



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

DATE: March 2014

**SUBJECT: 2010-2014 CX-9 AWD Abnormal Noise & Oil Leak from Power Transfer Unit
Warranty Extension Program – Special Service Program (SSP) 92**

Mazda Motor Corporation is extending the warranty coverage for power transfer unit (PTU) replacement on certain 2010-2014 CX-9 vehicles with AWD and produced from July 28, 2009 through December 2, 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.

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 the transfer unit, and oil leakage. Dealers are instructed to replace the PTU. Please refer to Attachments I and II 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 92:

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 certain 2010-2014 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	Affected VIN ranges	Build Date Range
2010-2014 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 – 431751	July 28, 2009 through December 2, 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

Description	Part Number	Quantity	Note
Transfer	AW21-27-500N-9U	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	AW21-27-500N-9U / 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 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 Car Fleet Vehicle
Warranty Type Code	A	A
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause	5555-SS-P92R	5555-SS-P92L
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 SSP92

1. Verify the vehicle is within the following ranges:

Model	Affected VINs	Build Date Range
2010-2014 CX-9 with AWD	JM3 TB3*** A0 200006 – 238710 JM3 TB3*** B0 300005 – 333118 JM3 TB3*** C0 333123 – 369269 JM3 TB3*** D0 400004 – 425225 JM3 TB3*** E0 425233 – 431751	July 28, 2009 through December 2, 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, SSP92 is not applicable.

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

eMDCS System – Vehicle Status 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 Attachment II.

2010-2014 CX-9 AWD - TRANSFER - NEW REMOVAL / INSTALLATION PROCEDURE - SSP92

A. DESCRIPTION

If replacement of the complete transfer is necessary, use the following new removal and replacement procedure. It is no longer necessary to disconnect the left or right tie rod ends.

The workshop manual and the SRT manual will be revised to reflect the new repair procedure.

B. VEHICLE INSPECTION PROCEDURE

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

Model	VIN Range	Production Date Range
2010-2014 CX-9 with AWD	JM3TB*****A0 200006 - 238710	From July 28, 2009 through December 2, 2013
	JM3TB*****B0 300005 - 333118	
	JM3TB*****C0 333123 - 369269	
	JM3TB*****D0 400004 - 425225	
	JM3TB*****E0 425233 - 431751	

- If the vehicle is within one of the above ranges, proceed to step 2.
- If the vehicle is not within one of the above ranges, SSP92 is not applicable.

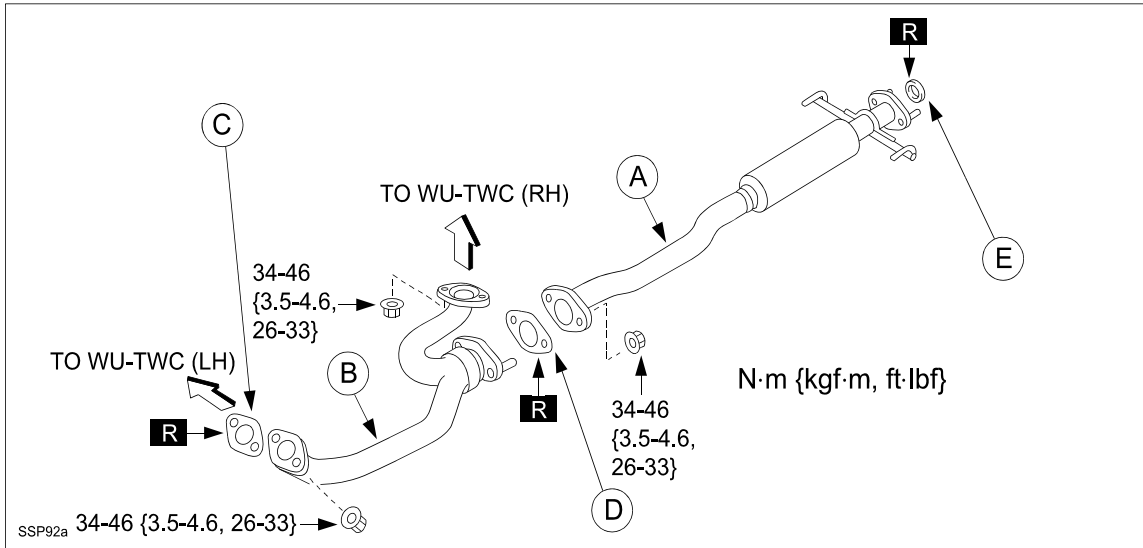
2. Perform a Warranty Vehicle Inquiry using your eMDCS System.

