



CSC-1005535-7382

April 2014

Power Transfer Unit Warranty Extension Program SSP 92 2010-2014 CX-9 AWD

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) to extend the warranty coverage for the repair of the power transfer unit (PTU) on certain 2010-2014 CX-9 all-wheel drive vehicles produced from July 28, 2009 through December 2, 2013.

The warranty coverage for applicable repair is extended to 7 years (84 months) from the original warranty start date or 90,000 miles, whichever comes first.

If you are a recipient of this notice, your vehicle is included in this warranty extension program.

What is the problem?

On some vehicles, when driving under high load or at high speeds, increased oil temperature inside the transfer unit may result in poor lubrication. Continued driving under these conditions may result in abnormal noise and transfer unit damage, and may cause PTU oil leakage. The warranty extension applies only to this condition.

What will Mazda do?

If your vehicle experiences this problem, your Mazda dealer will inspect your vehicle to verify the cause of the abnormal noise and/or oil leak. If necessary, the dealer will replace the PTU, **free of charge** during the terms of this warranty extension program.

The repair should take approximately three hours to complete. However, it may take longer depending on parts availability and the service workload at your Mazda dealership.

As a reminder, Mazda may provide alternate transportation when your vehicle is at an authorized Mazda dealership for a warranty repair. To be eligible for alternate transportation, your vehicle must be within the mileage and time limitations under the Mazda New Vehicle Limited Warranty or Powertrain Limited Warranty for 2007 and newer model years, and adhere to the Rental Car Reimbursement policy. Ask your dealer for details about the Mazda Rental Car Reimbursement Program.

What should you do?

If your vehicle is functioning normally, there is no need to contact your dealer. We suggest keeping this letter with the vehicle's warranty information booklet for future reference.

If your vehicle experiences abnormal noise and/or oil leak from the bottom of the vehicle, please make an appointment with a Mazda dealer to have the vehicle inspected.

What if you have already paid for the repair?

If you have already paid for the inspection, repair, or replacement of PTU due to abnormal noise and/or oil leak, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards.

Please complete the enclosed "Reimbursement Application Form," including 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 try our "Locate a Dealer" feature at 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 the enclosed prepaid *Information Change Card* as soon as possible. This enables us to update our records and notify the current owner. If you are a vehicle lessor receiving this notice, please take steps to ensure that this notice is forwarded to the lessee.

Still have questions?

If you have any questions regarding this program, please contact our Customer Experience Center at (800) 222-5500, option #6.

Your satisfaction is a priority for Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. Please accept our apology for any inconvenience this program may have caused you.

Sincerely,

Mazda North American Operations

REIMBURSEMENT PLAN

Requirements for Reimbursement

If you meet **all** of the following requirements, you are eligible to receive reimbursement under this plan:

1. You own or have owned a 2010-2014 CX-9 with AWD built between July 28, 2009 and December 2, 2013.
2. You have paid for the inspection, repair or replacement of power transfer unit (PTU) due to abnormal noise/oil leak concern prior to the launch of SSP92.
3. You have an original or legible copy of the paid repair order or invoice receipt showing:
 - Vehicle model and year, and vehicle identification number (VIN)
 - Your name and address at the time of repair
 - Description of the concern reported
 - Inspection, repair or replacement of PTU due to abnormal noise and/or oil leak concern
4. Mail this reimbursement application form with the applicable payment receipts in the enclosed envelope to:

Mazda North American Operations
Attn: Recall Reimbursement Dept
P.O. Box 57085
Irvine, CA 92619-7085

Procedure for Reimbursement Request

If your vehicle has had the PTU inspected, repaired, or replaced due to abnormal noise and/or oil leak concern prior to the launch of SSP92, you may apply for reimbursement by doing the following:

1. Complete the Reimbursement Application Form found on the reverse side of this page.
2. Mail the Reimbursement Application Form with a legible copy of the paid repair order and/or invoice using the enclosed envelope. Include any applicable payment receipts, i.e. credit card receipt, cancelled check, etc.
3. **Retain copies** of the paid repair order or invoice and this application form for your records.
4. You will be reimbursed for the amount you have paid for inspection, repair or replacement of PTU due to abnormal noise and/or oil leak concern.

If you wish to correspond with Mazda regarding this reimbursement plan, please write to the above address and refer to your vehicle identification number (VIN).

Any reimbursement application form that is incomplete, illegible, or sent without the legible copy of the paid repair order or invoice will be returned for completion. If Mazda has any questions concerning your application for reimbursement, you may be contacted. Please allow 6-8 weeks for processing.

REIMBURSEMENT APPLICATION FORM

2010-2014 CX-9 Power Transfer Unit Warranty Extension Program –SSP92

(Please type or print)

Name: _____
 First Middle Last

Address: _____
 Street Address

 City State Zip Code

Home: _____
Phone Number: Work: _____

Vehicle Identification Number (VIN): _____
 (17 digits in length)

Total Amount of Reimbursement Requested: _____
 Dollars Cents

INSTRUCTIONS FOR GENERAL RELEASE DESCRIBED BELOW:

- Please read thoroughly
- Fill in vehicle identification number
- Sign the General Release (below)

General Release

I am submitting to Mazda Motor Corporation (“Mazda”) a claim for reimbursement for inspection, repair or parts replacement performed to date in connection with abnormal noise and/or oil leak from power transfer unit. The vehicle identification number (VIN) is:

VIN: _____

In exchange for Mazda’s payment of that claim, I hereby release Mazda, its agents, and its related entities from all claims for such inspection/repair costs. This release shall benefit Mazda and its authorized agent Mazda North American Operations, its regions/distributors (foreign and domestic), its authorized dealerships, and all their respective directors, officers, agents, employees, divisions, subsidiaries, and affiliated companies. This release shall bind my heirs, successors and assigns.

Dated: _____ Signed: _____

(SEE REVERSE SIDE FOR REIMBURSEMENT PLAN DETAILS)