



# Concern Driven Reporting

## Report Detail

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

|            |           |             |           |
|------------|-----------|-------------|-----------|
| ECI Record | 624082466 | Source Code | MAZDA CAC |
|------------|-----------|-------------|-----------|

| Commodity Assignment |  |          |                                      |
|----------------------|--|----------|--------------------------------------|
| Commodity            | chassis-service brakes—                                    | Symptom  | circuit-poor contact/poor ground     |
| Commodity            | chassis-service brakes—                                    | Symptom  | function-malfunction/inoperative     |
| Commodity            | chassis-service brakes—                                    | Symptom  | leak-fluid                           |
| Commodity            | chassis-service brakes—                                    | Symptom  | no keyword found                     |
| Commodity            | chassis-service brakes—                                    | Symptom  | no problem found                     |
| Commodity            | chassis-service brakes—                                    | Symptom  | repair-prior repair mentioned        |
| Commodity            | chassis-service brakes-abs/traction control—               | Symptom  | function-malfunction/inoperative     |
| Commodity            | chassis-service brakes-abs/traction control—               | Symptom  | leak-fluid                           |
| Commodity            | chassis-service brakes-abs/traction control—               | Symptom  | mod-driving condition-while driving  |
| Commodity            | chassis-service brakes-brake lines/hoses—                  | Symptom  | function-malfunction/inoperative     |
| Commodity            | chassis-service brakes-brake lines/hoses—                  | Symptom  | leak-fluid                           |
| Commodity            | chassis-service brakes-brake lines/hoses—                  | Symptom  | mod-driving condition-while driving  |
| Commodity            | chassis-service brakes-brake lines/hoses—                  | Symptom  | mod-vehicle towed in                 |
| Commodity            | chassis-service brakes-caliper/wheel cylinder—             | Symptom  | function-malfunction/inoperative     |
| Commodity            | chassis-service brakes-caliper/wheel cylinder—             | Symptom  | leak-fluid                           |
| Commodity            | chassis-service brakes-caliper/wheel cylinder—             | Symptom  | mod-driving condition-while driving  |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | appearance-scratches/nicks           |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | fluid level-insufficient fluid       |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | function-malfunction/inoperative     |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | function-steering/brake ineffective  |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | leak-failed gasket/seal/weatherstrip |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | leak-fluid                           |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | mod-driving condition-while driving  |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | mod-vehicle towed in                 |
| Significant Event    |  | Verified | N                                    |

| Tread Information         |         |                            |                |
|---------------------------|---------|----------------------------|----------------|
| Tread Category Code       | 03      | Tread Category Description | service brakes |
| Reported in Tread Quarter | Q4 2008 |                            |                |

| Report Details                                  |             |   |                 |
|---|-------------|---|-----------------|
| Source Claim Key                                | 120648380   | Warranty Component Classification (WCC) |                 |
| Corporate Product Systems Classification (CPSC) |             | Time in Service                         | 6               |
| Customer Condition Code                         |             | V Function Group (VFG)                  |                 |
| Source System Program Type                      |             | Repair/Report/Paid Date                 | 15-Oct-2008     |
| Version Series Code                             |             | Load Date                               | 27-Oct-2008     |
| Causal Part Prefix- Base - Suffix               | - -         | Dealer Code                             | 41194           |
| Causal Part Name                                | unknown     | Dealer Name                             | AUTO WEST MAZDA |
| Non Causal Part Prefix-Base-Suffix              |             | Dealer City                             | ROSEVILLE       |
| Non Causal Part Numbers                         |             | Dealer State/Province                   | CA              |
| Fault Code                                      |             | Dealer Country                          | USA             |
| Diagnotic Trouble Code                          |             | Dealer Phone Number                     |                 |
| Labor Operation Code                            |             | Attachment                              |                 |
| Communication Type                              |             | VOQ Component Description Code          |                 |
| Maintenance Date                                | 27-Oct-2008 |   |                 |

**Customer Comment** C 209.969.6608 CUST STS SINCE PURCH 4/08, @ DLR MULTIPLE TIMES FOR BRAKE LIGHT. STS EA TIME CHECKED, RESERVOIR BONE DRY & NO EVIDENCE OF LEAK & DLR CAN'T FIND PROB. STD DLR ADVD NEXT TIME BRAKE LITE FLICKERS, DRIVE TO DLR ASAP. STS WON'T DO AS DLR HOUR AWAY & UNSAFE IF BRAKES FAIL ON THE WAY. SHE STS POURS BRAKE FLUID IN HERSELF & DLR ADV TO PUT LINE ON RESERVOIR & SEAL CAP. CUST STS PD \$40K & SHLDN'T HAVE THIS PROB. CUST STS JUST WANTS THE VEH FIXED.