eMDCS System - Warranty Vehicle Inquiry Results:

If eMDCS displays:	Action to perform:
SSP92 OPEN	Proceed to "C. REPAIR PROCEDURE" only if the vehicle exhibits abnormal noise and/or oil leaks from the transfer.
SSP92 EXPIRED	Vehicle is outside the warranty time limitation.
SSP92 is not displayed	SSP92 does not apply to this vehicle.

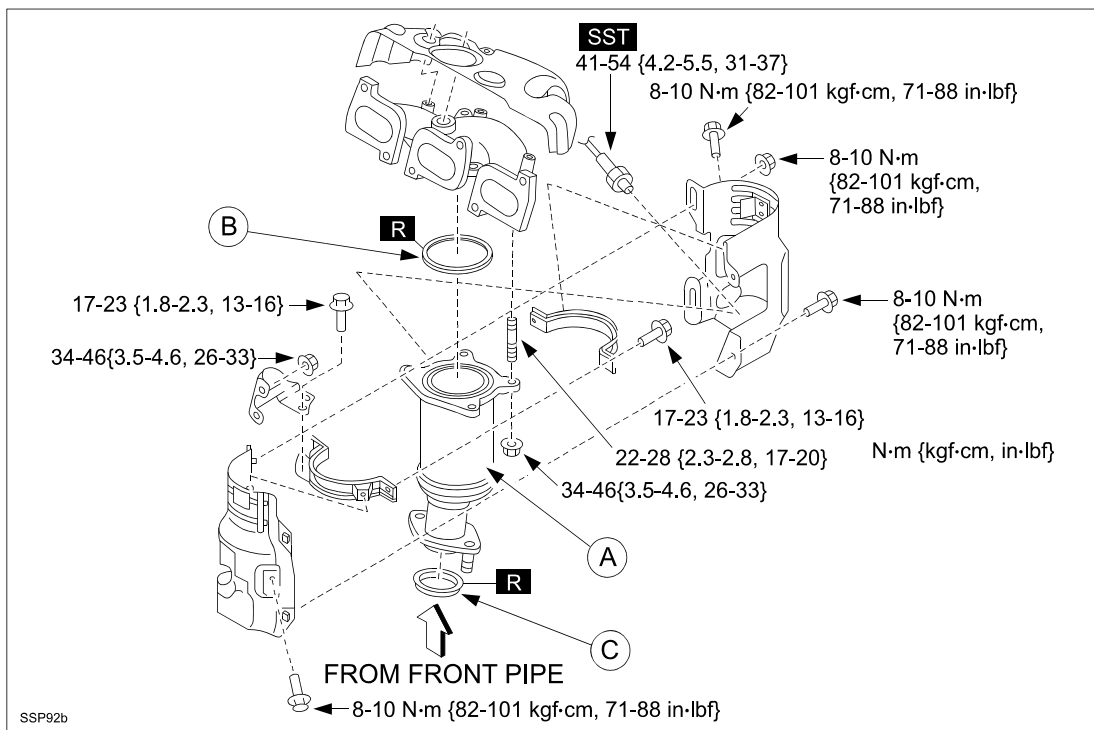
C. REPAIR PROCEDURE

1. Disconnect the negative battery cable.
2. Disconnect the HO2S (RH) connector according to the instructions on MS3 online or the Workshop Manual (section 01-40 HEATED OXYGEN SENSOR (HO2S) REMOVAL/INSTALLATION [MZI-3.7]).
3. Remove the middle pipe (A), then remove the front pipe (B).
4. Discard / replace all gaskets: (C) CY01-40-305A, (D) CY01-40-306 and (E) AJ17-40-305



