



TO: Mazda Dealership General Managers, Service Managers, and Parts Managers
DATE: May 12, 2017 (Updated)
SUBJECT: 2010-2015 CX-9 AWD - Abnormal Noise & Oil Leak from Power Transfer Unit Warranty Extension Program – Special Service Program (SSP) 92 -Extended

In relation to on-going warranty extension program SSP92 (effective from April 2014), which extended the warranty coverage for power transfer unit (PTU) replacement on certain 2010-2014 CX-9 vehicles with AWD, **Mazda Motor Corporation has decided to additionally include certain 2014-2015 CX-9 vehicles in this SSP92.**

The warranty coverage for specific repair of power transfer unit (PTU) on certain 2014-2015 CX-9 vehicles with AWD and produced from December 3, 2013 through September 10, 2015 is also extended to 7 years (84 months) from the original warranty start date or 90,000 miles, whichever comes first.

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 create abnormal noise, damage to the transfer unit, and oil leakage. Dealers are instructed to replace the PTU. This warranty extension program only applies to the PTU replacement due to such conditions.

For SSP92 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.

Customers of subject vehicles for the above SSP are expected to be notified by first class mail beginning June 1, 2017.

To help you effectively perform this Special Service Program (SSP) 92, Mazda has developed the following resources:

1. Parts and Warranty Information, Repair Procedure, Customer Letter are available on MGSS (Mazda Global Service Support) website via MXConnect.
2. Parts and Warranty information is also available on eMDCS.
3. For technical assistance, contact the Technical Assistance Hotline at (888) 832-8477, Option 3.
4. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.

5. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626, Option 2.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this warranty extension program before responding to customer inquiries.

We apologize for any inconvenience this SSP92 may cause you and your customers. Your understanding and support in carrying out this SSP Warranty extension are greatly appreciated.

Sincerely,

Akira Ikemoto
Director, Technical Services Division Mazda North American Operations



xxxx 2017

**Power Transfer Unit Warranty Extension Program SSP 92
2014-2015 CX-9 AWD**

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) to extend the New Vehicle Powertrain Limited Warranty (Normal Warranty Coverage) for the repair of the power transfer unit (PTU) on certain 2014-2015 CX-9 all-wheel drive vehicles produced from December 3, 2013 through September 10, 2015.

The New Vehicle Limited Warranty (Normal 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/or 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 five hours to complete. However, it may take longer depending on parts availability and the service workload at your Mazda dealership.

Mazda will provide alternate transportation if needed, when your vehicle is at an authorized Mazda dealership for this repair. Schedule an appointment with an authorized Mazda dealer so they can discuss and accommodate your needs.



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.

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

WARRANTY EXTENSION

For certain 2014-2015 CX-9 AWD vehicles, the warranty coverage for power transfer unit (PTU) replacement is extended to 7 years (84 months) from the original warranty start date or 90,000 miles, whichever comes first.

CONDITION OF CONCERN

On some vehicles, when driving under high load or at high speeds, increased oil temperature inside the transfer unit may result in poor lubrication. The transfer needle bearing may move from its normal position and create interference. Continued driving under these conditions will cause the needle bearing to break, creating abnormal noise, damage to the PTU case and/or oil leakage. Dealers are instructed to replace the power transfer unit (PTU).

SUBJECT VEHICLES

Model	VIN Range	Build Date Range
2010-2015 CX-9	JM3 TB3*** A0 200006 – 238710 JM3 TB3*** B0 300005 – 333118 JM3 TB3*** C0 333123 – 369269 JM3 TB3*** D0 400004 – 425225 JM3 TB3*** E0 425233 – 447150 JM3 TB3*** F0 447151 – 469888	From July 28, 2009 through September 10, 2015

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

OWNER NOTIFICATION

Mazda notified U.S. owners of certain 2010-2014 CX-9 vehicles on April 4, 2014. For certain 2014-2015 CX-9 vehicles additionally subjected to this SSP92, Mazda will notify U.S. owners by first class mail on June 1 2017.

