



TO: All Mazda Dealership General Managers, Service Managers, and Parts Managers
DATE: September 2015
SUBJECT: **2007-2014 CX-9 Front Lower Control Arms - Safety Recall 8515G**

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.

On the subject 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.

The purpose of this campaign is to replace the front lower control arms with modified parts that provide better sealing at the ball joint to prevent water intrusion.

Due to limited manufacturing capabilities by the supplier, owner notifications will be conducted in phases. Mazda is working closely with the manufacturer to provide sufficient part supply as quickly as possible

Phase 1:

All owners of affected vehicles will be notified by first class mail beginning September 14, 2015.

- **2007-2011 model year vehicles registered or ever registered in the “Salt States” listed below, and 2007-2008 model year vehicles registered in other states**

Ohio	Pennsylvania	Rhode Island	Virginia	Vermont
Washington DC	Wisconsin	West Virginia	Minnesota	Missouri
Connecticut	Delaware	Iowa	Illinois	Indiana
Kentucky	Massachusetts	Maryland	Maine	Michigan
New Hampshire	New Jersey	New York		

Owners will be advised that the front lower control arms will be inspected. If one or both control arms fail inspection, both control arms will be replaced. If both control arms pass inspection, the owner will be re-notified by mail when sufficient parts are available.

2012-2014 model year vehicles registered in “Salt States” and 2009-2014 model year vehicles registered in other states - Owners will be advised that the repair will be performed when sufficient parts are available, and they will be re-notified by mail at that time.

Phase 2 (Timing TBD as parts supply allows):

Vehicles that have not yet received the recall repair

Notifications will be sent to these owners, informing them that repair parts are now available. These notifications will be mailed in waves as part supply increases. The front lower control arms will be replaced with modified ones (without inspection).

This package contains important information about Safety Recall 8515G:

Attachment I	Dealer Service Information
Attachment II	Repair Procedure
Attachment III	Owner Notification Letters and Reimbursement Form

Important Safety Notice: The National Traffic and Motor Vehicle Safety Act prohibits the delivery of any subject vehicle without performing the necessary repair for defects or failures. Failure to perform applicable recalls before delivery can result in extensive dealer fines and penalties from the Federal Government. Therefore, you must complete this recall for all affected vehicles in your inventory prior to delivery.

To help you effectively perform this recall, Mazda has developed the following resources:

1. The attached service and parts information and repair procedures are available on eMDCS and MS3 (Mazda Service Support System) websites via MXConnect.
2. For technical assistance, contact the Technical Assistance Hotline at (888) 832-8477, Option 3.
3. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
4. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this recall before responding to customer inquiries.

We apologize for any inconvenience this recall may cause you and your customers. Your understanding and support in carrying out this campaign is greatly appreciated.

Sincerely,



Satoshi Takahashi
Director, Technical Services Division
Mazda North American Operations

CONDITION OF CONCERN

On the subject 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.

SUBJECT VEHICLES

Model	VIN Range	Build Date Range
2007-2014 CX-9	JM3 TB**** 70 100082 – 121109 80 121110 – 164252 90 164253 – 181258 A0 200005 – 238710 B0 300004 – 333120 C0 333121 – 369269 D0 400004 – 425228 E0 425229 – 433595	From October 24, 2006 through December 28, 2013

The asterisk symbol “*” can be any letter or number.

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail beginning September 14, 2015.

PARTS INFORMATION

IMPORTANT: Due to the limited parts supply, please limit parts replacement at this time to customer vehicles that fail the recall inspection.

Until sufficient recall repair kits are available, please use the front lower control arms in your dealership’s inventory. Do not install without the spacers listed below. Control arms installed without spacers will not close the recall. The spacer provides a shield to prevent water intrusion. Mazda will drop-ship an initial supply of spacers based on the quantity of control arms in your dealership’s inventory.

Description	Part Number	Quantity required
Lower Control Arm – Right	TD11-34-300E	1
Lower Control Arm - Left	TE69-34-350C	1
Spacer	L206-34-552	2

- ***Use the web order screen to order additional control arms for customer vehicles that fail the recall inspection. Do not place orders to replenish your inventory of these parts.***
- ***Send an email to DAG to order additional spacers.***

Description	Part Number	Quantity	Notes
Lower Control Arms Recall Repair Kit	TDY0-34-30Z	1	Contains right and left control arms and 2 spacers
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store (no charge)

PARTS ORDERING

A web page to order the recall repair kit is available in MXConnect. A complete VIN is needed to process the order.

