grease leaked of lip surface
	Wear of lip in upper surface; A little (Contact part with a knuckle)	Wear of lip in upper surface; A little (Contact part with a knuckle)	Wear of lip in upper surface; Medium (Contact part with a knuckle)	Wear of lip in upper surface; Medium (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 in seal part of ball stud	Corrosion is found in seal part of ball stud	Corrosion is found in seal part of ball stud	Corrosion is found in seal part of ball stud
	No abnormal of grease			
	No water ingress	Water ingress	Water ingress	Water ingress
<Ref.>Inner dia. of lip	φ 21.48	φ 21.80	φ 22.10	φ 22.29
[Data from a dust cover's supplier]	New) φ 21.20			
Moisture content with a Karl Fisher Titration	0.22%	3.05%	19.83%	17.89%
Criteria;2.0% Max	New) 0.05%			

5. Part's condition


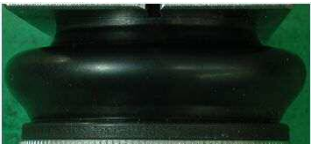






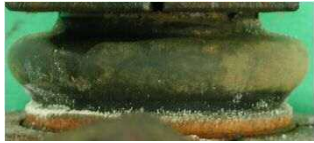


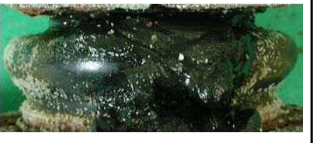








<Test Condition>

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
Post Day1				
	No abnormality	No abnormality	No abnormality	No abnormality
Post	Post Day 7	Post Day 12	Post Day 14	Post Day 14
				
				
	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	Grease leaked of lip surface	Grease leaked of lip surface
				
	No water ingress	Water ingress	Water ingress	Water ingress



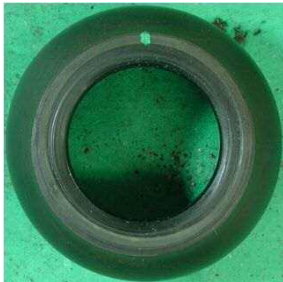
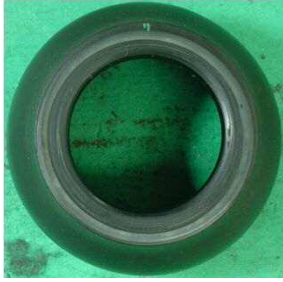








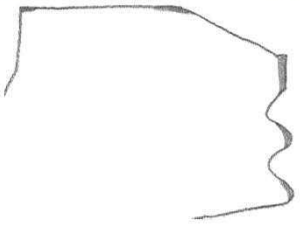
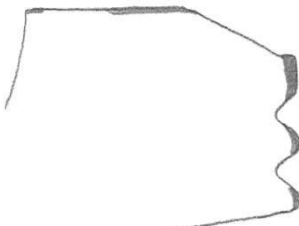
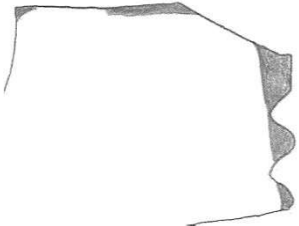
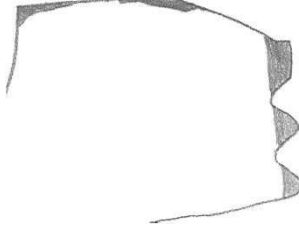








P4	No.1 (Post Day7)	No.2 (Post Day12)	No.3 (Post Day14)	No.4 (Post Day14)
				
				
				
	Wear of lip in upper surface; A little (Contact part with a knuckle) Wear of lip ; A little No cracks and no contact wear	Wear of lip in upper surface; A little (Contact part with a knuckle) Wear of lip ; A little No cracks and no contact wear	Wear of lip in upper surface; medium (Contact part with a knuckle) Wear of lip ; Many No cracks and no contact wear	Wear of lip in upper surface; medium (Contact part with a knuckle) Wear of lip ; Many No cracks and no contact wear
	Wear condition [data from a dust cover's supplier]			
				
				
	No excessive wear No corrosion	There is corrosion in upper side of seal part	There is corrosion in upper side of seal part	There is corrosion in upper side of seal part
				

TABLE. 1 SEAL KEY LIFE TEST (KLT)

[illegible]

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APPENDIX 8

ATTACHMENT F

Manager	
<i>T. Ando</i> 05/10/2013	<i>Y. Suwa</i>

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>

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

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

<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%
			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°

<Observations>

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	<ul style="list-style-type: none"> • 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 .