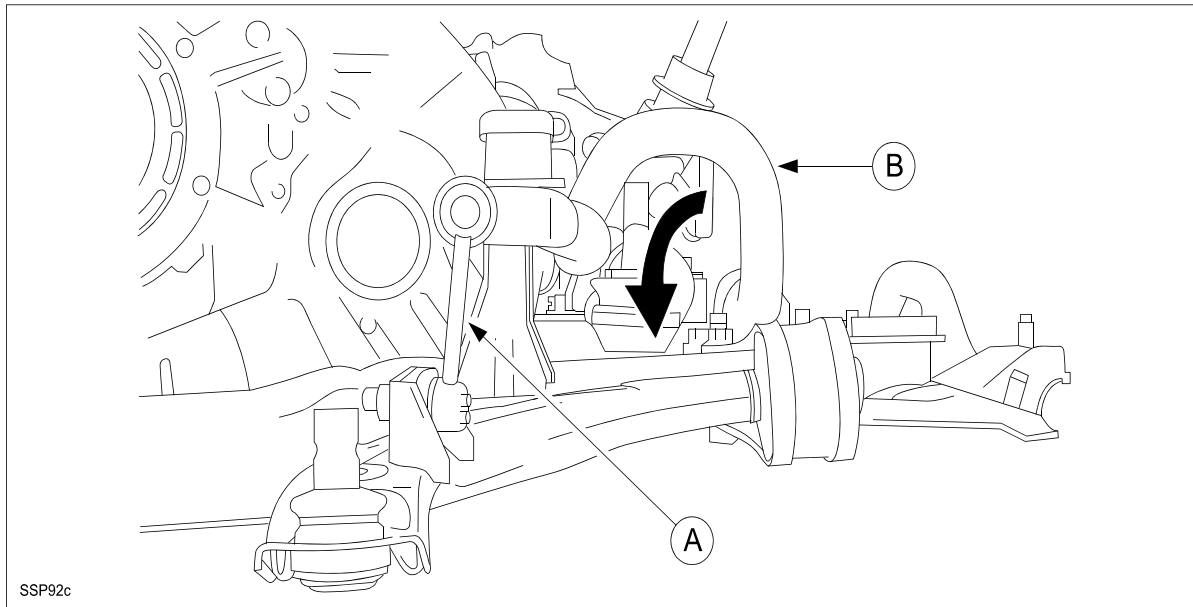
5. Remove the right front tire.
6. Remove the WU-TWC bracket (RH) and WU-TWC (RH) (A) according to the instructions on MS3 online or the Workshop Manual (section 01-15 EXHAUST SYSTEM REMOVAL/INSTALLATION).