WARRANTY CLAIM PROCESSING INFORMATION

	Inspection of Front Lower Arm Ball Joint (Both Sides)
Process Number	AF030A
Symptom Code	99
Damage Code	99
Part Number Main Cause	7777-SP-J35
Quantity	0
Labor Operation Number	XXL6CXCX
Labor Hours	0.4

If a customer returns a subject vehicle in which the lower ball joint has become separated and caused subsequent damage, please contact your DSM before starting any repairs. Be ready to show the subsequent damage and provide an estimate for repairs. Follow the DSM instruction pertaining to any repairs and claim submission.

Due to the age and the environment that the CX-9 vehicle may have been subjected to, dealers are allowed to claim actual time up to 0.9 hours in order to remove or cut off the rusted front sway bar end links if required or if the alignment machine is not wireless.

If you have any questions on claim processing, please contact Warranty Operations at warrantydept@mazdausa.com or 877-727-6626, option #3.

Repair claim processing when dealership has alignment machine available:

	Replacement of Front Lower Arms (Both Sides) Includes Front Toe Adjustment	
	Install 8515G Kit	Left & Right Lower Control arms & spacers installed
Warranty Type	R	R
Process Number	AF033A	AF033A
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause / Part Quantity	TDY0-34-30Z / 1	TD11-34-300E / 1
Related Part Numbers	TD11-34-150	TE69-34-350C / 1
	TD11-34-170	L206-34-552 / 2
	9YB041219	TD11-34-150
	9YA02A210	TD11-34-170
	9YA42A401	9YB041219
	GJ2134098	9YA02A210
		9YA42A401
		GJ2134098
Related Part Quantity	As Needed for Repair	As Needed for Repair
Labor Operation No. Wireless alignment machine	XXL6ZXRX	XXL6ZXRX
Labor Hours	1.2H	1.2H
Actual Time	XXL6ZXRT up to 0.9 *	XXL6ZXRT up to 0.9 *

* To remove or cut off rusted front sway bar end links if required and/or the alignment machine used is not a wireless type.

Related parts are listed if needed and include the front sway bar end links, nuts and control arm attachment bolts.

Repair claim processing when dealership does NOT have alignment machine available:

Dealers may sublet the front “toe adjustment” only.

- Only a Front Toe check and adjust is covered under the repair procedure of this recall.
- Any other angle adjustment is not included.

	Replacement of Front Lower Arms (Both Sides) Includes Front Toe Adjustment	
	Install 8515G Kit	Left & Right Lower Control arms & spacers installed
Warranty Type	R	R
Process Number	AF033A	AF033A
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause	TDY0-34-30Z / 1	TD11-34-300E / 1
Related Part Numbers	TD11-34-150	TE69-34-350C / 1
	TD11-34-170	L206-34-552 / 2
	9YB041219	TD11-34-150
	9YA02A210	TD11-34-170
	9YA42A401	9YB041219
	GJ2134098	9YA02A210
		9YA42A401
		GJ2134098
Related Part Quantity	As Needed for Repair	As Needed for Repair
Labor Operation No. No Alignment Machine	XXL6ZXRX	XXL6ZXRX
Labor Hours	1.0H	1.0H
Actual Time (max 0.5)	XXL6ZXRT up to 0.5 *	XXL6ZXRT up to 0.5 *
Sublet for Toe djustment:		
Sublet	Input Sublet invoice number	Input Sublet invoice number
Sublet Code	C1	C1
Sublet Amount	Amount to reset toe adjustment	Amount to reset toe adjustment
Sublet Text	Sublet to reset toe after recall 8515G	Sublet to reset toe after recall 8515G

* To remove or cut off rusted front sway bar end links if required.

Related parts are listed if needed and include the front sway bar end links, nuts and control arm attachment bolts.