<Results>

	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	At post Day 12	At post Day 12	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 (Contact part with a knuckle)	Wear of lip in upper surface; A little (Contact part with a knuckle)	Wear of lip in upper surface; A little (Contact part with a knuckle)	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 in seal part of ball stud	Corrosion is found in seal part of ball stud	A little corrosion is found in seal part of ball stud	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	φ 21.43	φ 22.15	φ 21.31	φ 21.80
[Data from a dust cover's supplier]	New) φ 21.20		New) φ 21.05	New) φ 21.20
Moisture content with a Karl Fisher Titration	4.10%	16.30%	0.86%	25.57%
Criteria;2.0% Max	New) 0.05%			

5. Part's condition

























<Test Condition>






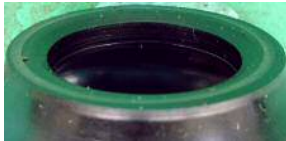






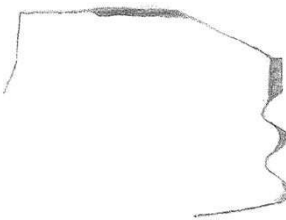
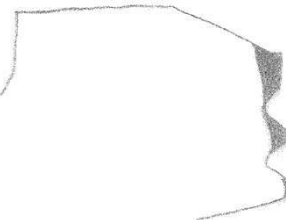
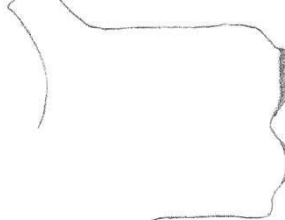
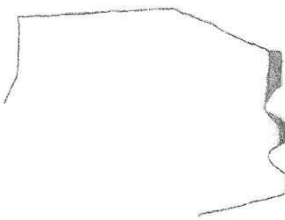
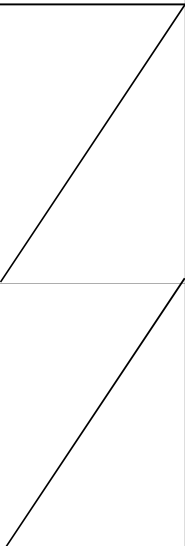






On table.1(run to day14)



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
Post Day1				
	No abnormality	No abnormality	No abnormality	No abnormality
Post	Post Day 12	Post Day 12	Post Day 12	Post Day 12
				
				
	No abnormality as a gap between surface of the jig and seal lip	Grease leaked of lip surface	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
				
				
	Water ingress	Water ingress	No water ingress	Water ingress

			No.1	No.2	No.3	No.4
Post test						
						
						
			Wear of lip in upper surface; A little (Contact part with a knuckle) Wear of lip ; A little No cracks and no contact wear	Wear of lip in upper surface; A little (Contact part with a knuckle) Wear of lip ; Many No cracks and no contact wear	Wear of lip in upper surface; A little (Contact part with a knuckle) Wear of lip ; A little No cracks and no contact wear	Wear of lip in upper surface; A little (Contact part with a knuckle) Wear of lip ; A little No cracks and no contact wear
			Wear condition [data from a dust cover's supplier]			
						
Plate condition	Knuckle side					
	Dust cover side					









	No.1	No.2	No.3	No.4
Post test				
	No excessive wear No corrosion	There is corrosion in upper side of seal part	There is a little corrosion in upper side of seal part	There is a little corrosion in upper side of seal part
Jig's condition				

TABLE.1 SEAL KEY LIFE TEST (KLT)

テストスケジュール TEST SCHEDULE			テスト結果 TEST RESULTS									
項目 ITEM	サイクル要素 CYCLE ELEMENT	サイクル要素の記述 CYCLE ELEMENT DESCRIPTION	試験結果 TEST RESULTS									
a	試験時間 TEST TIME	試験時間 85% TEST TIME 85%	試験時間 85% TEST TIME 85%									
b	回転角 ROTATION ANGLE	回転角 21° ± 3° ROTATION ANGLE 21° ± 3°	回転角 21° ± 3° ROTATION ANGLE 21° ± 3°									
c	水溶液 WATER SOLUTION	水溶液 2-4 l/min WATER SOLUTION 2-4 l/min	水溶液 2-4 l/min WATER SOLUTION 2-4 l/min									
d	塩分濃度 SALT CONTENT	塩分濃度 21~23% SALT CONTENT 21~23%	塩分濃度 21~23% SALT CONTENT 21~23%									
e	流速 FLOW RATE	流速 15g/l FLOW RATE 15g/l	流速 15g/l FLOW RATE 15g/l									
f	湿度 HUMIDITY (%)	湿度 30% ± 5% HUMIDITY 30% ± 5%	湿度 30% ± 5% HUMIDITY 30% ± 5%									
g	高圧 HIGH TEMP	高圧 20~80℃ HIGH TEMP 20~80℃	高圧 20~80℃ HIGH TEMP 20~80℃									
h	室温 ROOM TEMP	室温 20~80℃ ROOM TEMP 20~80℃	室温 20~80℃ ROOM TEMP 20~80℃									
i	低温 LOW TEMP	低温 20~80℃ LOW TEMP 20~80℃	低温 20~80℃ LOW TEMP 20~80℃									

