

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

In order to complete the recall repair, the repair kit listed below must be installed.

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

Dealership WITHOUT 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

	Dealership WITH alignment machine available	Dealership WITHOUT alignment machine available
	Install 8515G Kit	Install 8515G Kit
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	TDY0-34-30Z / 1
Allowable Related Part Numbers	TD11-34-150	TD11-34-150
	TD11-34-170	TD11-34-170
	9YB041219	9YB041219
	9YA02A210	9YA02A210
	9YA42A401	9YA42A401
	9994-01-000	9994-01-000
	GJ2134098	GJ2134098
Related Part Quantity	As Needed for repair	As Needed for repair
Labor Operation No. Wireless alignment machine	XXL6ZXRX	XXL6ZXRX
Labor Hours	1.2H	1.0H
Actual Time	XXL6ZXRT up to 0.9 *	XXL6ZXRT up to 0.5 *
Sublet for Toe Adjustment		
Sublet		Input Sublet Invoice Number
Sublet Code		C1
Sublet Amount		Amount to reset toe adjustment
Sublet Test		Sublet to reset toe after recall 8515G

* To remove or cut off rusted front sway bar end links – allow 0.5 hours max if required and/or the alignment machine used is not a wireless type – allow 0.4 hours max

Maximum actual time allowable for recall is 0.9 hours total.

Warranty Policy requires a copy of all sublet invoices be attached to the submitted claim. Please use attachment type D14 – Copy of all Sublet Invoice.

Repairs Involving Ball Joint and Lower Control Arm Separation

If the ball joint and lower control arm has separated and subsequent vehicle damage occurs, use the following information to process the claim:

1. Prior to any repairs, the dealer must obtain a repair estimate, including photos of any damage.
2. Contact your DSM or regional Technical Operation Manager (TOM).
3. Review the estimate and photo of any damage with the DSM or TOM.
4. The DSM or TOM will instruct the dealer on what repair will be authorized.
5. Complete a **single claim** problem for the recall using the information shown below.
6. All of the following three attachments to the Warranty claim are required:
 Attachment Type D40 - Pictures of damaged area
 Attachment Type D14 - Sublet Invoice related to repair
 Attachment Type D01 - Copy of Repair Order
7. Submit to your DSM for authorization.

Warranty Type	R
Process Number	AF033A
Symptom Code	99
Damage Code	99
Part Number Main Cause	TDY0-34-30Z
Quantity	1
Related Part Number / Quantity	Subsequent part numbers and quantity necessary to repair customer's vehicle
Labor Operation / Labor Hours	XXL6ZXRX / 1.2 H Plus other Labor Operation as necessary to complete the repair
Sublet	As necessary to repair vehicle, including front-end alignment as necessary

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

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:

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- 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.