Warranty Policy requires a copy of all sublet invoices be attached to the submitted clam. Please use attachment type:

- Require D14 – Copy of all Sublet Invoice

RENTAL CAR INFORMATION

Mazda will authorize rental and service loaner vehicles on a limited basis. We are requesting dealer understanding and partnership regarding rental and loaner vehicle utilization. Please make every effort to utilize alternative transportation solutions in place of rental use. Rental is covered if customer has no alternative means of transportation.

Rental Car Warranty Claim Information

Please submit rentals on a separate claim problem number as follows:

	Rental Agency Vehicle	Dealer Loaner Car Fleet Vehicle
Warranty Type Code	A	A
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause	5555-85-15GR	5555-85-15GL
Part Quantity	0	Number of days loaner car was used Mazda pays \$35.00/day
Labor Operation Code	MM024XRX	MM024XRX
Labor Hours	0.0	0.0
Sublet – Rental Car		
Sublet Invoice Number	Number from Rental Invoice or Dealer Purchase Order	
Sublet Type Code	Enter "Z9" (other)	
Sublet Amount	Up to \$30.00 per day for the number of days customer had rental car	
Sublet Text	Number of days rental car was supplied to customer	

Rental expenses exceeding the two-day limit will require prior DSM Authorization, as outlined in the Mazda Rental Car Reimbursement Program policy.

VERIFY THE VEHICLE NEEDS THE RECALL

1. Verify the vehicle is within the following ranges:

Model	VIN Range	Build Date Range
2007-2014 CX-9	JM3 TB**** 70 100082 – 121109 80 121110 – 164252 90 164253 – 181258 A0 200005 – 238710 B0 300004 – 333120 C0 333121 – 369269 D0 400004 – 425228 E0 425229 – 433595	From October 24, 2006 through December 28, 2013

The asterisk symbol “*” can be any letter or number.

- If the vehicle is within the above ranges, go to Step 2.
- If the vehicle is not within the above ranges, Recall 8515G is not applicable.

2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect the vehicle for an Authorized Campaign Label RECALL 8515G attached to the vehicle’s hood or bulkhead.

eMDCS System – Warranty Vehicle Inquiry Results:

If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 8515G OPEN	Present	Contact the Warranty Hotline at (877) 727-6626, option 3, to update vehicle history.
	Not present	Proceed to “REPAIR PROCEDURE”.
RECALL 8515G CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a label and apply to vehicle's hood or bulkhead.
RECALL 8515G is not displayed	Does not apply	Recall does not apply to this vehicle. Return vehicle to customer.

REPAIR PROCEDURE

Please refer to Attachment II.

2007-2014 CX-9 - FRONT LOWER CONTROL ARMS - SAFETY RECALL 8515G

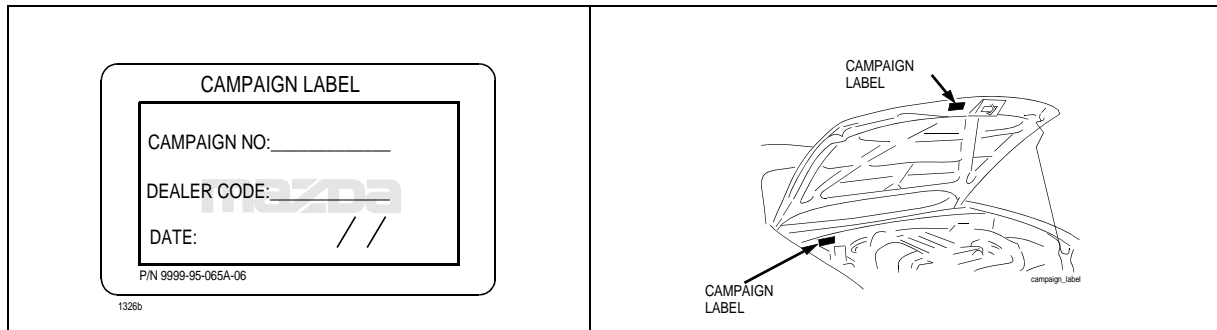
A. VEHICLE INSPECTION PROCEDURE

1. Verify that the vehicle is within the following range:

Model	VIN Range		Build Date Range
2007-2014 CX-9	JM3TB****	70 100082 - 121109	October 24 2006 - December 28, 2013
		80 121110 - 164252	
		90 164253 - 181258	
		A0 200005 - 238710	
		B0 300004 - 333120	
		C0 333121 - 369269	
		D0 400004 - 425228	
		E0 425229 - 433595	

- If the vehicle is within the above range, proceed to Step 2.
 - If the vehicle is not within the above range, return vehicle to the customer or inventory.
2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for Campaign Labels **Recall 8515G** attached to the vehicle's hood or bulkhead. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

NOTE: Be sure to verify Recall number as the vehicle may have multiple Recall labels.

