



TO: Mazda Dealership General Managers, Service Managers, and Parts Managers

DATE: April 2012 (Original July 2007)

SUBJECT: **Revised Parts Information** for Special Service Program (SSP) 73 – 2007 CX-9 Front Door Checker

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) to replace the front door checkers on certain 2007 CX-9 vehicles produced from October 24, 2006 through January 26, 2007.

On certain CX-9 vehicles, the front door checkers that prevent the front doors from opening too far may break from absorbing the force generated when the front doors are opened. Should the checkers break, the front door can still be closed. However, continued operation of the front door with a broken door checker could result in sheet metal damage to the front door and/or the front fender.

Owners of subject vehicles were notified by first class mail on August 13, 2007.

This package contains important information about SSP 73:

Attachment I	Dealer Information
Attachment II	Repair Procedure
Attachment III	Owner Notification Letter

For technical assistance, call the Technical Assistance Hotline at (888) 832-8477. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626, option 2. For warranty questions, contact the Warranty Hotline at (877) 727-6626, option 3.

Please make certain that the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this program before responding to customer inquiries. Your understanding and support in carrying out this program is greatly appreciated.

Sincerely,

Satoshi Takahashi
Director, Technical Services
Mazda North American Operations

ATTACHMENT I – DEALER INFORMATION

CONDITION OF CONCERN

On certain CX-9 vehicles, the front door checkers that prevent the front doors from opening too far may break from absorbing the force generated when the front doors are opened. Should the checkers break, the front door can still be closed. However, continued operation of the front door with a broken door checker could result in sheet metal damage to the front door and/or the front fender.

SUBJECT VEHICLES

Model	VIN Range	Build Date Range
2007 CX-9	JM3 TB**** 70 100082 – 110351	October 24, 2006 through January 26, 2007

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

OWNER NOTIFICATION

Mazda notified U.S. owners by first class mail on August 13, 2007.

PARTS INFORMATION

Description	Part Number	Qty	Note
Door Checker Assembly	TDY2-58-270A	2	Front door checkers (right & left)
Door Trim Fastener	GJ6A-68-AB1	0 - 18	When necessary
Campaign Label	9999-95-065A-00	1	

PARTS ORDERING INFORMATION

Parts ordering restrictions have been eliminated for this campaign. Parts may be ordered through the eMDCS Parts Ordering System.

Campaign labels are available in quantities of 50 per package by ordering thru Mstore.

WARRANTY CLAIM PROCESSING INFORMATION

	Replacement of door checkers (both right and left)
Warranty Type Code	A
Symptom Code	99
Damage Code	99
Process Number	A0727A
Part Number Main Cause	TDY2-58-270A
Quantity	2
Related Part Number	GJ6A-68-AB1
Quantity	0 - 18
Labor Operation Code	XXC1EXRX
Labor Hours	0.6 hrs.

RENTAL CAR

A rental car may be provided to the customer if eligible based on the terms and conditions of the Rental Car Reimbursement Program, policy 12.0. Rental car reimbursements are available only on 2001 and newer vehicles within the mileage and time limitations under the New Vehicle Limited Warranty. If the customer was placed in a rental car while the campaign was being completed, submit a separate **claim/problem** using the standard rental claim information.

Warranty Type Code	A
Symptom Code	99
Damage Code	99
Part Number Main Cause	5555-RE-NTAL
Part Quantity	0
Labor Operation Code	MM012XRX
Labor Hours	0.0
Sublet – Rental Car	
Sublet Invoice Number	Number from Rental Invoice or Dealer Purchase Order
Sublet Type Code	Enter "L"
Sublet Amount	Up to \$30.00 per day for the number of days customer had rental car

Rental expenses exceeding the two-day limit will require prior DCSM Authorization, as outlined in the Rental Car Reimbursement Program policy.

VERIFY THE VEHICLE NEEDS THE SSP

1. Verify the vehicle is within the following ranges:

Model	VIN Range	Build Date Range
2007 CX-9	JM3 TB**** 70 100082 – 110351	October 24, 2006 through January 26, 2007

If the vehicle is within the above ranges, go to step 2.

If vehicle is not within the above ranges, return it to the customer.

2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for an Authorized Modification Label SSP 73 attached to the vehicle's bulkhead.

eMDCS System - Vehicle Status Inquiry Results

If eMDCS displays:	Campaign Label is:	Action to perform:
SSP 73 OPEN	Present	Contact the Mazda Corporate Dealer Assistance Group at (877) 727-6626 to update vehicle history
	Not present	Proceed to "REPAIR PROCEDURE"
SSP 73 CLOSED	Present	Return vehicle to inventory or customer
	Not present	Complete a label and apply to vehicle's bulkhead
SSP 73 is not displayed	Does not apply	SSP does not apply to this vehicle. Return vehicle to inventory or customer

Note: Verify the SSP number, as the vehicle may have multiple labels.