テスト目的: 密封性能を評価し、密封性能を向上させるための試験を行う。

テスト結果: 密封性能は良好であり、密封性能を向上させることができた。

テスト結果: 密封性能は良好であり、密封性能を向上させることができた。

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PE15-022

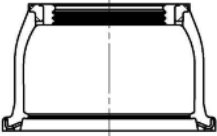
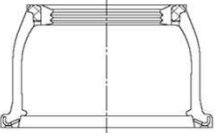
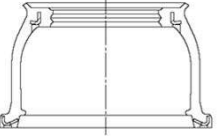
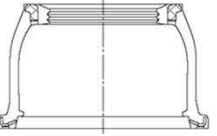



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APPENDIX 8

ATTACHMENT G

Countermeasure idea comparison table of J50C dust cover permanent
 (Followingness of Low temperature and Improvement of resistance to ozone)

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 exist. I.D has 2steps of lips. SUS plate is adopted.		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	×	×	△	×	△	○	△	(△): KLT Non-evaluation ○: Low temperature seal performance is good. △: Ozone resistance ×: Rust sedimentation characteristics-resistant.	△	(○): KLT Non-evaluation (○): Low temperature seal performance is non-evaluation. ○: Ozone resistance is improved. △: Rust sedimentation characteristics-resistant.	△	(○): KLT Non-evaluation (○): Low temperature seal performance is non-evaluation. ○: Materials corresponding to the ozone resistance. △: Rust sedimentation characteristics-resistant.	(○)	(○): KLT Non-evaluation (○): Low temperature seal performance is non-evaluation. ○: Materials corresponding to the ozone resistance. ○: Rust sedimentation characteristics-resistant.	
C	○	○	△	△	△	○	△	△: Die of DC provision. (Die of provisional design change is used.) △: Machining tool change of BS.	×	×	×	×	×	×	
D	○	○	○	○	○	○	○	○: Mp die of DC manufacturing now. (Die of provisional design change is used.) △: Machining tool change of BS.	×	×	×	×	△	△	
Overall judgment	×	×	×	×	○	△	(×)	(×)	(×)	(×)	(×)	(×)	(×)	(×)	
Sketch of Dust Cover															

PE15-022

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8/7/2015

APPENDIX 8

ATTACHMENT H

J50C Recognizability test for backlash of Fr lower arm BJ

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

	Fr		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 (WL)	Right	1
	Left	3

D R V : Fukagawa
Passengers : Mazda E&T Body Testing: Komaki, Tani

Tested date	DRY/WET	Venue	Operation	Vehicle speed	Abnormal noise arouse or not (No noise: , noise occurred: ×)		Noise	
					Right	Left	Right	Left
Jun. 10	DRY	Gap of 50mm at Building B Bipost lift	Advancing/Reversing with both tires running over a gap	~ 5 km/h			-	-
		Headqualter C C Ctr.	-	~ 50km/h			-	-
Jun. 12		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			-	-
		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	
		District B Turning-around area	Turning right	~ 20km/h			-	-
			Turning left	~ 20km/h			-	-
		District B C lane	Acceleration/ deceleration	10-80km/h			-	-
		Jun. 13	District B Rough road with low frequency vibrating	Driving straight	~ 20km/h			-
District B Uphill road			Driving straight	-			-	-
			Hill start	-			-	-
District B Bump before uphill road			Advancing/rev ersing	-			-	-
District B High-frequency vibrating road			Meandering	~ 20km/h			Cracking sound	
District B High-frequency vibrating road			Traveling with only a left tire on wavelike road	~ 20km/h			-	-
District B—Center district			-	~ 40km/h			-	-
Test course before Building C			Reversing with left tire running over rectangular-shaped bump of 50mm	~ 30km/h			-	-
			Reversing with right tire running over rectangular-shaped bump of 50mm	~ 31km/h			-	-

Noise occurred incidentally but not always and abnormality not recognized

Cracking sound occurred incidentally with other abnormal noise by vibration but hard to be recognized.

