



ZOOM-ZOOM

IMPORTANT SAFETY RECALL

2007-2012 CX-7 Front Lower Control Arms - Safety Recall 9716H NHTSA Campaign No. 16V-593

January 2018

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 2007-2012 CX-7 vehicles produced from February 14, 2006 through May 31, 2012.

In October 2016, you received a notification of Safety Recall 9716H that parts were not available, and Mazda would notify you when repair parts are available. We are pleased to inform you that parts are now available to complete the repair of your vehicle.

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

What is the problem?

On certain 2007-2012 CX-7 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 control arm. The ball joint and lower control arm may separate, causing a loss of steering control and increasing the risk of a crash.

What will Mazda do?

Because Driving Matters, Safety Matters. Your Safety is Important to Mazda.

Your Mazda dealer will replace both the left and right front lower control arms free of charge. The repair will take approximately two hours to complete; however, it may take longer depending on the service workload at your Mazda dealership.

If necessary, Mazda will provide alternate transportation free of charge while your vehicle is at an authorized Mazda dealership for this repair.

Mazda North American Operations
200 Spectrum Drive
Irvine, CA 92618

What should you do?

Mazda is concerned about your safety, and we encourage you to contact any authorized Mazda dealer to schedule an appointment to have the front lower control arms of your Mazda vehicle repaired as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

Where is the closest Mazda dealer?

To locate your nearest Mazda dealer, visit our website www.MazdaRecallInfo.com, or call our **Customer Experience Center at (800) 222-5500, option #4.**

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete and mail the enclosed postage-paid *Information Change Card* (no envelope required) 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 toll free at (800) 222-5500, select 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>.

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

*Para información en español, visite www.MazdaSeguridad.com o llame a nuestro **Centro de Experiencia para el Consumidor al (800) 222-5500, opción #8** para hablar con un representante en español.*