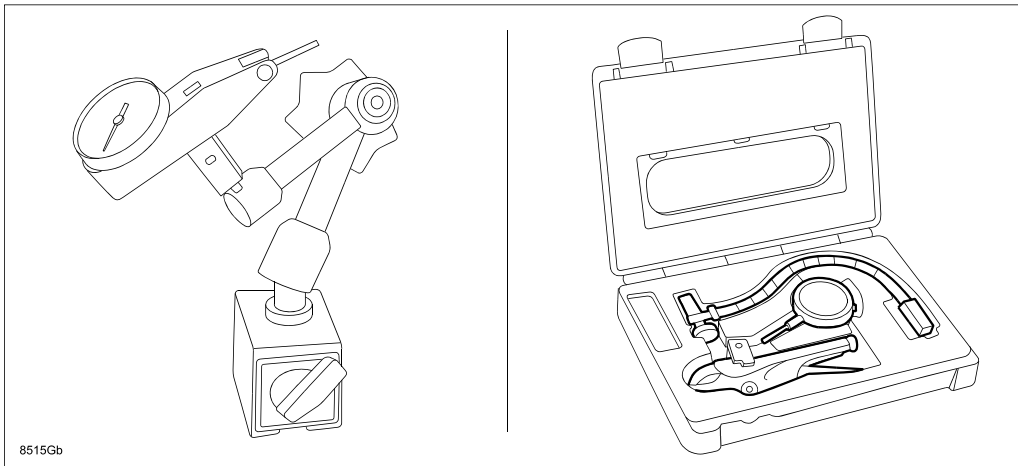


eMDCS System - Warranty Vehicle Inquiry Results:

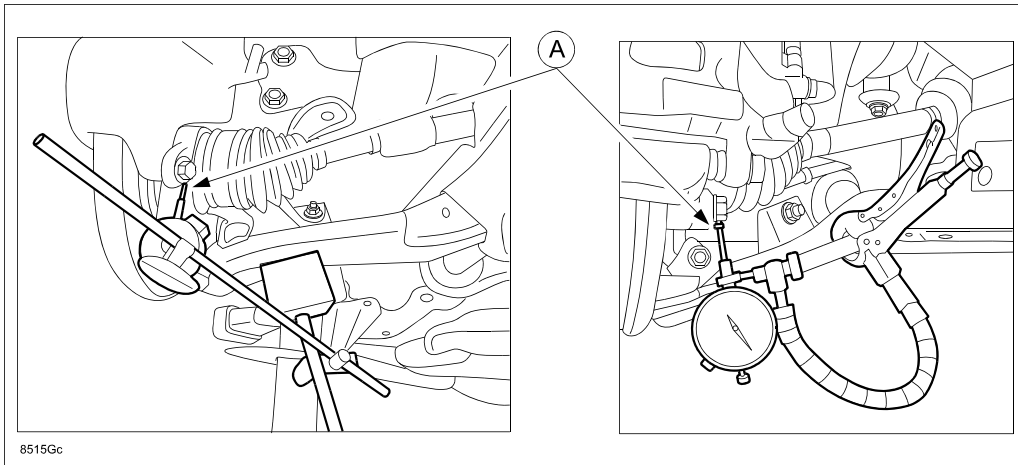
If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 8515G OPEN	Present	Contact the Warranty Hotline at (877) 727-6626 option 3 to update vehicle history.
	Not present	Proceed to "B. INSPECTION PROCEDURE".
RECALL 8515G CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Proceed to "D. CAMPAIGN LABEL INSTALLATION".
RECALL 8515G is not displayed	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