PE15-022

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8/7/2015

APPENDIX 8

ATTACHMENT I

Manager	
<i>T. Ando</i> 7/25/2013	<i>M. Labata</i>

Ball Joint Seal Key Life Test Report

Date of tested : 06/28/2013~07/16/2013

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 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)

	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. Result

3. Result		Appearance	Water ingress (by flame point test)	Water content rate (%)
No. 1	Material of dust cover ;M410	No abnormalities are found as excessive wear in seal lip/wall of dust cover	No water ingress in the joint	0.42%
No. 2		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 dust cover ;M770	No abnormalities are found as excessive wear in seal lip/wall of dust cover	No water ingress in the joint	0.36%
No. 4		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°

<Observations>

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	<ul style="list-style-type: none"> • 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	At post Day 12	At post Day 12	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 (Contact part with a knuckle)	Wear of lip in upper surface; A little (Contact part with a knuckle)	Wear of lip in upper surface; A little (Contact part with a knuckle)	Wear of lip in upper surface; A little (Contact part with a knuckle)
	Wear of lip ; A little	Wear of lip ; A little	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 in seal part of ball stud	No excessive wear/corrosion in seal part of ball stud	No excessive wear/corrosion in seal part of ball stud	No excessive wear/corrosion in seal part of ball stud
	No abnormal of grease	No abnormal of grease	No abnormal of grease	No abnormal of grease
	No water ingress	No water ingress	No water ingress	No water ingress
<Ref.>Inner dia. of lip (mm)	φ 21. 45	φ 21. 47	φ 21. 30	φ 21. 35
[Data from a dust cover's supplier]	New) φ 21. 20	New) φ 21. 20	New) φ 21. 20	New) φ 21. 20
<Ref.>Strained force (N/mm)	1. 15	1. 15	0. 92	0. 90
[Data from a dust cover's supplier]	New) 1. 7	New) 1. 3	New) 1. 3	New) 1. 3
Moisture content with a Karl Fisher Titration	0. 42%	0. 42%	0. 36%	0. 29%
Criteria;2.0% Max	New) 0. 28%	New) 0. 28%	New) 0. 28%	New) 0. 28%

5.Detail of test




















<Test Condition>













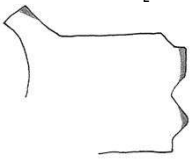
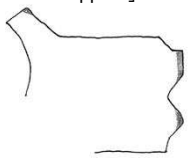
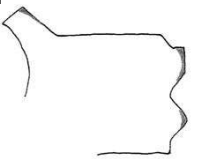
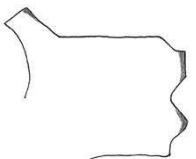




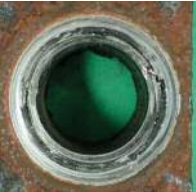



On table.1

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				
	No abnormality	No abnormality	No abnormality	No abnormality
Post Day1				
	No abnormality	No abnormality	No abnormality	No abnormality
Post Day12				
				
	No abnormality with sus-plate	No abnormality with sus-plate	No abnormality with sus-plate	No abnormality 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%

	No.1	No.2	No.3	No.4
Post test				
				
				
	Wear of lip in upper surface; A little (Contact part with sus-plate) Wear of lip ; a little No cracks and no contact wear	Wear of lip in upper surface; A little (Contact part with sus-plate) Wear of lip ; a little No cracks and no contact wear	Wear of lip in upper surface; A little (Contact part with sus-plate) Wear of lip ; a little No cracks and no contact wear	Wear of lip in upper surface; A little (Contact part with sus-plate) Wear of lip ; a little No cracks and no contact wear
	Wear condition [data from a dust cover's supplier]			
				
				
	There is corrosion just in upper side of seal part	There is corrosion just in upper side of seal part	There is corrosion just in upper side of seal part	There is corrosion just in upper side of seal part
Jig's condition with sus plate				

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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