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

|                      |   |
|----------------------|---|
| Technician Comment   | ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST, PLEASE CLOSE UPON RESOLUTION. THANKS.CUST REQUESTS BRAKE FLUID LEAK RESOLVED.THANK YOUROBIN X1134 INTERNAL BRAKE MASTER CYLINDER FLUID LEAK DISCOVERED BY MAZDA ENGINEER ON 10 20 08.....REPLACEMENT BRAKE MASTER CYLINDER AND BRAKE BOOSTER ORDERED...PARTS HERE AS OF 11AM 10 21 08.....BEING INSTALLED NOW.....OWNER TO PICK UP VEHICLE BETWEEN 4 30PM AND 6PM TODAY(10 21 08) OR TOMORROW MORNING AFTER 7AM 0012008 10 15CRPP233 AT ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST, PLEASE CLOSE UPON RESOLUTION. THANKS.CUST REQUESTS BRAKE FLUID LEAK RESOLVED.THANK YOUROBIN X1134 REQ DESC RECURRENT BRAKE FLUID LEAK ADV DUST WLD SPEAK WITH DLR ABOUT REPAIRS. ADV DUST WLD INFORM DSM OF UNRESOLVED ISSUE AS WELL. CUST STD THAT DSM ALREADY INVOLVED IN REPAIR. TT CHRIS ESCOE WHO STD BOTH DSM & TECH HOTLINE INVOLVED IN THIS REPAIR. STD TECH HOTLINE (#584405) RECOMMENDED CUST LEAV 0022008 10 15CRPP233 E LINE MARK ON BRAKE FLUID ON RESERVOIR & SEAL THE CAP BUT CUST DOESN'T WANT TO DO THAT SO SHE CAN CONTINUE TO APPLY THE BREAK FLUID HERSELF. HE STD SHE MADE COMMENT THAT ONCE THE BRAKE LIGHT GOES ON, SHE DOESN'T WANT TO PUT HERSELF IN JEOPARDY DRIVING TO DLR. W/O BRAKES. HE STD WORST CASE SCENARIO WLD BE TO HAVE VEH TOWED TO DLR. STS DLR & MAZDA SO FAR HAVE GONE EXTRA MILE. EMAILED FILE NOTES TO DSM HI JIM,I KNOW YOUVE BEEN INVOLVED IN THIS REPAIR BUT CUST CALLED TODAY. VEH @ # 41194. PLEA 0032008 10 15CRPP233 SE READ FILE NOTES BELOW. 0042008 10 20CRPP233 EMAIL FROM DSM TO BRETT STIERLI & CAS COPIED I INSPECTED THIS VEHICLE AT DEALERSHIP WITH THE TECHNICIAN AND WHILE TALKING TO ROGER TARVER. WE LOOKED AT EVERY BRAKE LINE AND FITTING, THE CALIPERS, THE PROPORTIONING VALVE THE ABS SYSTEM, THE MASTER CYLINDER AND BRAKE BOOSTER AND FOUND NO SIGNS OF ANY LEAKS. THE CUSTOMER SAYS THE RESERVOIR IS BONE DRY BUT HAS ALWAYS BEEN FULL WHEN BROUGHT TO THE DEALER. I WANTED THE CUSTOMER TO DRIVE THE VEHICLE WITH THE SYSTEM SEALED AND THE RESERVOIR MARKED TO VERIFY THE LOSS OF FLUID. CUSTOMER REFU 0052008 10 20CRPP233 SES. I KNOW BRETT WILL BE AT AUTO WEST ON THE 20TH AND 21ST OF OCT FOR A CUSTOMER MEDIATION REPAIR ON ANOTHER VEHICLE AND WOULD LIKE HIM TO LOOK AT THE VEHICLE TO SEE IF HE CAN FIND AN ISSUE. PLEASE LET ME KNOW IF THIS IS POSSIBLE. EMAIL FROM TECH REGION BRETT STIERLI TO DSM JIM,IS THIS APPOINTMENT ON IF NOT, I NEED TO CANCEL MY FLIGHT TO SACRAMENTO ASAP. THE IVAN MELEZA APPOINTMENT AT AUTOWEST HAS BEEN CANCELED.BRETT CUST LEFT V/M MESSAGE STATING DRIVING TO DLR TO MEET WITH MA 0062008 10 20CRPP233 ZDA TECH. STS SHE FEELS SHE'S AT RISK DRIVING VEHICLE AS UNCERTAIN WHEN BRAKES MAY FAIL. STS THEY DID SEAL THE RESERVOIR THURSDAY & ALREADY THE TANK IS LOW. CUST INQ IF CAN'T BE FIXED WHAT IS THE NEXT STEP. TT DSM JIM HANCOCK WHO STD HE & BRETT STIERLI FOUND THE MASTER CYLINDER WAS LEAKING INTO THE BRAKE BOOSTER. STD BEFORE THEY COULDN'T SEE IT BUT IT'S VISIBLE NOW. STS THEY ORDERED MASTER CYLINDER & BRAKE BOOSTER & SHLD BE READY WEDNESDAY. LEFT V/M MESSAGE FOR CUST ADVISING THE MASTER CYLINDER LEAKI 0072008 10 20CRPP233 NG INTO BRAKE BOOSTER & BOTH PARTS HAD BEEN ORDERED. TOLD CUST VEH SHLD BE READY BY WEDNESDAY & THAT SVC DIRECTOR CHRIS ESCOE WLD KEEP IN TOUCH WITH HER. EMAIL FROM BRETT STIERLI TO ALL, I INSPECTED THIS VEHICLE TODAY AND ADDED THE FOLLOWING TO THE H/L FILE TEXT 10/20/08 PACP267 RTS BRETT INSPECTED THE VEHICLE TODAY AT THE REQUEST OF DSM JIM AND I CONFIRMED THE MASTER CYLINDER CAP HAS NOT BEEN TAMPERED WITH SINCE THE DEALER TAPED IT OFF ON 10/8. THE 10/20/08 PACP267 FLUID LEVEL IS CURRENTLY LOW BY 10MM. 0082008 10 20CRPP233 VISUALLY INSPECTED ALLBRAKE LINES,HOSES, ABS H/U, CALIPERS AND MASTER CYLINDER AND NO OBVIOUS SIGNS OF EXTERNAL LEAKS FOUND, CUSTOMER STATES THEY HAVE ADDED TWO FULL BOTTLES OF FLUID TO THE VEHICLE. SINCE THE ISSUE BEGAN. I REMOVED THE MASTER CYLINDER FROM THE BOOSTER AND FOUND THE BOOSTER FULL OF BRAKE FLUID INSIDE AND THE BACK OF THE MASTER CYLINDER WET WITH FRESH FLUID. THE BRAKE MASTER IS LEAKING FLUID INTO THE BOOSTER.10/20/08 PACP267 REQUESTED THE DEALER TO REPLACE THE BOOSTER AND MASTER CYLINDER. 0092008 10 21CRPP233 INTERNAL BRAKE MASTER CYLINDER FLUID LEAK DISCOVERED BY MAZDA ENGINEER ON 10 20 08.....REPLACEMENT BRAKE MASTER CYLINDER AND BRAKE BOOSTER ORDERED...PARTS HERE AS OF 11AM 10 21 08.....BEING INSTALLED NOW.....OWNER TO PICK UP VEHICLE BETWEEN 4 30PM AND 6PM TODAY(10 21 08) OR TOMORROW MORNING AFTER 7AM |
| CQIS Recommendations |   |