B. INSPECTION PROCEDURE

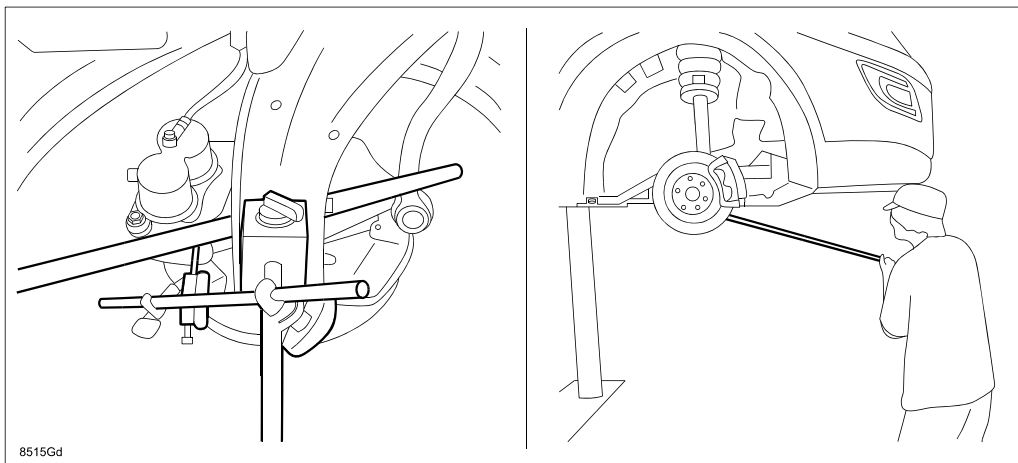
1. Obtain one of the following tools to measure the lower control arm play.



2. Fix a magnetic base or locking pliers to the bottom of the lower control arm (to set the dial gauge).
3. Place the sensing tip of the dial gauge on the horizontal flat surface of the bolt hexagonal head (A) (which attaches the brake caliper to the steering knuckle).



4. Press down on the lower control arm with a pry bar or metal bar (ex. 4 foot long jack handle).



5. Measure the play of the ball joint with the dial gauge.

Acceptable play amount: **Under 2.0 mm {0.079 (5/64) in.}**

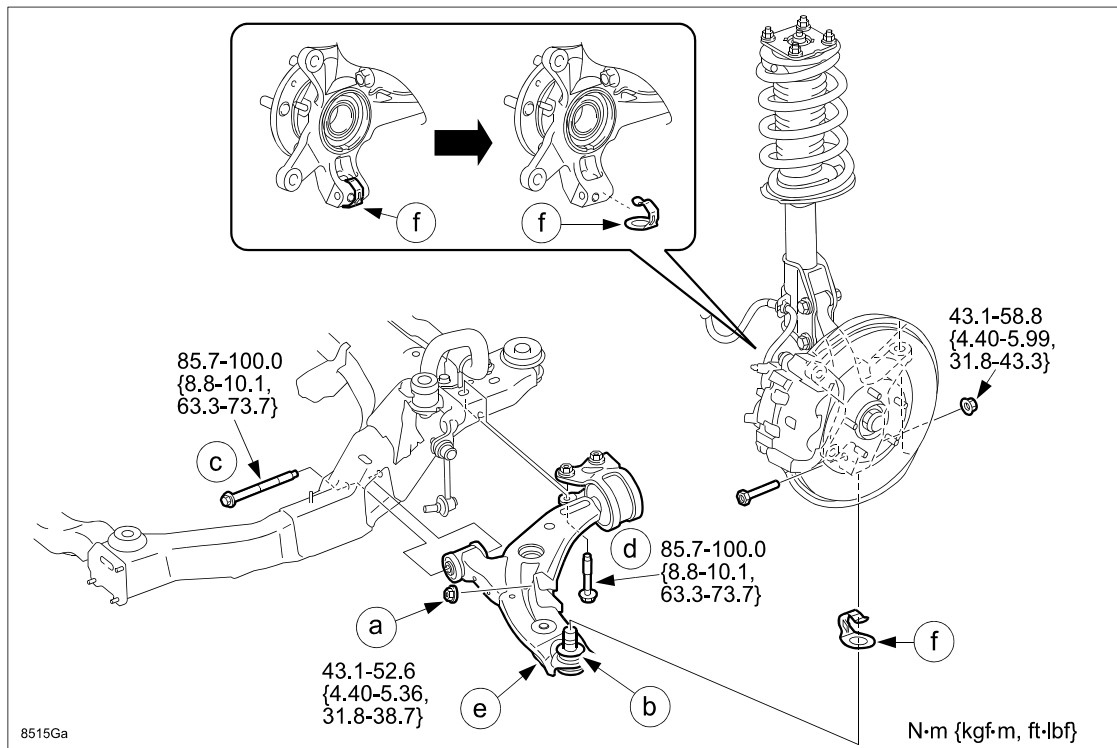
- If both ball joints pass inspection, inform the customer that they will still need to bring their vehicle back to replace the lower control arms once they receive another notification informing them that the repair parts are available.
- If one or both ball joints fail inspection, proceed to "C. REPAIR PROCEDURE" to replace both lower control arms and spacers.