Converter Gasket (B) CY01-40-450, Ring Seal (C) CA01-40-581

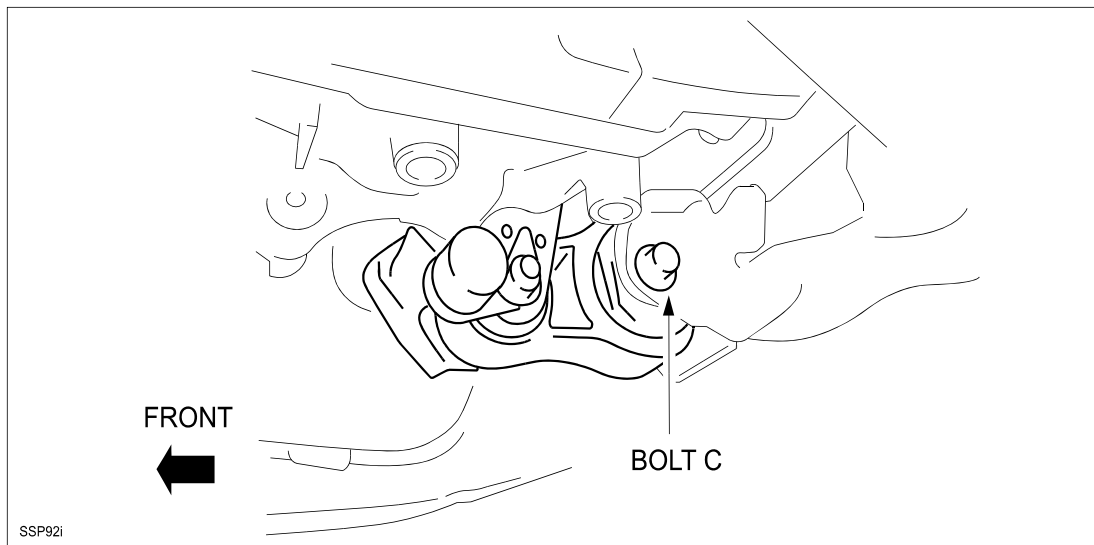


ATTACHMENT II
SSP92

7. Disconnect the left and right side stabilizer control links (A), then rotate the front stabilizer (B) to forward to provide space from the side.

