



SB-10055545-6757

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

DATE: March 2014

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

Mazda Motor Corporation is extending the warranty coverage for specific repairs for vacuum power brake booster units on 2007-2013 CX-9 vehicles produced from October 24, 2006 through April 26, 2013.

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

If a vehicle has already exceeded 90,000 miles or 7 years, this coverage will continue through March 31, 2015.

Some 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. Dealers should install a new, improved power brake unit. Please refer to Attachment I for details.

This is a warranty extension for the specified repair only. Inspection and replacement of non-failed parts will not be eligible for reimbursement to the dealer or customer. This program extends the warranty period for actual failures due to defects in workmanship or materials in accordance with Mazda Warranty Policy and Procedures.

Owners of subject vehicles will be notified by first class mail beginning April 4, 2014.

This package contains important information about SSP 93:

Attachment I	Parts and Service Information
Attachment II	Repair Information
Attachment III	Owner Notification Letter & Reimbursement Form

The attached information was emailed to your Service Department and is also available on eMDCS and MS3 (Mazda Service Support System) websites via MXConnect.

For technical assistance, call the Technical Assistance Hotline at (888) 832-8477, Option 3 for an English speaking Hotline Specialist, Option 4 for a Spanish speaking Hotline Specialist.

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.

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Please make certain the appropriate personnel in your dealership are familiar with the details of this warranty extension before responding to customer inquiries. Your understanding and support are greatly appreciated.

Sincerely,

A handwritten signature in black ink, appearing to read "S. Takahashi". The signature is fluid and cursive, with a large initial "S" and a long, sweeping underline.

Satoshi Takahashi
Director, Technical Services Division
Mazda North American Operations

WARRANTY EXTENSION

For 2007-2013 CX-9 vehicles, the warranty coverage for specific power brake repairs is extended to 7 years (84 months) from the original warranty start date or 90,000 miles, whichever comes first.

- For repairs performed between March 31, 2014 and March 31, 2015, the warranty coverage is temporarily extended to unlimited time and mileage.
- For repairs performed after March 31, 2015, the warranty coverage will revert to 7 years (84 months) from the original warranty start date or 90,000 miles.

CONDITION OF CONCERN

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 in 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.

Dealers are instructed to replace the power brake unit.

SUBJECT VEHICLES

Model	Affected VIN ranges	Build Date Range
2007-2013 CX-9	JM3 TB**** 70 100082 – 121105 JM3 TB**** 80 121110 – 164252 JM3 TB**** 90 164253 – 181258 JM3 TB**** A0 200005 – 238710 JM3 TB**** B0 300004 – 333120 JM3 TB**** C0 333121 – 369269 JM3 TB**** D0 400004 – 420559	October 24, 2006 through April 26, 2013

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

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail on April 4, 2014. Owners are advised they do not need to bring their vehicle to a dealer if it is functioning normally. Refer to the owner letter and reimbursement form in Attachment III.

PARTS INFORMATION

Part Number	Description	Quantity
TDY1-43-80ZA	Power Brake Unit	1
L232-66-490A	Brake Switch	1
5555-BK-001	Brake Fluid	1 Liter

WARRANTY CLAIM PROCESSING INFORMATION

NOTE:

- For power brake unit replacement on the CX-9 vehicles repaired **within** the New Vehicle Limited Warranty period, normal warranty claims should be submitted. **Do not** submit a claim with either a Process Number or the XXK5PARX labor operation below.
- This Warranty Information is applicable only to the CX-9 vehicles **beyond** the New Vehicle Limited Warranty period and the power brake unit is replaced due to internal deterioration.