C. REPAIR PROCEDURE

Removal:

1. Safely raise the vehicle on a hoist.
2. Remove both front wheels.
3. Remove the front lower arm in the order indicated below (a - e):

NOTE: It is NOT necessary to disconnect the ABS wheel-speed sensors and tie-rod end ball joints.



- a. Disconnect the stabilizer control link (lower arm side).
- b. Remove the lower arm ball joint attaching nuts.
- c. Remove the attaching bolt between the lower arm and body (front side).
- d. Remove the attaching bolt between lower arm and body (back side).
- e. Remove the lower arm.

Installation:

1. Install the new lower arm in the reverse order of removal.

NOTE: When installing the new lower arm, work with another technician to make the installation easier.

CAUTION: Before installing the new lower arm, be sure to install the ball joint cover (f) to the steering knuckle.

2. Temporarily tighten bolt (c) to **27 Nm {2.8 kgf-m, 20 ft-lbf}**.

CAUTION: The suspension needs to be under the full weight of the vehicle before bolt (c) is fully torqued.

3. Re-install the front tires.

4. Safely lower the full weight of vehicle to the ground.

5. Fully torque bolt (c) to:

Tightening Torque: 85.7-100 Nm {8.8-10.1 kgf-m, 63.3 - 73.7 ft-lbf}.

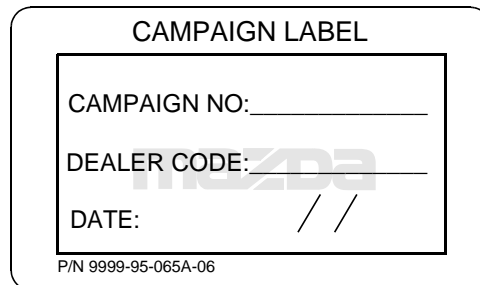
6. Repeat the Removal and Installation steps for the opposite side suspension.

7. Inspect the front wheel alignment and adjust the front toe.

NOTE: It is NOT necessary to perform camber and caster adjustments.

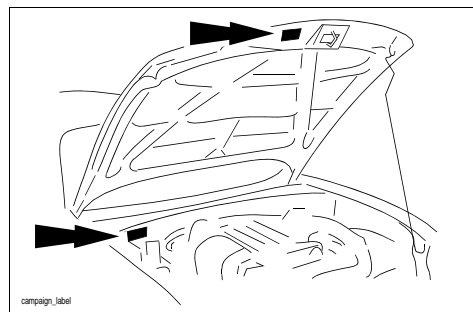
D. CAMPAIGN LABEL INSTALLATION

1. Fill out a blue “Campaign Label” (9999-95-065A-06) with Campaign No: “8515G”, your dealer code, today’s date.



1326b

2. Affix it to the hood or bulkhead as shown:



campaign_label

3. Return the vehicle to customer.



Letter sent to owners of 2007-2011 vehicles registered in “salt states” and 2007-2008 vehicles registered in other states.

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 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





Letter sent to owners of 2012-2014 vehicles registered in “salt states” and 2009-2014 vehicles registered in other states.

IMPORTANT SAFETY RECALL

**2007-2014 CX-9
Front Lower Control Arms Safety Recall 8515G
NHTSA Campaign No. 15V451**

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?

Replacement parts for this repair are not currently available. We are closely working with our suppliers to accelerate parts availability. When replacement parts are available, we will send you another notification informing you to have the control arms replaced, free of charge.

What should you do?

Please wait until you receive another letter from Mazda notifying you that replacement parts for the repair are available.

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 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.

