



February 12, 2018

**Attention:** Mazda General Managers, Parts and Service Managers

**Subject:** Recall 9716H - CX-7 Lower Control Arms - 2010 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 a limited model year range in all states. Owners of affected 2010 model year vehicles will be notified by mail starting **February 13, 2018** that parts are available. This impacts approximately 29,590 customers and the recall status will show OPEN for these vehicles in eMDCS starting February 13, 2018.

**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. Parts and Warranty Information, Repair Procedure, Owner Letter, are available on MGSS (Mazda Global Service Support) website via MXConnect.
2. Parts and Warranty information is also available on eMDCS.

3. For technical assistance, contact the Technical Assistance Hotline (888) 832-8477, Option 3
4. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
5. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.
6. We recommend using the **Recall Customer Identification Report #JS30R192-2** available in Web Reports to encourage customers who received the recall notice to come in for the recall. Dealers may use such customer information for the sole purpose of conducting and performing this recall, and for no other purpose. **Using it for marketing activities is strictly prohibited and could subject your dealership to serious fines.** The information in the report is protected by state privacy and other applicable laws regarding disclosure of personal and/or confidential, restricted or blocked information. It is the dealer's responsibility to protect the confidentiality of customer records and prevent the release of information to other parties.

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 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

---

*ZOOM-ZOOM*