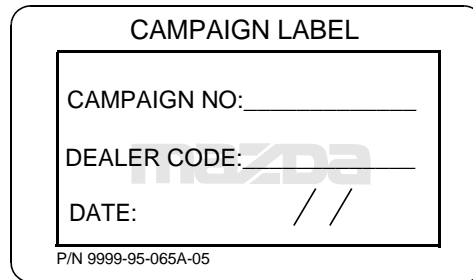
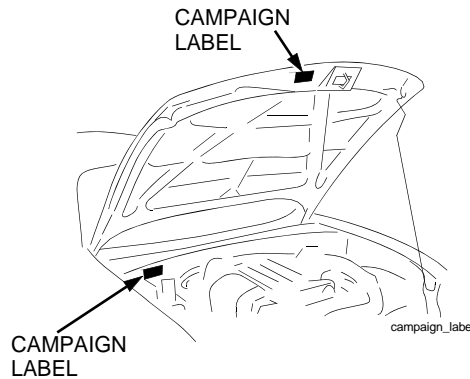
REPAIR PROCEDURE

Please refer to Attachment II.

A. VEHICLE INSPECTION PROCEDURE

1. Verify that the vehicle is within the following range:
 - 2007 CX-9 - VIN Range: JM3 TB**** 70 100082 – 110351
 - If the vehicle is within the above range, proceed to step 2.
 - If the vehicle is not within the above range, return the vehicle to the customer or inventory.
2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for a Campaign Label **SSP 73** attached to the vehicle's hood or bulkhead. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

NOTE: Verify SSP number as the vehicle may have multiple SSPs.



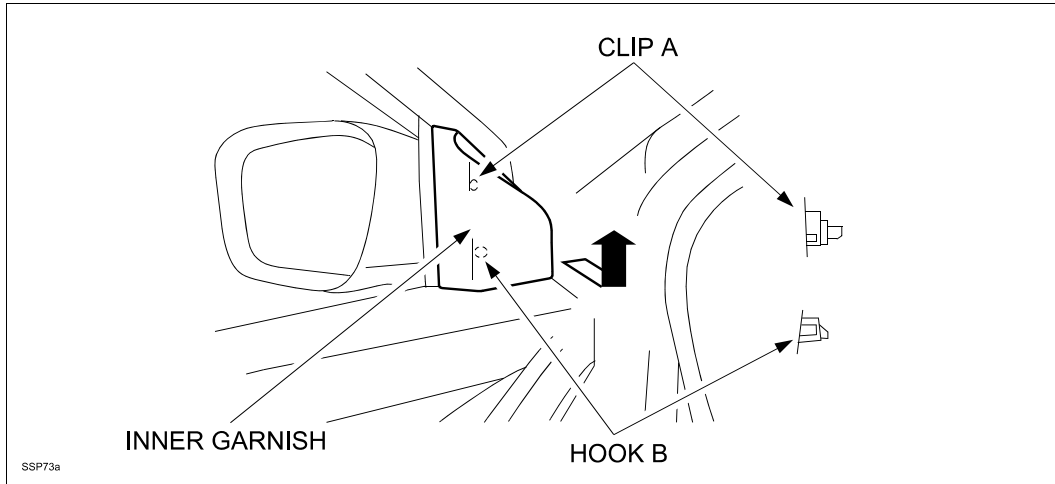
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eMDCS System - Warranty Vehicle Inquiry Results