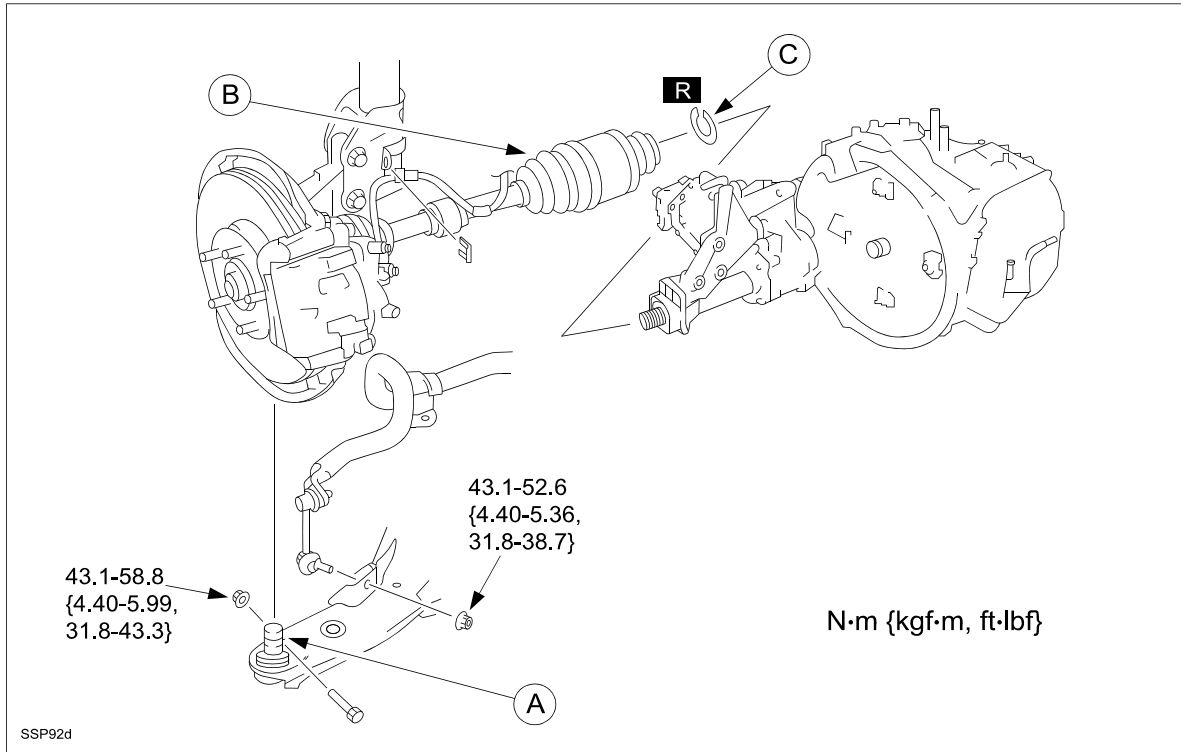


8. Remove the No. 1 engine mount bolt (C).



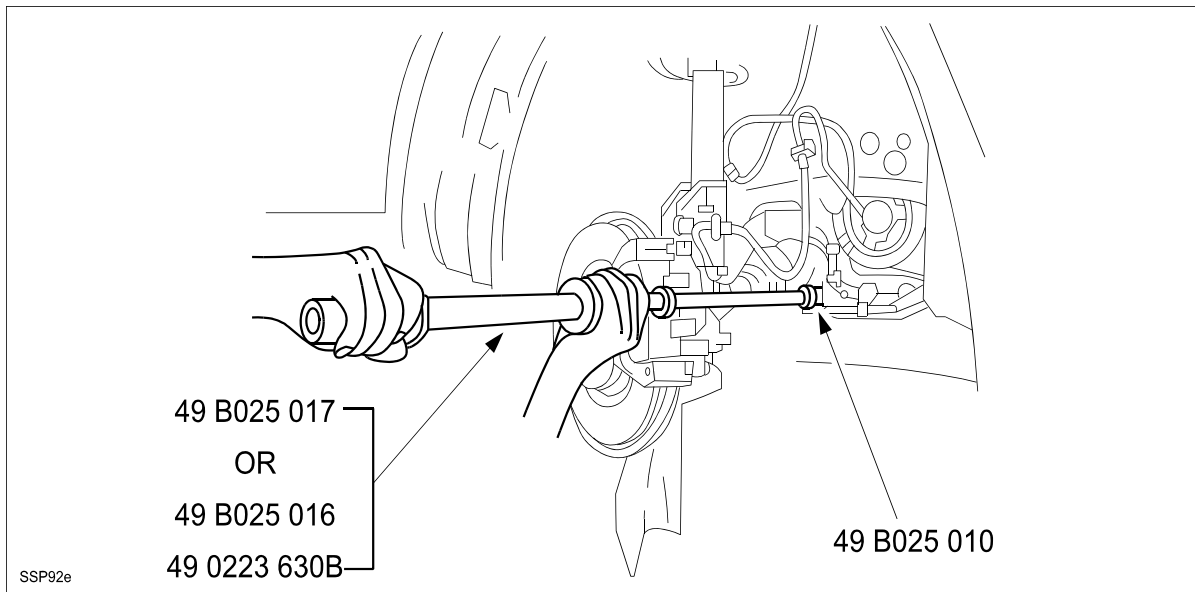
9. Remove the transfer installation bolts.
10. Push the engine forward so that the front side of the transfer faces downward, then remove the transfer.