	Fr		Rr	
	Right	Left	Right	Left
3 Persons	610	609	493	484

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

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

B J Backlash amount (WL)	Right	5
	Left	5

D R V :Fukagawa

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

Results

Tested date	DRY/WET	Venue	Operation	vehicle speed (km/h)	Abnormal noise arose or not (No noise: , noise occurred: x)		Noise	Evaluation point for noise		Remark
					Right	Left		Right	Left	
Sep. 5	DRY	Gap of 50mm at Building B Bipost lift	Advancing/reversing with both tires running over a gap	~ 5			-	-	-	-
		Headquarter District B	-	~ 50	x	x	Cracking sound	4.5	4.5	Noise occurred with STG turning right at a parking entrance before District B waiting area. Noise not occurred when driving straight.
		Gap of sidewalk road shoulder in front of ED building (Riding over/down gap of 100mm)	Right tire running over a gap	~ 10	x		Cracking sound	5	-	-
			Left tire running over a gap	~ 10		x	Cracking sound	-	5	-
		Garaging	Turning STG in advancing/reversing	~ 10	x	x	Cracking sound	4.5	4.5	Noise occurred immediately after turning STG back again after turning STG and braking slightly.
		District B Turning-around area	Turning right	~ 20			-	-	-	-
			Turning right Braking	~ 20		x	Cracking sound	5		Noise occurred when braking with STG turned
			Turning left	~ 20						-
			Turning left Braking	~ 20	x	x	Cracking sound	5	5	Noise occurred when braking with STG turned
		District B Straight road	Driving straight	80			-	-	-	-
			Driving straight	100			-	-	-	-
			Driving straight Braking	~ 60			-	-	-	-
				~ 80			-	-	-	-
			Peeling out				-	-	-	-
			Changing traveling lane (a little excessively)	~ 80	x	x	Cracking sound	-	-	STG vibrated
			Changing traveling lane (a little excessively)	~ 100	x	x	Cracking sound	-	-	STG vibrated
			Changing traveling lane (normal)	~ 80			-	-	-	-
		District B High-frequency vibrating road	Driving straight	~ 20	x	x	Cracking sound	5.5	5.5	-
			Meandering	~ 20	x	x	Cracking sound	5.5	5.5	-
		District B Stone-paved road	Driving straight	~ 30			-	-	-	-
			Meandering	~ 30			-	-	-	-
		District B Impact road (Road with quadruplet trapezoid-shaped bumps)	Driving straight	~ 10			-	-	-	-
		District B Stone-paved road with bump at end (68 x 1200)	Driving straight with both tires running over gap	~ 20			-	-	-	-
		District B Rough road with low-frequency vibration (Twisted road)	Driving straight	~ 10	x	x	Cracking sound	5	5	-

NG level: 5 pts or under

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

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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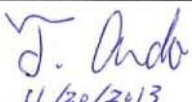

8/7/2015

APPENDIX 8

ATTACHMENT K

To Mazda
Y-Tech

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

Manager	
 11/20/2013	

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%
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°

<Observations>

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	<ul style="list-style-type: none"> • 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 .

<Results>

	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	At post Day 12	At post Day 12	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 (Contact part with a knuckle)	Wear of lip in upper surface; A little (Contact part with a knuckle)	Wear of lip in upper surface; A little (Contact part with a knuckle)	Wear of lip in upper surface; A little (Contact part with a knuckle)
	Wear of lip ; A little	Wear of lip ; A little	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 in seal part of ball stud	No excessive wear/corrosion in seal part of ball stud	No excessive wear/corrosion in seal part of ball stud	No excessive wear/corrosion in seal part of ball stud
	No abnormal of grease	No abnormal of grease	No abnormal of grease	No abnormal of grease
	Water ingress	Water ingress	Water ingress	Water ingress
<Ref.>Inner dia. of lip	φ 21.28	φ 21.24	φ 21.23	φ 21.27
[Data from a dust cover's supplier]	New) φ 21.05			
<Ref.>Strained force (N/mm)	0.85	1.02	0.89	0.95
[Data from 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



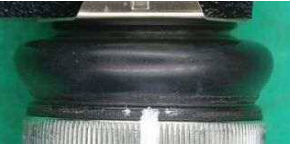













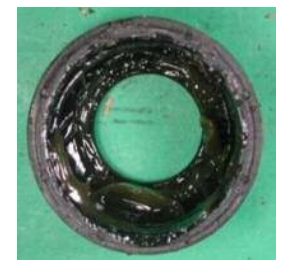
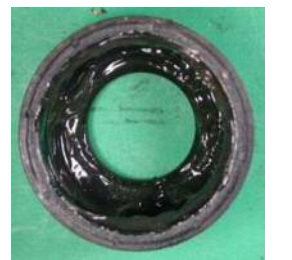
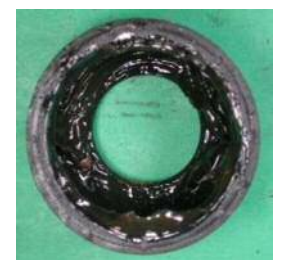
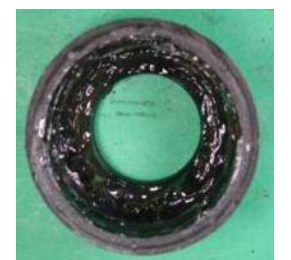