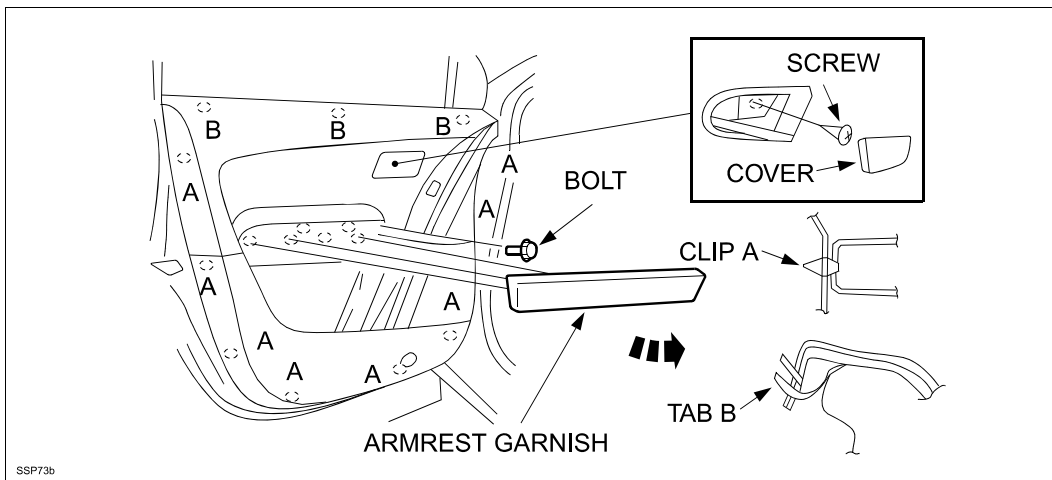
If eMDCS displays:	Campaign Label is:	Action to perform:
SSP73 OPEN	Present	Contact the Mazda Corporate Dealer Assistance Group at (877) 727-6626 to update vehicle history.
	Not present	Proceed to "REPAIR PROCEDURE".
SSP73 CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a label and apply to vehicle's hood or bulkhead.
SSP73 is not displayed	Does not apply	SSP does not apply to this vehicle. Return vehicle to inventory or customer.

B. REPAIR PROCEDURE

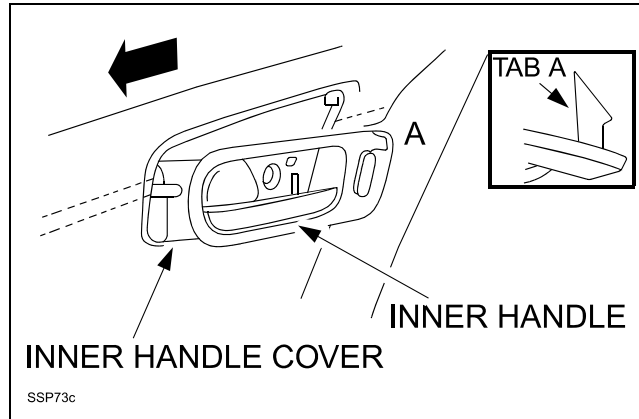
1. Record customer radio station presets.
2. Disconnect the negative battery cable.
3. Remove the inner garnish. (Detach clips A and hook B by pulling them in the direction of the arrow.)



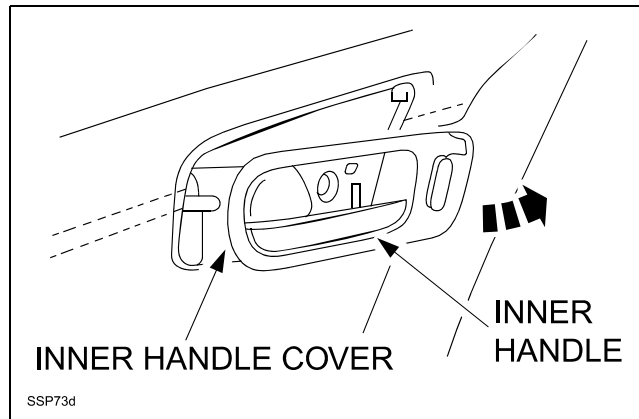
4. Open the cover using a small flathead screwdriver and remove the screw.
5. Remove the armrest garnish in the direction of the arrow.
6. Remove the bolt located behind the armrest garnish.
7. Detach clips A from the front door using a fastener remover.
8. Pull the front door trim upward and detach tabs B from the front door.



