



TO: Mazda Dealership General Managers, Service Managers, and Parts Managers
DATE: May 18, 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 (end of mass-production) 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 will 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