



MAZDA DEALER EMAIL

March 20, 2018

Attention: Mazda General Managers, Parts and Service Managers

Subject: Recall 9716H - CX-7 Lower Control Arms - 2011-2012 Model Year Launch

On August 10, 2016, Mazda Motor Corporation filed a safety defect report with the National Highway Traffic Safety Administration (NHTSA) to address a concern with 2007-2012 CX-7 vehicles. Mazda has assigned recall number 9716H to this recall campaign.

Concern Outline:

On the affected vehicles, water may enter the front suspension ball joint fitting. Driving on roadways during the winter months can lead to saltwater 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, in the worst case the ball joint and lower control arm may separate.

Affected Vehicles:

Model	Build Date Range
2007-2012 CX-7	February 14, 2006 through May 9, 2012

Customer Notification:

Mazda will be opening this recall for the 2011-2012 Model Year in all states. Beginning **March 21, 2018** approximately 32,252 owners of affected 2011-2012 model year vehicles will be notified by mail that parts are available and status in eMDCS for ALL unrepaired CX-7 vehicles will be OPEN.

Note: All 2007-2012 CX-7 vehicles must be repaired. Any prior repair by a customer, third-party or a Mazda dealership does not satisfy the recall. Also, there is no longer any "inspection" and if conducted, any inspection claim will be subject to denial and/or debit.

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. As a reminder, a Warranty Vehicle Inquiry must be run for all vehicles entering your dealership.

We apologize for any inconvenience this recall may cause your dealership and your customers.

Your understanding and support in carrying out this safety recall are greatly appreciated.

Because Driving Matters, Safety Matters. Your safety is important to Mazda.

Mazda Technical Services

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