9. Remove tab A, and move the front door trim in the direction of the arrow.

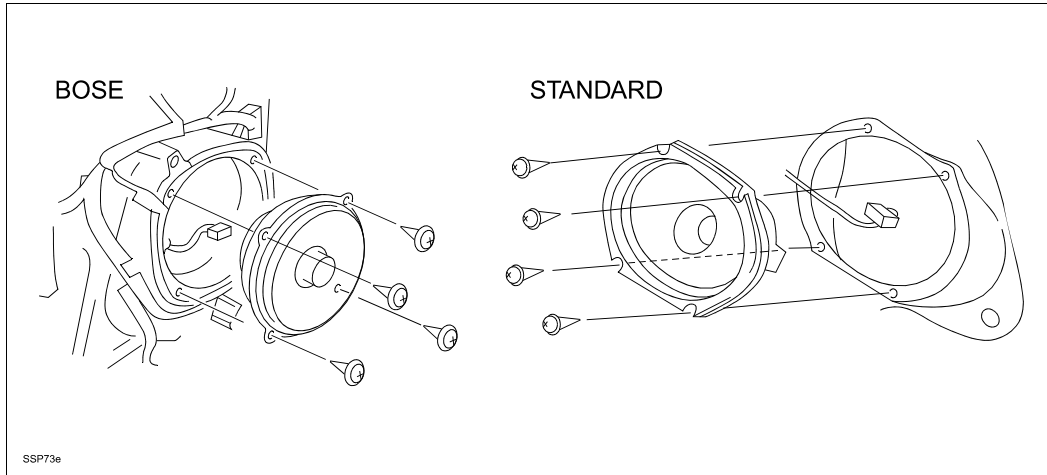


10. Turn the inner handle cover in the direction of the arrow and remove it from the front door trim.

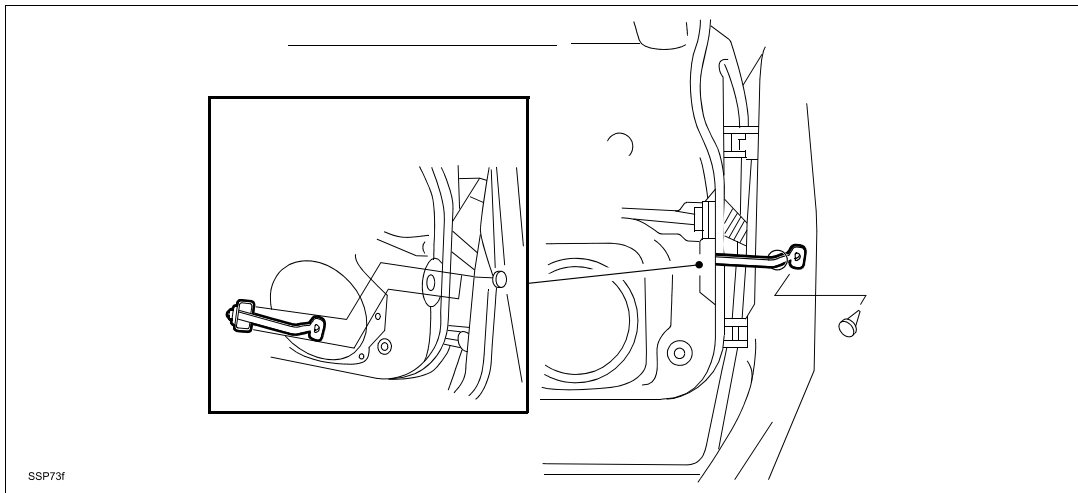


11. For the driver's door, disconnect the power window main switch connector and the power outer mirror switch connector and door lock switch connector.
12. For the passenger's door, disconnect the power window sub switch connector.
13. For both doors, disconnect the courtesy light connector.
14. Remove the front door trim.

15. Remove the front door speaker with the wiring harness passing through the groove of the front door module.



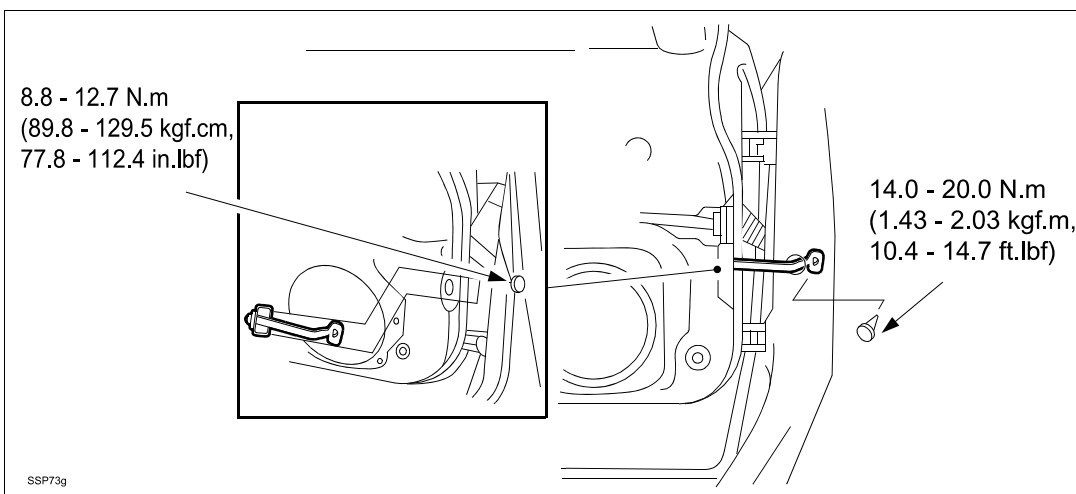
16. Remove the front door checker.