### Tire Information

|                   |         |                 |         |
|-------------------|---------|-----------------|---------|
| Tire Manufacturer | Unknown | Tire Size       | Unknown |
| Tire Brand Series |         | Wheel           |         |
| DOT Left Front    |         | DOT Right Front |         |
| DOT Left Rear     |         | DOT Right Rear  |         |
| DOT Left Inner    |         | DOT Right Inner |         |
| DOT Spare         |         |                 |         |

### Vehicle Information

|                        |                                |                            |                             |
|------------------------|--------------------------------|----------------------------|-----------------------------|
| VIN                    | JM3TB38VX80                    | Engine Serial Number       | CA 10229511                 |
| Model Year             | 2008                           | Engine Description         | 3.7L 4V DAMB PFI V6 NA GAS  |
| Transmission           | 6 SPD AUTO TRANS AISIN F21     | Vehicle Description        | CX 9                        |
| Body Cab Style         | Unknown                        | Drive Line                 | ALL 4 WHEEL LEFT HAND DRIVE |
| Production Date        | 23-Jan-2008                    | Retail Sale Indicator Code |                             |
| Plant Description      | HIROSHIMA ASSEMBLY PLANT JAPAN | Required Vehicle           |                             |
| Build Region           |                                | Warranty Start Date        | 25-Apr-2008                 |
| Build Country Code     |                                | Transmission Serial Number |                             |
| Mileage                | 0                              | Vehicle Axle Ratio         |                             |
| Vehicle Restraint Code |                                |                            |                             |