- Owners will be advised that they do not need to bring their vehicle to a dealer if it does not exhibit the affected conditions.
- Owners will also be advised that any previous repair on the PTU due to abnormal noise and/or oil leak concern will be eligible for reimbursement if the repair was performed at owner’s expense.

Refer to the owner letter and reimbursement form available on MGSS.

PARTS INFORMATION

Description	Part Number	Quantity	Note
Transfer	AW21-27-500R	1	
Gasket	CY01-40-305A	1	
Gasket	AJ17-40-305	1	For rear of middle pipe
Exhaust Pipe Gasket	CY01-40-306	1	For front of middle pipe
Converter Gasket	CY01-40-450	1	
Seal Ring	CA01-40-581	1	
Joint Shaft Clip	H010-25-421A	1	

WARRANTY CLAIM PROCESSING INFORMATION

NOTE:

- For PTU replacement on the CX-9 vehicles repaired **within** the Powertrain Limited Warranty period, normal warranty claims should be submitted. Do not submit a claim with either a Process Number or the XXK5NXX labor operation below.
- This Warranty Information is applicable only to the CX-9 vehicles **beyond** the Powertrain Limited Warranty period and the PTU is replaced due to abnormal noise and/or oil leak.

CX-9 vehicles beyond the Powertrain Limited Warranty period of 5 years/60,000 miles:

	PTU Replacement
Process Number	AE003A
Symptom Code	99
Damage Code	99
Part Number Main Cause & Quantity	AW21-27-500* / 1 pc
Related Part Number & Quantity	CY01-40-305A / 1 pc AJ17-40-305 / 1 pc CY01-40-306 / 1 pc CY01-40-450 / 1 pc CA01-40-581 / 1 pc H010-25-421A / 1 pc
Labor Operation & Labor Hours	XXK5NXX / 2.2 hrs.
Period Covered	Over Powertrain Limited Warranty period, and Within 7 years/90,000 miles (140,000 km)

RENTAL CAR INFORMATION

Mazda recommends the usage of the MCVP loaner vehicle when available. If all MCVP loaner vehicles are in use and unavailable, and the customer needs a rental car, then use your local rental facility and offer a rental car. Be sure that every effort is made to repair the car within one business day or less in order to allow the next customer the same experience.

Rental Car Warranty Claim Information

	MCVP Vehicle Preferred	Rental Agency Vehicle
Warranty Type Code	MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main Cause		5555-SS-P92R
Part Quantity		0
Labor Operation Code		MM024XRX
Labor Hours		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 SSP92

1. Verify the vehicle is within the following ranges:

Model	VIN Range	Build Date Range
2010-2015 CX-9	JM3 TB3*** A0 200006 – 238710 JM3 TB3*** B0 300005 – 333118 JM3 TB3*** C0 333123 – 369269 JM3 TB3*** D0 400004 – 425225 JM3 TB3*** E0 425233 – 447150 JM3 TB3*** F0 447151 – 469888	From July 28, 2009 through September 10, 2015

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, SSP92 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:
SSP92 OPEN	Proceed to “Repair Procedure” of SSP92 only if the vehicle exhibits abnormal noise and/or oil leak from transfer case.
SSP92 EXPIRED	Vehicle is outside the warranty time limitation.
SSP92 is not displayed	SSP92 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 [Repair Procedure document on MGSS](#).

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 2014-2015 CX-9 with AWD built between December 3, 2013 and September 10, 2015. Located on the vehicle sticker on the pillar between the front and rear driver's side doors.
Please do not send your title or registration, as these are NOT required.
2. You have paid for the inspection, repair or replacement of power transfer unit (PTU) due to abnormal noise/oil leak concern **Prior to** receiving notice of this program (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.

(SEE REVERSE SIDE FOR REIMBURSEMENT PLAN DETAILS)