



## **IMPORTANT SAFETY RECALL**

**2007-2014 CX-9  
Front Lower Control Arms Safety Recall 8515G  
NHTSA Campaign No. 15V-451**

September 2015

**This notice applies to your vehicle: VIN \_\_\_\_\_**

Dear Mazda Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2007-2014 CX-9 vehicles produced from October 24, 2006 through December 28, 2013.

**If you are a recipient of this notice, your vehicle is included in this recall.**

### **What is the problem?**

On certain 2007-2014 CX-9 vehicles, it is possible that water may enter the front suspension lower arm ball joint fitting during driving. Driving on salted roadways during the winter months can lead to saltwater intruding into the ball joint, causing corrosion, which can result in generating looseness of the ball joint in the fitting. As a result of the looseness, a rattle may occur at ball joint of lower arm. After extended operation in such condition, the ball joint and lower arm may separate, causing a loss of steering control and increasing the risk of a crash.

### **What will Mazda do?**

Your Mazda dealer will inspect the front lower control arms to determine if looseness exists at the ball joint fitting, and replace the control arms if one or both fails inspection. The inspection and replacement, if necessary, will be performed free of charge.

If both control arms pass inspection, they will not be replaced at this time due to a shortage of replacement parts. When Mazda has sufficient parts supply, we will send you another notification informing you to have the control arms replaced, free of charge.

As a reminder, Mazda may provide alternate transportation when your vehicle is at an authorized Mazda dealership for a warranty repair. To be eligible for alternate transportation, your vehicle must be within the mileage and time limitations under the Mazda New Vehicle Limited Warranty or Powertrain Limited Warranty for 2007 and newer model years, and adhere to the Rental Car

Reimbursement policy. Ask your dealer for details.

**What should you do?**

Mazda is concerned about your safety, and we encourage you to make an appointment with any authorized Mazda dealer to have the front lower control arms inspected. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

If inspection reveals no looseness at the ball joint fitting, you will receive another notification from Mazda when additional repair parts are available, to return to a dealer for replacement of the front lower control arms.

**What if you already paid for front lower control arms repair?**

If you have already paid for repair or replacement of front lower control arms due to looseness of the ball joint, prior to receiving this notice, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards.

Please complete the enclosed "Reimbursement Application Form", include the necessary documentation, and mail it to us in the pre-addressed envelope provided, allowing 6-8 weeks for processing

**Where is the closest Mazda dealer?**

To locate your nearest Mazda dealer, visit our web site and use our "Locate a Dealer" feature at [www.MazdaUSA.com](http://www.MazdaUSA.com) or consult your local yellow pages.

**Moved or no longer own this vehicle?**

If you have moved or no longer own your Mazda vehicle, please complete the enclosed prepaid *Information Change Card* as soon as possible. This enables us to update our records and notify the current owner.

**Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

**Still have questions?**

If you have any questions regarding this campaign, please contact our Customer Experience Center at (800) 222-5500, option #6.

If Mazda or its dealers do not repair the defect free of charge and within a reasonable amount of time, you may notify the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Your satisfaction is a priority for Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. We sincerely apologize for any inconvenience this recall may cause you.

Sincerely,

**Mazda North American Operations**