**Disclaimer:**

**This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.**

[Contact CDR HELP](#)

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S1016M1 OPEN CUSTOMER CONTACT INQUIRY 10/16/11 16:48:45

P447 MCJP089

Rqst No. : 1206483 - 80 Source: 1 VIN.....: JM3TB38VX80 Goodwill.: N

Mdl/Yr.. : CX9 / 08 Mileage: Dlvry Dt: 04/25/08 Trnsm: A Srv Agrmt:

Last Nm. : First Nm: R/TO.....:

Midl Nm. : Address1:

Adr2: City....: ACAMPO

State...: CA Zip: Day Ph.: - - Ext.:

Eve Ph.: - - Brand.: N DSA...: Y Assigned Rgn: PA R/A:

Resp Dir: Rslv Dir: 41194 AUTO WEST MAZDA

E-mail:

1) Typ: 1 Rea: 1B Cat: P20 CC: 97 2) Typ: Rea: Cat: CC:

3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:

C-209.969.6608 CUST STS SINCE PURCH 4/08, @ DLR MULTIPLE TIMES FOR BRAKE LIGHT . STS EA TIME CHECKED, RESERVOIR BONE DRY & NO EVIDENCE OF LEAK & DLR CAN'T F IND PROB. STD DLR ADVD NEXT TIME BRAKE LITE FLICKERS, DRIVE TO DLR ASAP. STS W ON'T DO AS DLR HOUR AWAY & UNSAFE IF BRAKES FAIL ON THE WAY. SHE STS POURS BR AKE FLUID IN HERSELF & DLR ADV TO PUT LINE ON RESERVOIR & SEAL CAP. CUST STS P D \$40K & SHLDN'T HAVE THIS PROB. CUST STS JUST WANTS THE VEH FIXED.

Region: MA Opened by: CRPP233 Opened Dt: 10/15/08 Closed Dt: 10/23/08

SVCD0001I Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360

S1017M1  
P447

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:48:55

MCJP089

Rqst No.....: 1206483 - 80      Name.....: ██████████  
VIN.....: JM3TB38VX80 ████████      Closed date..: 10/23/08  
Handled by.....: CRPP233      Date Modified: 10/23/08  
Notify QA.....: Y      District.....: 07  
Rgn F-up Dt.....:      Corp F-up Dt.:

Action Taken:

| Date | By Whom | Text |
|------|---------|------|
|------|---------|------|

TOP

|          |         |   |
|----------|---------|---|
| 10/15/08 | CRPP233 | AT-ATTN: DCSM/SVM: PER CONVERSATION, PLEASE REVIEW REQUEST, PLEASE CLOSE UPON RESOLUTION. THANKS. CUST REQUESTS BRAKE FLUID LEAK RESOLVED. THANK YOU ROBIN X1134<br>REQ DESC: RECURRENT BRAKE FLUID LEAK<br>ADVD CUST WLD SPEAK WITH DLR ABOUT REPAIRS. ADVD WLD INFORM DSM OF UNRESOLVED ISSUE AS WELL. CUST STD THAT DSM ALREADY INVOLVED IN REPAIR.<br>TT CHRIS ESCOE WHO STD BOTH DSM & TECH HOTLINE INVOLVED IN T<br>MORE... |
|----------|---------|---|

SVCD0001I Function Completed

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:49:00

P447

MCJP089

Rqst No.....: 1206483 - 80      Name.....: ██████████  
 VIN.....: JM3TB38VX80 ██████████      Closed date.: 10/23/08  
 Handled by.....: CRPP233      Date Modified: 10/23/08  
 Notify QA.....: Y      District.....: 07  
 Rgn F-up Dt.....:      Corp F-up Dt.:

Action Taken:

| Date | By Whom | Text |
|------|---------|------|
|------|---------|------|

MORE...

