



*ZOOM-ZOOM*

## **IMPORTANT SAFETY RECALL**

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

October 2016

**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.

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. After extended operation in such condition, in the worst case, 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?**

Repair parts for this recall are not currently available. When parts are available for your vehicle, we will send you another notification asking you to bring your vehicle into your Mazda dealer to have the front lower control arms replaced. The repair will be performed free of charge.

### **What should you do?**

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

**What if you already paid for repair on front lower control arms?**

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](http://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 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**