



CSC-10055545-7261

April 2014

Power Brake Unit Warranty Extension Program SSP 93 2007-2013 Mazda CX-9

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) to extend the warranty coverage for the specific repair of vacuum power brake booster units on 2007-2013 Mazda CX-9 vehicles produced from October 24, 2006 through April 26, 2013.

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

If your vehicle has already exceeded 90,000 miles or 7 years, this coverage will continue through March 31, 2015. Coverage is automatically transferred to subsequent owners.

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

What is the problem?

Some 2007-2013 CX-9 vehicles may exhibit a condition that the brake pedal is harder than usual to depress. An air leakage (hissing) sound may be heard from the driver-side foot area during braking. The diaphragm inside the power brake unit may be deteriorated after continuous use under high ambient temperatures, causing small cracks in the rubber of the diaphragm and less vacuum generation than usual. The warranty extension applies only to this condition.

What will Mazda do?

If your vehicle experiences this problem, your Mazda dealer will replace the power brake unit **free of charge** during the terms of this warranty extension program.

The repair should take approximately two 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 this problem, please make an appointment with a Mazda dealer to have the vehicle repaired as necessary.

What if you have already paid for the repair?

If you have already paid for power brake unit replacement due to internal deterioration, 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 2007-2013 CX-9 built between October 24, 2006 and April 26, 2013.
2. You have paid for vacuum power brake booster unit replacement prior to the launch of SSP93.
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
 - Power brake unit replacement
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 power brake unit replaced prior to the launch of SSP93, 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 power brake unit replacement.

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.