CX-9 vehicles beyond the New Vehicle Limited Warranty period of 3 years/36,000 miles:

	Replacement of Power Brake Unit
Process Number	AE004A
Symptom Code	99
Damage Code	99
Causal Part No. & Quantity	TDY1-43-80ZA / 1 pc
Related Part No. & Quantity	Brake Switch L232-66-490A / 1 pc Brake Fluid 5555-BK-001 / 1 liter
Labor Operation No.	XXK5PARX
Labor Hours	2.0 hrs.
Period Covered	Over New Vehicle Limited Warranty period, and Within 7 years/90,000 miles (140,000 km)

RENTAL CAR INFORMATION

Mazda will authorize rental and service loaner vehicles on a limited basis. We are requesting dealer understanding and partnership regarding rental and loaner vehicle utilization. ***Please make every effort to utilize alternative transportation solutions in place of rental use.***

Rental Car Warranty Claim Information

	Rental Agency Vehicle	Dealer Loaner Mazda Car Fleet Vehicle
Warranty Type Code	A	A
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause	5555-SS-P93R	5555-SS-P93L
Part Quantity	0	Number of days loaner car was used Mazda pays \$35.00/day
Labor Operation Code	MM024XRX	MM024XRX
Labor Hours	0.0	0.0
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 car	
Sublet Text	Number of days rental car was supplied to customer	

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 IS APPLICABLE TO SSP93

1. Verify the vehicle is within the following ranges:

Model	Affected VINs	Build Date Range
2007-2013 CX-9	JM3 TB**** 70 100082 – 121105 JM3 TB**** 80 121110 – 164252 JM3 TB**** 90 164253 – 181258 JM3 TB**** A0 200005 – 238710 JM3 TB**** B0 300004 – 333120 JM3 TB**** C0 333121 – 369269 JM3 TB**** D0 400004 – 420559	October 24, 2006 through April 26, 2013

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

- If the vehicle is within the above ranges, go to Step 2.
- If the vehicle is not within the above ranges, SSP93 is not applicable.

2. Perform a Warranty Vehicle Inquiry using your eMDCS System.

eMDCS System – Warranty Vehicle Inquiry Results:

If eMDCS displays:	Action to perform:
SSP93 OPEN	Proceed to “Repair Procedure” only if the vehicle exhibits the braking concern related to this SSP93.
SSP93 EXPIRED	Vehicle is outside the warranty time limitation.
SSP93 is not displayed	SSP93 does not apply to this vehicle.

Note: This is a warranty extension program. Application of a campaign label is not necessary.

REPAIR PROCEDURE

Please refer to Attachment II.

A. DESCRIPTION

Some 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.

The durability of the diaphragm has been improved for the vehicle usage in high ambient temperatures.

B. VEHICLE INSPECTION PROCEDURE

1. Verify that the vehicle is within one of the following VIN ranges:

Model	VIN Range	Production Date Range
2007-2013 CX-9	JM3TB*****70 100082 - 121105	From October 24, 2006 through April 26, 2013
	JM3TB*****80 121110 - 164252	
	JM3TB*****90 164253 - 181258	
	JM3TB*****A0 200005 - 238710	
	JM3TB*****B0 300004 - 333120	
	JM3TB*****C0 333121 - 369269	
	JM3TB*****D0 400004 - 420559	

- If the vehicle is within one of the above VIN ranges, proceed to step 2.
- If the vehicle is not within one of the above VIN ranges, SSP93 is not applicable.

2. Perform a Warranty Vehicle Inquiry using your eMDCS System.

eMDCS System - Warranty Vehicle Inquiry Results:

If eMDCS displays:	Action to perform:
SSP93 OPEN	Proceed to "C. REPAIR PROCEDURE"
SSP93 EXPIRED	Vehicle is outside the warranty time limitation.
SSP93 is not displayed	SSP93 does not apply to this vehicle.

C. REPAIR PROCEDURE

1. Replace the power brake unit with a modified one according to the instructions on MS3 online of the Workshop Manual (section 04-11 POWER BRAKE UNIT REMOVAL/INSTALLATION).

NOTE: Be sure to replace the brake switch with a new one during the repair.

2. Verify the repair.



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.

