



## MAZDA DEALER EMAIL

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January 6, 2022

**Attention:** Mazda General, Parts and Service Managers

**Subject:** Dealer Rework (DRW) 44 – 2022MY CX-9 White Particle Contamination on Vehicle

**Concern Outline:**

On certain subject 2022MY CX-9 vehicles, there may be atmospheric fallout (white particles/contamination) on the body surface.



**Action Required:**

There are 685 affected vehicles arriving shortly to dealers that must be inspected for these spots. The affected dealer inventory will be posted by end of day January 7, 2022 and all VIN's will show "Open" status. Only the potentially affected vehicles will display DRW44 in eMDCS Warranty Vehicle Inquiry.

This DRW must be performed before the vehicle is sold and is a requirement for a New Car Ready Claim. The warranty claim for this DRW should be entered as soon as possible, but the vehicle can be sold as long as the repair is completed. The warranty claim can be entered at a later date but no more than 7 days per warranty policy. The affected VIN list including dealer inventory, Repair Procedures and Warranty information will be posted on Mazda Global Service Support (MGSS) by end of day January 7, 2022.

**Affected Vehicle VIN Range:**

Model	Subject VIN range	Subject build date range
2022MY CX-9	JM3TC**** N0 600002 – 603015	From November 2, 2021 through November 26, 2021

The asterisk symbol "\*" can be any letter or number.

**Number of subject vehicles:**

Country	Subject vehicles
USA	685

**Outline of Repair:**

**Perform a visual inspection on the entire surface of the vehicle upon arrival at the dealer. If white spots from contamination are found on the body surface, wash the vehicle using specific instructions according to the Repair Procedure documents.**

We apologize for any inconvenience this Dealer Rework may cause you and your customers. Your understanding and support in carrying out this campaign is greatly appreciated.

If you have any questions regarding this DRW, please contact Dealer Recall Help on OneMazda > Warranty, Recall and Service Tools or contact the Mazda Warranty Department at [warrantydept@mazdausa.com](mailto:warrantydept@mazdausa.com)

Sincerely,

Travis Young  
Manager, Recalls, Technical Services Division  
Mazda North American Operations

## DRW44 – CX-9 White Contamination on Body Surface

**Condition of Concern:** White contamination from atmospheric fallout may be adhering to the vehicle body. The spots remain after rinsing the vehicle with water. (White residue remains even after the surface contamination can be removed)

### A. Outline of Repair:

- 1) Perform visual inspection for entire surface of the vehicle.
- 2) If white spots from contamination are found on the body surface, remove them as outlined below.
  - a) Wet vehicle with warm water over the affected surfaces.
  - b) Remove the white spots using a soft cloth (such as microfiber) soaked in warm water.
  - c) Wash the affected area of body surface using car shampoo of PH 7 or lower (mild acidity).
  - d) Confirm that no traces of white contamination remain on the body surface.
  - e) Finish by washing the entire vehicle.
  - f) Once dried, final check that no spots remain on the vehicle.

Example of Spots on vehicle



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## B. Repair Procedure

### Required Supplies

- High-pressure washing machine or car wash hose (Hot water recommended)
- Ladder (for roof and front center glass)
- Wash Bucket
- Soft Cloth, flannel-like or microfiber cloth that will not damage automobile paint
- Check the MSDS Sheet for car wash soap used at your dealer. Use a commercially available, high-quality car wash shampoo with a PH of 7.0 or less – Such as Mothers California Gold Car Wash (pH 6.0-6.5) or similar.
- Fine texture car washing sponge

**CAUTION:** Always wear eye protection. Also, areas of the vehicle with white protective covering should not be damaged, but inspect those areas as usual when the vehicle is delivered.

1. Raise the front wipers - Be careful not to scratch the body when you raise the wipers



2. Use a high-pressure washer to remove the dust and dirt on the vehicle surface. Soak the vehicle with plenty of water, spraying water on the body thoroughly so that the entire vehicle is wet.



3. Soak the fine-texture car wash sponge with water (DO NOT squeeze out water). Gently wipe the vehicle to remove white contamination.
  - a. Soak the sponge with water frequently
  - b. Do not have to rub very hard
  - c. Do not touch the vehicle unnecessarily



4. Soak the car wash sponge with plenty of water and car wash shampoo. Don't spray shampoo on a body directly.
  - a. Continue washing the spots with shampooed sponge lightly until the white residue is removed
  - b. Don't put too much effort, work in a polishing motion while checking for removal of the residue
  - c. Pay extra attention in cleaning the glass and horizontal surfaces (such as roof & hood) as well as vertical surfaces



5. Rinse off the shampoo from the vehicle with a high-pressure washing machine. Make sure all of the body crevasses are flushed out so no shampoo remains.
6. Confirm that the white spots contamination of the vehicle is eliminated
  - a. If the residue still remains, repeat steps 3 to 5 for the areas that still have white residue.

**END OF REPAIR PROCEDURE**

**CONDITION OF CONCERN**

On the subject vehicles, atmospheric fallout (white particles/contamination) may be adhering on the body surface.

**SUBJECT VEHICLES**

Model	Subject VIN range	Subject build date range
2022MY CX-9	JM3TC**** N0 600002 – 603015	From November 2, 2021 through November 26, 2021

The asterisk symbol "\*" can be any letter or number.

**WARRANTY CLAIM PROCESSING INFORMATION**

	Inspection only	Inspection & White particles removal
Process Number	AM045A	AM045A
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause	7777-SP-T46	7777-SP-T46
Quantity	0	0
Labor Operation Number	XXT8RXCX	XXT8SXRX
Labor Hours	0.2 hrs.	Actual time, up to 1.0 hr. (*)

Note: To remove white particles from vehicle body surface, the maximum actual time allowable is 1.0 hour.

**OUTLINE OF REPAIR**

- 1) Perform visual inspection for entire surface of the vehicle.
- 2) If white spots from contamination are found on the body surface, remove them as outlined below.
  - a) Wet vehicle with warm water over the affected surfaces.
  - b) Remove the white spots using a soft cloth (such as microfiber) soaked in warm water.
  - c) Wash the affected area of body surface using car shampoo (mild acidity).
  - d) Confirm that no traces of white contamination remain on the body surface.
  - e) Finish by washing the entire vehicle.
  - f) Once dried, final check that no spots remain on the vehicle.