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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

Safety Recall 8515G – CX-9 Lower Control Arms

Frequently Asked Questions

Updated September 10, 2015

These FAQs will be updated as recall conditions change.

A. FOR DEALERS ONLY

Q1. What is the issue?

A. On 2007-2014 CX-9 vehicles produced from October 24, 2006 through December 28, 2013, water may enter the front suspension ball joint fitting. Driving on roadways during the winter months in areas that use **roadway salts** can lead to salt and water intrusion into the ball joint, causing corrosion, which can result in looseness of the ball joint in the fitting. As a result of the looseness, a rattle may occur at the lower control arm ball joint. **After extended operation in this condition**, the ball joint and lower control arm may separate, causing a loss of steering control and increasing the risk of a crash.

Q2. How many vehicles are affected?

A. Approximately 193,000 US vehicles are involved.

Q3. Have you had any accidents or injuries reported as a result of this condition?

A. There have been no reports of accidents or injury related to this issue.

Q4. What is the repair?

A. The repair is to replace both front lower control arms with modified parts to provide better sealing at the ball joint to prevent water intrusion. Due to limited parts supply at this time, priority will be given to vehicles registered in states that use roadway salt.

Q5. When will owners be notified?

A. Owners of subject vehicles will be notified by mail beginning September 14, 2015. Due to parts supply, owner notifications will be conducted in phases:

Phase 1:

- **2007-2011 model year vehicles registered or ever registered in the “Salt States” listed below, and 2007-2008 model year vehicles registered in other states**

Ohio	Pennsylvania	Rhode Island	Virginia	Vermont
Washington DC	Wisconsin	West Virginia	Minnesota	Missouri
Connecticut	Delaware	Iowa	Illinois	Indiana
Kentucky	Massachusetts	Maryland	Maine	Michigan
New Hampshire	New Jersey	New York		

Owners will be advised that the front lower control arms will be inspected. If one or both control arms fail inspection, both control arms will be replaced. If both control arms pass inspection, the owner will be re-notified by mail when sufficient parts are available.

- **2012-2014 model year vehicles registered in “Salt States” and 2009-2014 model year vehicles registered in other states** - Owners will be advised that the repair will be performed when sufficient parts are available, and they will be re-notified by mail at that time.

Phase 2 (Timing TBD as parts supply allows):

Vehicles that have not yet received the recall repair

Notifications will be sent to these owners, informing them that repair parts are now available. These notifications will be mailed in waves as part supply increases. The front lower control arms will be replaced with modified ones (without inspection).

Safety Recall 8515G – CX-9 Lower Control Arms

Frequently Asked Questions

Updated September 10, 2015

These FAQs will be updated as recall conditions change.

Q6. What if a customer is afraid to drive their vehicle?

- A. 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.

Q7. Are repair parts available?

- A. Parts are not available for stock orders. Due to limited manufacturing capabilities by the supplier, notifications to owners will be conducted in phases. Mazda is working closely with the manufacturer to provide sufficient part supply as quickly as possible. Until sufficient recall repair kits are available, please use the front lower control arms in your dealership's inventory. Do not install without the spacers. Control arms installed without spacers will not close the recall. The spacer provides a shield to prevent water intrusion. Refer to 8515G Attachment I Service and Parts information for details.

Q8. How do customers know if this recall applies to their vehicle?

- A. 2007-2014 model year CX-9 vehicles produced from October 24, 2006 through December 28, 2013 are involved. Due to limited parts supply, recall 8515G status "PRELIM LTR" displays on eMDCS VIN Inquiry results.

Q9. Why does recall 8515G not show on Recall Reminder Report?

- A. Because none of the vehicles have been opened for the recall they will not show on the recall reminder report. Once MNAO sends letters to customers advising that parts are available for them, those customers will appear on the recall reminder report.

Q10. Can customers get a rental car?

- A. Mazda will authorize rental and service loaner vehicles on a limited basis. We are requesting dealer understanding and partnership regarding rental and loaner vehicle utilization. Please make every effort to utilize alternative transportation solutions in place of rental use. Rental is covered if customer has no alternative means of transportation.

Q11. What about subsequent damage to the vehicle resulting from ball joint separation?

- A. Contact your DSM or TOM for approval and claim instructions.