

CONDITION OF CONCERN

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.

If an owner of a subject vehicle is afraid to drive their vehicle, dealers should follow the inspection instructions in Attachment II, at no charge to the vehicle owner.

SUBJECT VEHICLES

Model	VIN Range	Build Date Range
2007-2012 CX-7	JM3 ER**** 70 100057 – 169185 80 169188 – 215755 90 215758 – 238633 A0 300038 – 353047 B0 353048 – 410394 C0 410395 – 425737	February 14, 2006 through May 31, 2012

The asterisk symbol “*” can be any letter or number.

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail beginning October 3, 2016.

PARTS INFORMATION

IMPORTANT: Due to the limited initial parts supply, please limit parts replacement at this time to customer vehicles that fail the recall inspection. The repair kit is not available for stock orders.

Description	Part Number	Quantity	Notes
Lower Control Arms Recall Repair Kit	EHY4-34-30Z	1	Composed of: - Lower arm (R) EH44-34-300 / 1 pc - Lower arm (L) EH44-34-350 / 1 pc - Spacer L206-34-552 / 2 pcs
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 will be available in MXConnect on 9/21/16. A complete VIN is needed to process the order.

WARRANTY CLAIM PROCESSING INFORMATION

	Inspection of Front Lower Arm Ball Joint (Both Sides)*
Process Number	AG012A
Symptom Code	99
Damage Code	99
Part Number Main Cause	7777-SP-M09
Quantity	0
Labor Operation Number	XXM7GXCX
Labor Hours	0.4 H

***An inspection is highly unlikely at this point (2011-2012 vehicles only) due to most VIN's being in OPEN status, please know that replacement is an option if inspection has failed and to advise the customer they will likely receive a letter to return for parts replacement by the end of April 2018.**

	Dealership WITH alignment machine available	Dealership WITHOUT alignment machine available
	Installation of Repair Kit & Alignment check/Front toe adjustment	Installation of Repair Kit
Warranty Type	R	R
Process Number	AG012B	AG012B
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause / Part Quantity	EHY4-34-30Z / 1 pc	EHY4-34-30Z / 1 pc
Allowable Related Part Numbers	L206-34-150B	L206-34-150B
	L206-34-170B	L206-34-170B
	GJ21-34-098B	GJ21-34-098B
	9994-01-000	9994-01-000
	9YA0-2A-210C	9YA0-2A-210C
	9YA4-2A-401	9YA4-2A-401
Related Part Quantity	As Needed for repair	As Needed for repair
Labor Operation No.	XXM7HARX	XXM7HBRX
Labor Hours	1.3H (wireless alignment machine)	0.8H
Actual Time	XXM7JXRX, up to 0.9H (*1)	XXM7KXRX, up to 0.5H (*2)
Sublet for Toe Adjustment		
Sublet		Input Sublet Invoice Number
Sublet Code		C1
Sublet Amount		Amount to check wheel alignment and reset toe adjustment
Sublet Text		Sublet to reset toe after recall 9716H

(*1) To remove or cut off rusted front sway bar end links – allow 0.5 hours max if required and/or the

ATTACHMENT I –SERVICE INFORMATION
Recall Campaign 9716H

alignment machine used is not a wireless type – allow 0.4 hours max

Maximum actual time allowable for recall is 0.9 hours total.

(*2) To remove or cut off rusted front sway bar end links – allow 0.5 hours max if required

- NOTE:** - 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.
- Only a wheel alignment check and front toe adjustment are covered under this recall. Any other angle adjustments are not included

RENTAL CAR INFORMATION

Mazda recommends the usage of the MCVP loaner vehicle when available. If all MCVP loaner vehicles are in use and unavailable, and the customer needs a rental car, then use your local rental facility and offer a rental car. Be sure that every effort is made to repair the car within one business day or less in order to allow the next customer the same experience.

Rental Car Warranty Claim Information

	MCVP Vehicle Preferred	Rental Agency Vehicle
Warranty Type Code	N/A MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main Cause		5555-97-16HR
Part Quantity		0
Labor Operation Code		MM024XRX
Labor Hours		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
Sublet Text		Number of days rental car was supplied to

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:

Model	VIN Range	Build Date Range
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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 9716H is not applicable.

2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect the vehicle for an Authorized Campaign Label Recall 9716H attached to the vehicle’s hood or bulkhead.

eMDCS System – Warranty Vehicle Inquiry Results:

If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 9716H OPEN	Present	Contact the Warranty Hotline at (877) 727-6626, option 3, to update vehicle history.
	Not present	Proceed to “REPAIR PROCEDURE”.
RECALL 9716H CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a label and apply to vehicle's hood or bulkhead.
RECALL 9716H PRELIMINARY NOTIFICATION	Present	Return vehicle to inventory or customer.
	Not Present	Complete the inspection procedure, and if failed or imminent failure, refer to the “REPAIR PROCEDURE”
RECALL 9716H is not displayed or in	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

REPAIR PROCEDURE

Please refer to Attachment II.