17. Install new front door checker.

Checker-to-Door Tightening Torque: 77.8-112.4 in lbf (8.8-12.7 N.m)

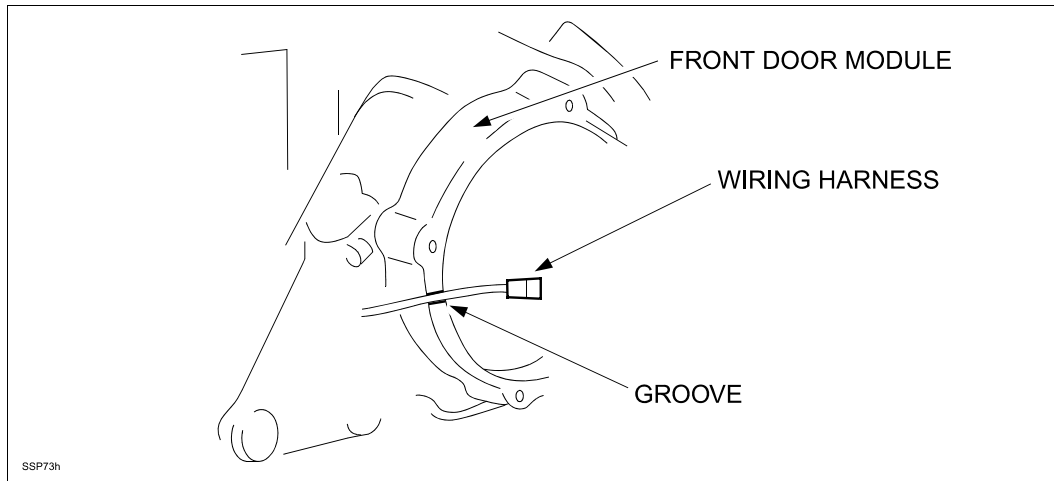
Checker-to-Body Tightening Torque: 10.4-14.7 ft lbf (14-20 N.m)



18. Install the front door speaker.

CAUTION:

- If the front door speaker is installed with the wiring harness out of the groove, damage to the wiring harness may occur.



19. Install the remainder of components in the reverse order of removal.

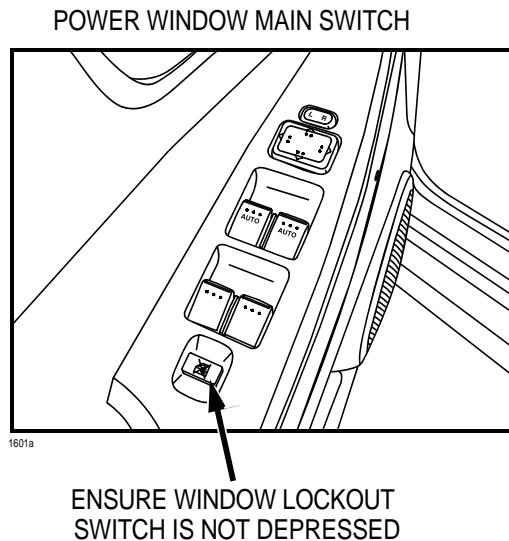
20. Connect negative battery cable.

Tightening Torque: 25.7-43.3 in lbf (2.9-4.9 N.m)

21. Turn ignition to ON position.

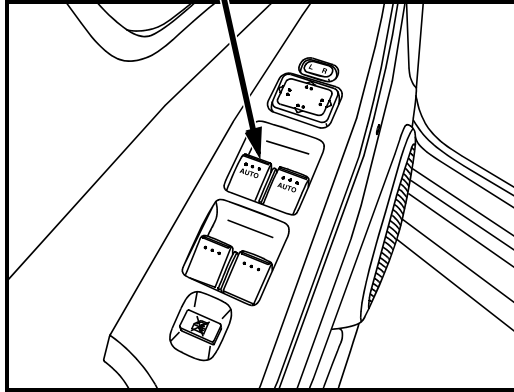
22. Set clock and input customer radio station presets.

23. From driver's seat ensure window lockout switch is NOT depressed.



24. Press window switch down to fully open door window.
25. Pull window switch up to fully close door window; hold switch up for two (2) seconds; release switch.

OPEN WINDOW FULLY, CLOSE WINDOW
FULLY HOLDING SWITCH UP FOR
TWO(2) SECONDS, RELEASE SWITCH



26. Move to front passenger seat and repeat Steps 24 - 25 on passenger window switch.
27. Verify proper window operation using each door switch.

C. CAMPAIGN LABEL INSTALLATION

Complete a "Campaign Label" with the SSP number written on the sticker and affix it to the vehicle's hood or bulkhead. Refer back to the illustration under "A. VEHICLE INSPECTION PROCEDURE".