



SB-1005535-4552

Mazda North American Operations

Electronic Field Communication

Information

eFC Number: eFC-I-13-00513

Date: Monday, March 31, 2014

Subject: Special Service Programs SSP92 and SSP93

Originating

Name: Sharon Kaplan

Dept: Technical Services Division

Email ID: skaplan@mazdausa.com

Phone: 949-442-6502

Summary: Announcing the launch of two new warranty extension campaigns:

1. SSP92 - 2010-2014 CX-9 AWD Abnormal Noise & Oil Leak from Transfer
2. SSP93 – 2007-2013 CX-9 Power Brake Unit

See Also eFC Number(s):

, , , , ,

Dealer Communication: Yes

Date Dealer Communication to be sent: 3/31/14

Additional Contacts: Darrel Chin, Jason Fenton

eFC Type:

Concur:

Sales Operations:

Aileen Sperber

Fixed Operations:

Communication:

This communication is to notify you of upcoming Special Service Programs SSP92 and SSP93.

SSP92: The warranty coverage for power transfer unit (PTU) replacement on certain 2010-2014 CX-9 AWD vehicles is extended to 7 years (84 months) from the original warranty start date or 90,000 miles, whichever comes first.

SSP93: The warranty coverage for specific repairs for vacuum power brake booster units on 2007-2013 CX-9 vehicles is 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.

The owner mailings for both SSPs will take place on Friday, April 4, 2014.

The attached dealer email will be sent to all dealers upon release of this eFC.



Addressees – Check appropriate division, department, region or position

Corporate Distribution Lists		Corporate Distribution Lists		Region Distribution Lists	
Executive Committee	<input checked="" type="checkbox"/>	Audit	<input type="checkbox"/>	Regional General Manager s	<input checked="" type="checkbox"/>
Executive & Administrative Assistants	<input type="checkbox"/>	Legal	<input checked="" type="checkbox"/>	Region Coordinators	<input type="checkbox"/>
US Sales Operations (all)	<input type="checkbox"/>	Finance Division (all)	<input type="checkbox"/>	Region Sales Managers	<input checked="" type="checkbox"/>
Dealer Development	<input type="checkbox"/>	Accounting, Tax, Customs & Payroll	<input type="checkbox"/>	Finance & Insurance Managers	<input type="checkbox"/>
Sales Integration & Training	<input type="checkbox"/>	Financial Analysis & Treasury	<input type="checkbox"/>	Zone Manager - Sales	<input checked="" type="checkbox"/>
Extended Service Programs	<input type="checkbox"/>	Human Resources	<input type="checkbox"/>	District Managers	<input checked="" type="checkbox"/>
Vehicle Operations (all)	<input type="checkbox"/>	IT- Managers	<input type="checkbox"/>	Region Customer Service & Parts Managers	<input checked="" type="checkbox"/>
Distribution	<input type="checkbox"/>	Employees Only – (Corp)	<input type="checkbox"/>	Zone Manager - Service	<input checked="" type="checkbox"/>
Fleet Operations	<input checked="" type="checkbox"/>	Employees Only – (All MNAO)	<input type="checkbox"/>	District Service Managers	<input checked="" type="checkbox"/>
Incentives	<input type="checkbox"/>			Region Technical Specialists	<input checked="" type="checkbox"/>
Vehicle Logistics	<input type="checkbox"/>			Region Operations Managers	<input checked="" type="checkbox"/>
Marketing and PR (all)	<input type="checkbox"/>			Marketing Managers	<input type="checkbox"/>
Brand & Marketing Communications	<input type="checkbox"/>			Digital Marketing Managers	<input type="checkbox"/>
Retail Marketing	<input type="checkbox"/>			Market Rep Managers	<input type="checkbox"/>
Digital, CRM, & Mobile Marketing	<input type="checkbox"/>			Sales Planning Managers	<input type="checkbox"/>
Public Relations & Brand Experience	<input type="checkbox"/>			Region Operations Specialists	<input checked="" type="checkbox"/>
CSO Management	<input type="checkbox"/>			All Gulf Region	<input type="checkbox"/>
CSD Management	<input type="checkbox"/>			All Midwest Region	<input type="checkbox"/>
TSD Management	<input checked="" type="checkbox"/>			All Northeast Region	<input type="checkbox"/>
Customer Service Operations (all)	<input checked="" type="checkbox"/>			All Southeast Region	<input type="checkbox"/>
Customer Service Division (all)	<input type="checkbox"/>			All Western Region	<input type="checkbox"/>
Customer Experience & Planning (CEC / Mediation)	<input type="checkbox"/>			All McGaw	<input type="checkbox"/>
Inventory & Supply (DAG)	<input type="checkbox"/>			Port Managers	<input type="checkbox"/>
PDC Operations & Transportation	<input type="checkbox"/>			All Ports	<input type="checkbox"/>
Service Field Operations	<input type="checkbox"/>				
Service Parts & Accessories Marketing	<input checked="" type="checkbox"/>	Additional Recipients	Additional Recipients		
Customer Mediation Department Mailbox	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Other: David Robertson	<input checked="" type="checkbox"/> Other:		<input type="checkbox"/>
Parts & Service Finance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Other: Rob Murdoch (MCI)	<input checked="" type="checkbox"/> Other:		<input type="checkbox"/>
Technical Services Division (all)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Other: Pierre Hughes-Comire	<input checked="" type="checkbox"/> Other:		<input type="checkbox"/>
Information & Publications	<input type="checkbox"/>	<input checked="" type="checkbox"/> Other: Fujio Hyodo (MC)	<input checked="" type="checkbox"/> Other:		<input type="checkbox"/>
Field Technical Operations (Hotline)	<input type="checkbox"/>	<input type="checkbox"/> Other: Hiroko Tanada (MC)	<input checked="" type="checkbox"/> Other:		<input type="checkbox"/>
Product Quality Engineering	<input type="checkbox"/>	<input type="checkbox"/> Other: Daisuke Hirata	<input checked="" type="checkbox"/> Other:		<input type="checkbox"/>
Technical & Fixed Operations Training	<input type="checkbox"/>	<input type="checkbox"/> Other: Shuzo Oda	<input checked="" type="checkbox"/> Other:		<input type="checkbox"/>
Warranty Operations	<input type="checkbox"/>	<input type="checkbox"/> Other: Joshua Vella	<input checked="" type="checkbox"/> Other:		<input type="checkbox"/>
Dealer Affairs	<input checked="" type="checkbox"/>	<input type="checkbox"/> Other: Steven Limtiaco	<input checked="" type="checkbox"/> Other:		<input type="checkbox"/>
Government Affairs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Other: Gaby Laur	<input checked="" type="checkbox"/> Other:		<input type="checkbox"/>
Product Planning	<input type="checkbox"/>	<input checked="" type="checkbox"/> Other:	<input type="checkbox"/> Other:		<input type="checkbox"/>
		<input type="checkbox"/> Other:	<input type="checkbox"/> Other:		<input type="checkbox"/>