<Test Condition>

On table.1(run to day14)



Articulation angle

	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				
	No abnormality	No abnormality	No abnormality	No abnormality
Post				
				
	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	No abnormality as a gap between surface of the jig and seal lip
				
				
	No water ingress	No water ingress	No water ingress	No water ingress













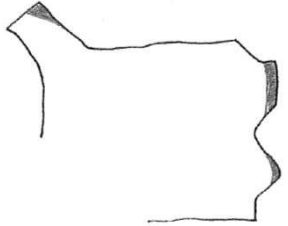
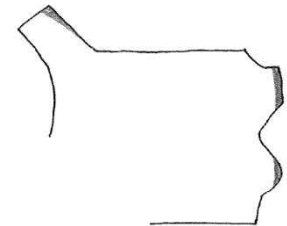
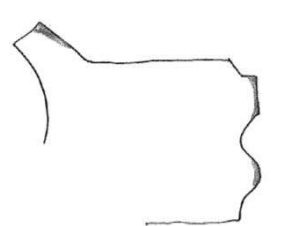
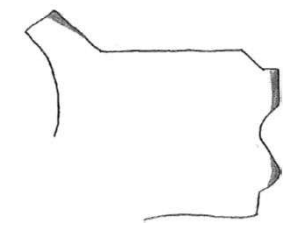








	No.1	No.2	No.3	No.4
Post test				
				
				
	Wear of lip in upper surface; A little (Contact part with a knuckle) Wear of lip ; A little No cracks and no contact wear	Wear of lip in upper surface; A little (Contact part with a knuckle) Wear of lip ; A little No cracks and no contact wear	Wear of lip in upper surface; A little (Contact part with a knuckle) Wear of lip ; A little No cracks and no contact wear	Wear of lip in upper surface; A little (Contact part with a knuckle) Wear of lip ; A little No cracks and no contact wear
	Wear condition [data from a dust cover's supplier]			
				
				
	There is corrosion in upper side of seal part	There is corrosion in upper side of seal part	There is corrosion in upper side of seal part	There is corrosion in upper side of seal part
Plate condition				
	No abnormality	No abnormality	No abnormality	No abnormality

TABLE. 1 SEAL KEY LIFE TEST (KLT)

[illegible]