11. Disconnect the front lower arm ball joint (RH) (A).



12. Separate the right side drive shaft (B) from the joint shaft using the SSTs shown below.

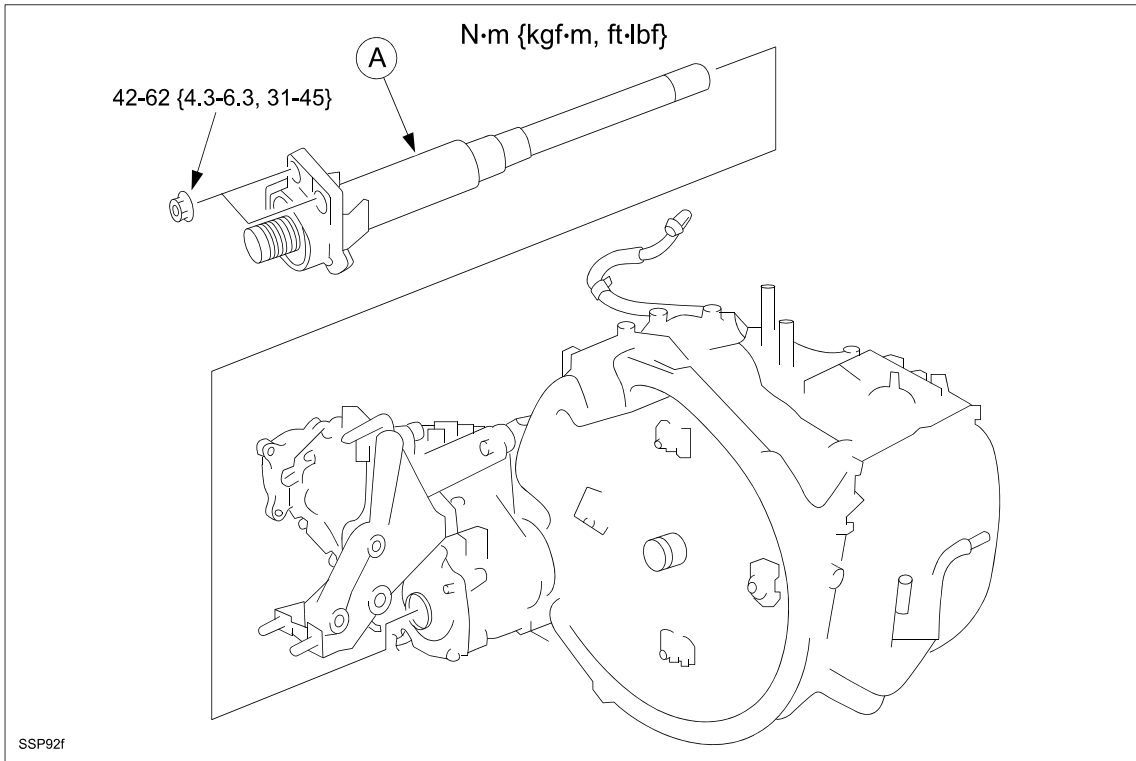
13. Discard / replace the joint shaft clip (C) H010-25-421A.



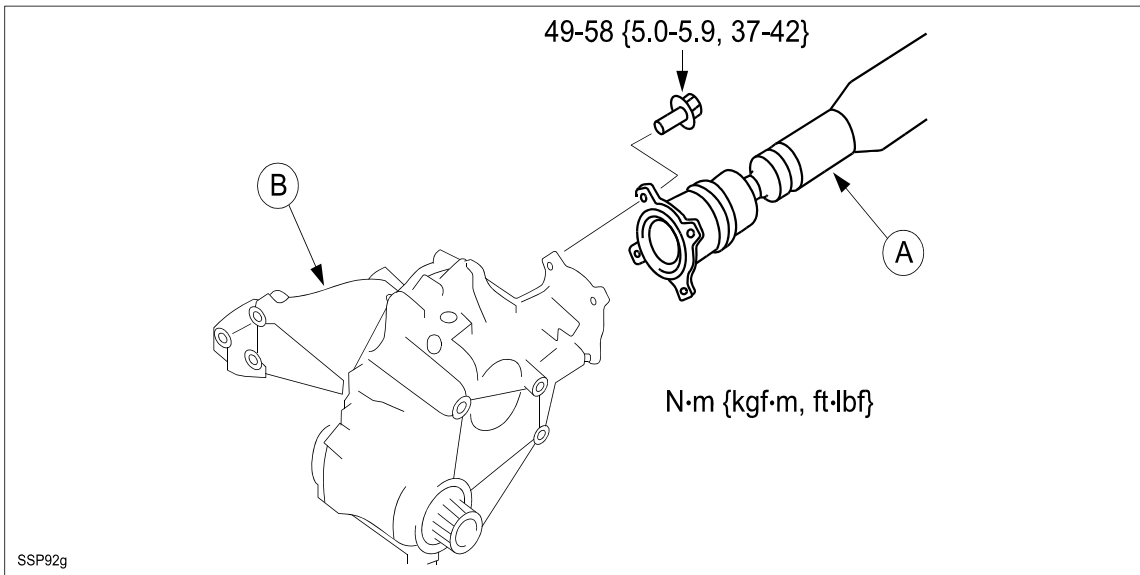
14. Remove the joint shaft (A).
 - a. Remove the nuts from the joint shaft.
 - b. Pull the joint shaft straight out.

