

Service Bulletin

Mazda North American Operations
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MAZDA

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Subject: 4WD - FRONT TIRES SPINNING AND / OR 4WD / DSC LIGHT FLASHES WHEN DRIVING UPHILL OR TAKING OFF	Bulletin No: 03-001/12
	Last Issued: 11/28/2012

BULLETIN NOTE

- This bulletin supersedes the previous bulletin 03-001/12, issued on 01/11/2012, 03-005/11, issued on 11/29/2011 and 03-005/08, issued on 05/23/2008. The APPLICABLE MODEL(S)/VINS, PARTS, and WARRANTY INFORMATION have been revised.
- Changes are noted below in Red beside the change bar.

APPLICABLE MODEL(S)/VINS

2007-2013 CX-9 vehicles with 4WD

DESCRIPTION

Some vehicles may experience the front tire spinning and/or 4WD/DSC light flashes with no DTCs stored when driving uphill or taking off from a stop using hard acceleration.

Customers having this concern should have their vehicle repaired using the following repair procedure.

REPAIR PROCEDURE

WARNING:

- **DO NOT** turn on the engine during the procedure, people are near the drive wheels and the vehicle could fall off the hoist causing serious injury to people around the vehicle.

NOTE:

- This procedure will require 3 people.
1. Verify customer concern:
 - a. With one person in the vehicle, safely raise and support the vehicle so all wheels are off the ground.
 - b. Turn the ignition switch to the ON position (ENGINE OFF).
 - c. Apply parking brake to prevent the rear wheels from rotating.
 - d. Shift the selector lever to drive (D) position.
 - e. Depress accelerator pedal fully to engage electronic control coupling.
 - f. While depressing and holding the accelerator pedal, have 2 people try rotating both front tires by hand in the same direction.
 - g. If both front tires can be rotated, confirm rear propeller shaft operation.
 - If the rear propeller shaft DOES NOT rotate, go to STEP 2.
 - If the rear propeller shaft DOES rotate, diagnose further and repair as necessary. Refer to Workshop Manual section 03 - DRIVELINE / AXLE.
 2. Replace the transfer unit. Refer to Workshop Manual section 03-16 TRANSFER REMOVAL / INSTALLATION.
 3. Verify repair.

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CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical—including photocopying and recording and the use of any kind of information storage and retrieval system—without permission in writing.

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PART(S) INFORMATION

Part Number	Description	Qty.
AW21-27-500K-9U	Transfer unit	1

WARRANTY INFORMATION

NOTE:

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's Powertrain Limited Warranty term.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	AW
Symptom Code	92
Damage Code	9K
Part Number Main Cause	AW21-27-500K-9U
Quantity	1
Operation Number / Labor Hours	XXD1XXRX / 2.3 Hrs