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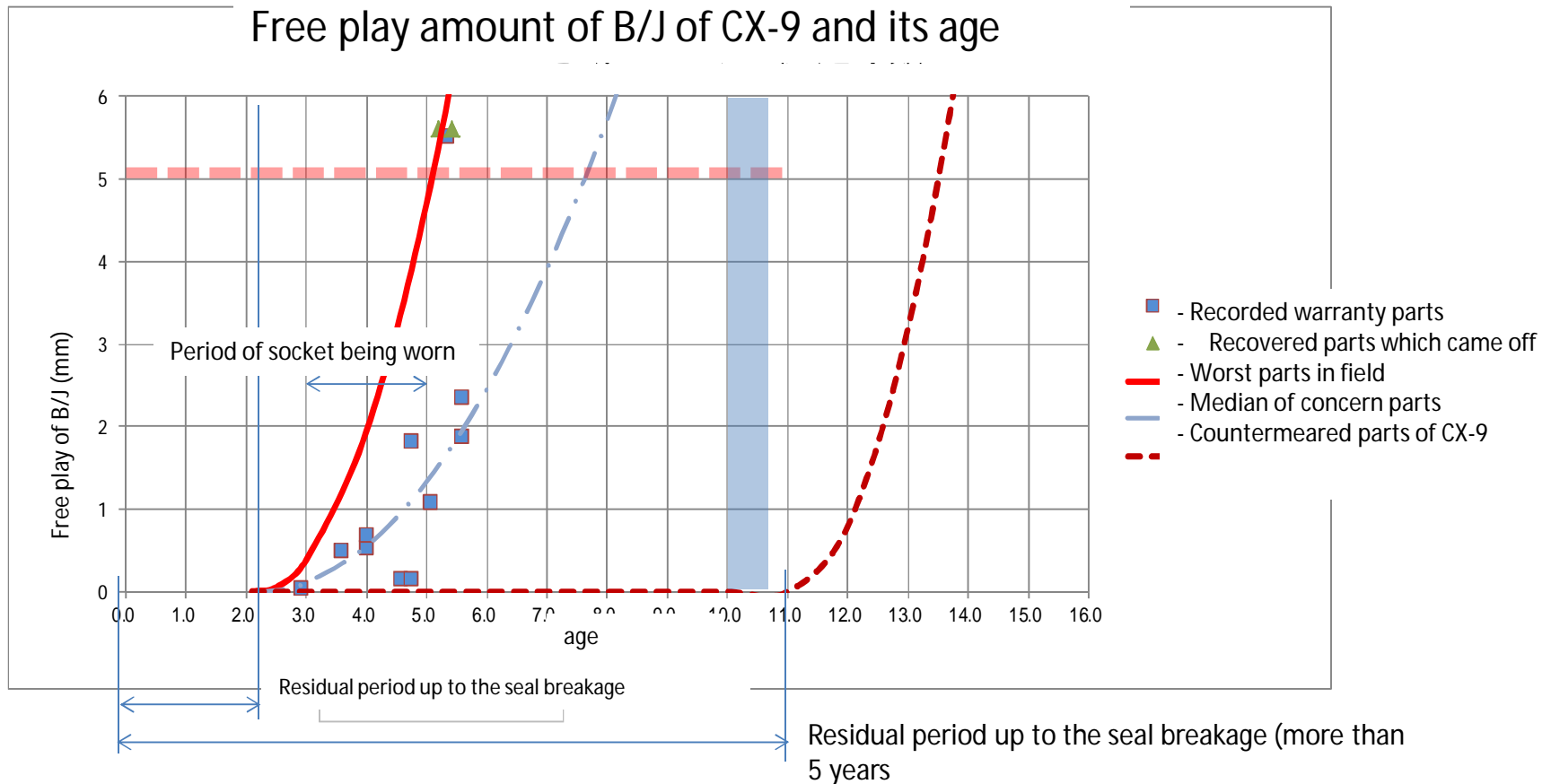
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APPENDIX 8

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 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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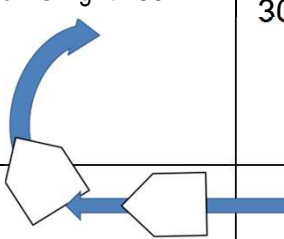
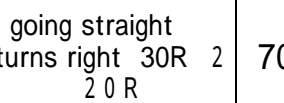
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APPENDIX 8

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 mode	Conditions		Evaluation results of hazardous level (○Yes ×No grey)									D R V feel					Damages on vehicle
			drivable	not turn over	not misfire	stopable with brakes	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 risk of the secondary concern (collision of the following vehicle against ego car)	Recognition of abnormality before removal of B/J	Recognition of vehicle abnormality	Change of eye point	Change of steering force	Whether or not braking is possible	
	Vehicle speed(Km/h)	Steering angle (deg)															
going straight one of the wheels drives over a step 	30	0	× D S coming off	○	○	○	○	○	○	○		(rattle noise before part coming off)	High (eye points come off)	come down	Level of annoying	Possible	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
	40	0	× D S coming off	○	○	○	○	○	○	○		(rattle noise before part coming off)	High (squeak noise)	No change	Level of annoying	Possible	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 	30	90	× D S coming off	○	○	○	○	○	○	○		None	High (sense of deceleration)	No change	Level of annoying	N/A	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 20 R 	70	25	× D S coming off	○	○	○	○	○	○	○		None	High (squeak noise)	No change	Level of annoying	Possible	D S 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 D S Large scrape of tire side The second roll of coil interferes with suspension tower