NOTE:

- Always replace the transfer deflector and dust seal with new ones when the joint shaft is removed.
- A new deflector and dust seal are included with the transfer.

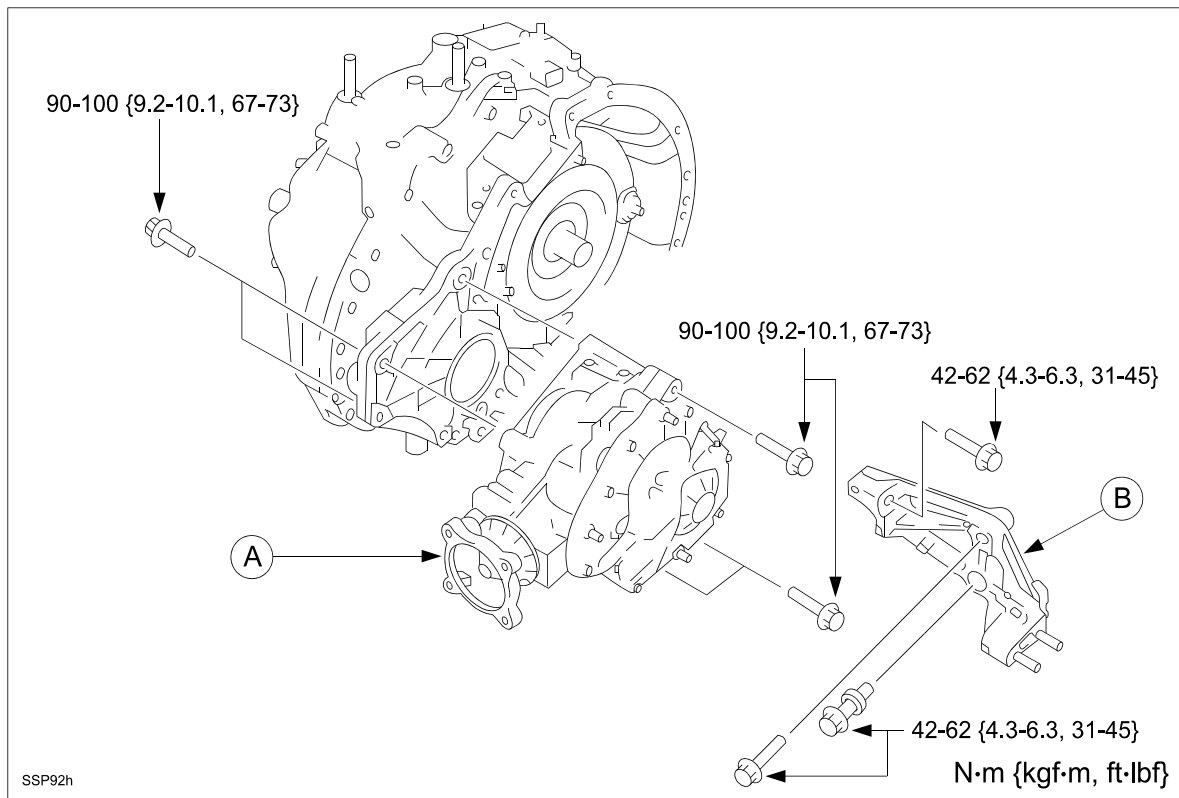


15. Disconnect the propeller shaft (A) from the transfer (B).



16. Remove the transfer according to the instructions on MS3 online or the workshop manual (section 03-16 TRANSFER REMOVAL/INSTALLATION).

Transfer (A), transfer bracket (B)



17. Install in the reverse order of removal.

CAUTION: Make sure to follow the “Installation Note” for each part installed.

18. Verify the repair by warming up the engine and transaxle, then inspect for oil leaks and proper transfer operation.

NOTE: If any damage is present on the output shaft of the transmission, take photos documenting the damage and contact the Technical Assistance Hotline at (888) 832-8477, for review and authorization of the related damage repairs.



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.