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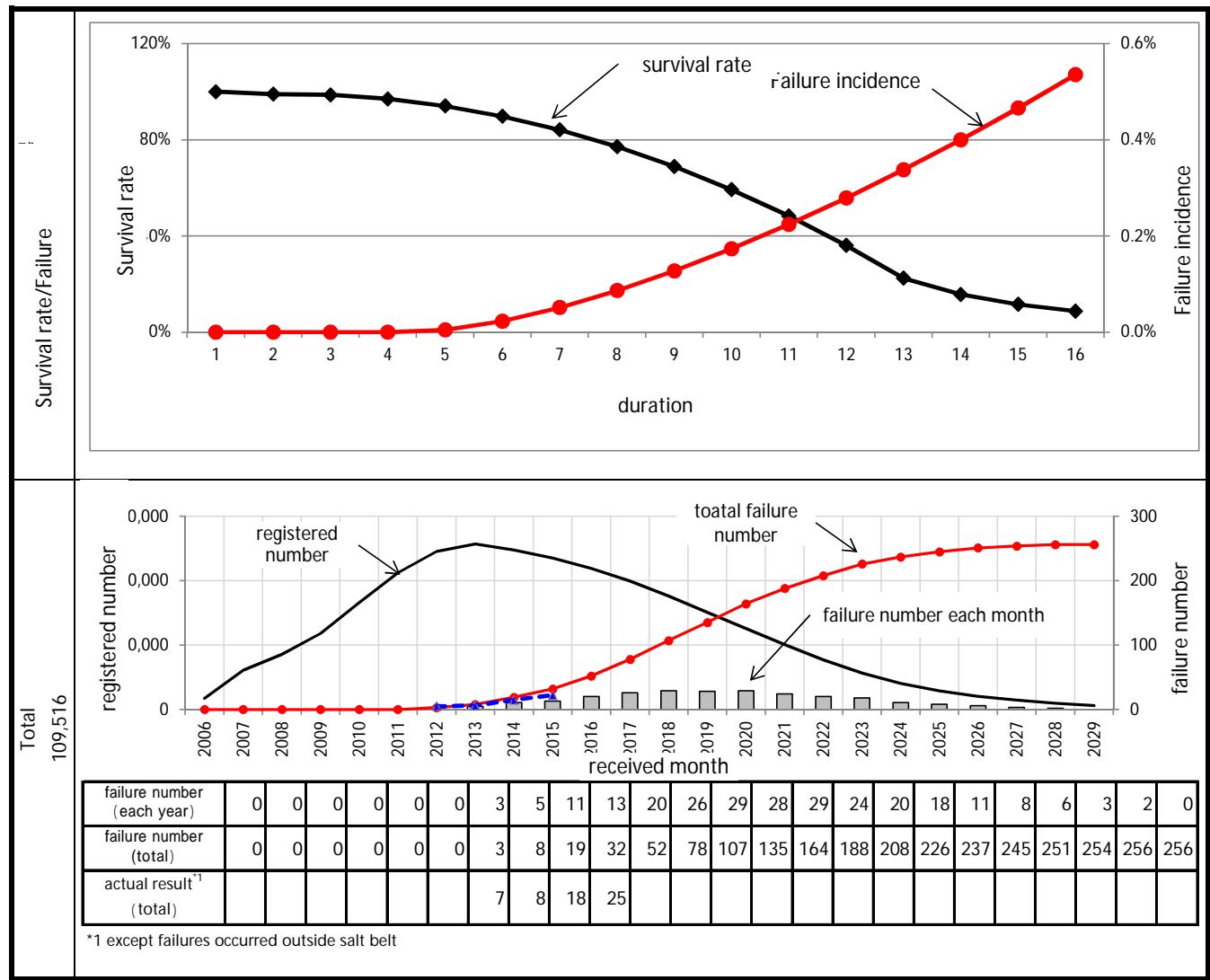
APPENDIX 8

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 calclated by accumuleteing a production volume X survival rate X failure incidence accordin

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.




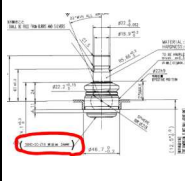

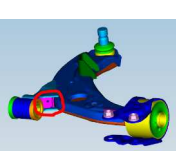
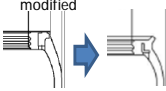

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APPENDIX 9

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.	DESCRIPTION	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)	Air bleeding hole added	Business transferred TRW THK	Shape of BJ boots modified	Supplier of the orifice of bush changed
		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								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	 	
c.	REASON	Improving productivity	Mismatch between a part/drawing corrected	Improving cosmetic corrosion	Mismatch between a part/drawing corrected	1.Improving productability of the other vehicles sharing the same parts 2.Requested by suppliers	Improving cost	Sharing parts with other vehicle model	Posture of an welding operator modified to reduce cost (their burden)	Ball Joint Business operated by TRW transferred to THK RHYTHM	Improving sealability	Production increase
d.	ORIGINAL PART NUMBER	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 TD11-34350-B	TD11-34300-B TD11-34350-B	TD11-34300-B TE69-34350	TD11-34300-B TE69-34350	TD11-34300-B TE69-34350	TD11-34300-D TE69-34350-B	TD11-34300-D TE69-34350-B
e.	MODIFIED 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.	AVAILABLE DATE	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-B: 2007/6/11	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