|          |         |   |
|----------|---------|---|
| 10/15/08 | CRPP233 | HIS REPAIR. STD TECH HOTLINE (#584405) RECOMMENDED CUST LEAVE LINE MARK ON BRAKE FLUID ON RESERVOIR & SEAL THE CAP BUT CUST DOESN'T WANT TO DO THAT SO SHE CAN CONTINUE TO APPLY THE BREAK FLUID HERSELF. HE STD SHE MADE COMMENT THAT ONCE THE BRAKE LIGHT GOES ON, SHE DOESN'T WANT TO PUT HERSELF IN JEOPARDY DRIVING TO DLR. W/O BRAKES. HE STD WORST CASE SCENARIO WLD BE TO HAVE VEH TOWED TO DLR. STS DLR & MAZDA SO FAR HAVE GONE EXTRA MILE. |
|----------|---------|---|

MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:49:02

P447

MCJP089

Rqst No.....: 1206483 - 80      Name.....: ██████████  
 VIN.....: JM3TB38VX80 ████████      Closed date..: 10/23/08  
 Handled by.....: CRPP233      Date Modified: 10/23/08  
 Notify QA.....: Y      District.....: 07  
 Rgn F-up Dt.....:      Corp F-up Dt.:

Action Taken:

| Date | By Whom | Text |
|------|---------|------|
|------|---------|------|

MORE...

|          |         |   |
|----------|---------|---|
| 10/15/08 | CRPP233 | EMAILED FILE NOTES TO DSM: HI JIM, I KNOW YOUVE BEEN INVOLVED IN THIS REPAIR BUT CUST CALLED TODAY. VEH @ # 41194. PLEA SE READ FILE NOTES BELOW. |
|----------|---------|---|

|          |         |  |
|----------|---------|--|
| 10/20/08 | CRPP233 | EMAIL FROM DSM TO BRETT STIERLI & CAS COPIED: I INSPECTED T HIS VEHICLE AT DEALERSHIP WITH THE TECHNICIAN AND WHILE TALK ING TO ROGER TARVER. WE LOOKED AT EVERY BRAKE LINE AND FITTI NG, THE CALIPERS, THE PROPORTIONING VALVE THE ABS SYSTEM, T HE MASTER CYLINDER AND BRAKE BOOSTER AND FOUND NO SIGNS OF A |
|----------|---------|--|

MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1  
P447

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:49:05

MCJP089

Rqst No.....: 1206483 - 80      Name.....: ██████████  
VIN.....: JM3TB38VX80 ████████      Closed date.: 10/23/08  
Handled by.....: CRPP233      Date Modified: 10/23/08  
Notify QA.....: Y      District.....: 07  
Rgn F-up Dt.....:      Corp F-up Dt.:

Action Taken:

| Date | By Whom | Text |
|------|---------|------|
|------|---------|------|

MORE...

|          |         |   |
|----------|---------|---|
| 10/20/08 | CRPP233 | NY LEAKS. THE CUSTOMER SAYS THE RESERVOIR IS BONE DRY BUT HAS ALWAYS BEEN FULL WHEN BROUGHT TO THE DEALER. I WANTED THE CUSTOMER TO DRIVE THE VEHICLE WITH THE SYSTEM SEALED AND THE RESERVOIR MARKED TO VERIFY THE LOSS OF FLUID. CUSTOMER REFUSES. I KNOW BRETT WILL BE AT AUTO WEST ON THE 20TH AND 21ST OF OCT FOR A CUSTOMER MEDIATION REPAIR ON ANOTHER VEHICLE AND WOULD LIKE HIM TO LOOK AT THE VEHICLE TO SEE IF HE CAN FIND AN ISSUE. PLEASE LET ME KNOW IF THIS IS POSSIBLE. |
|----------|---------|---|

MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:49:07

P447

MCJP089

Rqst No.....: 1206483 - 80      Name.....: ██████████  
 VIN.....: JM3TB38VX80 ██████████      Closed date..: 10/23/08  
 Handled by.....: CRPP233      Date Modified: 10/23/08  
 Notify QA.....: Y      District.....: 07  
 Rgn F-up Dt.....:      Corp F-up Dt.:

Action Taken:

| Date | By Whom | Text |
|------|---------|------|
|------|---------|------|

MORE...

|          |         |   |
|----------|---------|---|
| 10/20/08 | CRPP233 | EMAIL FROM TECH REGION BRETT STIERLI TO DSM: JIM, IS THIS APPOINTMENT ON? IF NOT, I NEED TO CANCEL MY FLIGHT TO SACRAMENTO ASAP. THE IVAN MELEZA APPOINTMENT AT AUTOWEST HAS BEEN CANCELED. BRETT<br><br>CUST LEFT V/M MESSAGE STATING DRIVING TO DLR TO MEET WITH MAZDA TECH. STS SHE FEELS SHE'S AT RISK DRIVING VEHICLE AS UNCERTAIN WHEN BRAKES MAY FAIL. STS THEY DID SEAL THE RESERVOIR THURSDAY & ALREADY THE TANK IS LOW. CUST INQ IF CAN'T BE FI |
|----------|---------|---|

MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1  
P447

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:49:10

MCJP089

Rqst No.....: 1206483 - 80      Name.....: ██████████  
VIN.....: JM3TB38VX80 ██████████      Closed date..: 10/23/08  
Handled by.....: CRPP233      Date Modified: 10/23/08  
Notify QA.....: Y      District.....: 07  
Rgn F-up Dt.....:      Corp F-up Dt.:

Action Taken:

| Date | By Whom | Text |
|------|---------|------|
|------|---------|------|

MORE...

10/20/08 CRPP233 XED WHAT IS THE NEXT STEP.

TT DSM JIM HANCOCK WHO STD HE & BRETT STIERLI FOUND THE MASTER CYLINDER WAS LEAKING INTO THE BRAKE BOOSTER. STD BEFORE T HEY COULDN'T SEE IT BUT IT'S VISIBLE NOW. STS THEY ORDERED MASTER CYLINDER & BRAKE BOOSTER & SHLD BE READY WEDNESDAY. LEFT V/M MESSAGE FOR CUST ADVISING THE MASTER CYLINDER LEAKING INTO BRAKE BOOSTER & BOTH PARTS HAD BEEN ORDERED. TOLD CUST VEH SHLD BE READY BY WEDNESDAY & THAT SVC DIRECTOR CHRIS

MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:49:13

P447

MCJP089

Rqst No.....: 1206483 - 80      Name.....: ██████████  
 VIN.....: JM3TB38VX80 ████████      Closed date.: 10/23/08  
 Handled by.....: CRPP233      Date Modified: 10/23/08  
 Notify QA.....: Y      District.....: 07  
 Rgn F-up Dt.....:      Corp F-up Dt.:

Action Taken:

| Date | By Whom | Text |
|------|---------|------|
|------|---------|------|

MORE...

|          |         |   |
|----------|---------|---|
| 10/20/08 | CRPP233 | ESCOE WLD KEEP IN TOUCH WITH HER.<br>EMAIL FROM BRETT STIERLI: TO ALL, I INSPECTED THIS VEHICLE T<br>ODAY AND ADDED THE FOLLOWING TO THE H/L FILE TEXT:10/20/08 P<br>ACP267 RTS BRETT INSPECTED THE VEHICLE TODAY AT THE REQUEST<br>OF DSM JIM AND I CONFIRMED THE MASTER CYLINDER CAP HAS NOT<br>BEEN TAMPERED WITH SINCE THE DEALER TAPED IT OFF ON 10/8.<br>THE 10/20/08 PACP267 FLUID LEVEL IS CURRENTLY LOW BY 10MM.<br>VISUALLY INSPECTED ALLBRAKE LINES,HOSES, ABS H/U, CALIPERS |
|----------|---------|---|

MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1  
P447

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:49:15

MCJP089

Rqst No.....: 1206483 - 80      Name.....: ██████████  
VIN.....: JM3TB38VX80 ██████████      Closed date.: 10/23/08  
Handled by.....: CRPP233      Date Modified: 10/23/08  
Notify QA.....: Y      District.....: 07  
Rgn F-up Dt.....:      Corp F-up Dt.:

Action Taken:

Date    By Whom    Text

MORE...

10/20/08 CRPP233    AND MASTER CYLINDER AND NO OBVIOUS SIGNS OF EXTERNAL LEAKS FOUND, CUSTOMER STATES THEY HAVE ADDED TWO FULL BOTTLES OF FLUID TO THE VEHICLE. SINCE THE ISSUE BEGAN. I REMOVED THE MASTER CYLINDER FROM THE BOOSTER AND FOUND THE BOOSTER FULL OF BRAKE FLUID INSIDE AND THE BACK OF THE MASTER CYLINDER WET WITH FRESH FLUID. THE BRAKE MASTER IS LEAKING FLUID INTO THE BOOSTER. 10/20/08 PACP267    REQUESTED THE DEALER TO REPLACE THE BOOSTER AND MASTER CYLINDER.

MORE...

F3=EXIT    F5=RFH    F6=OPN    F7=BKD    F8=FRD    10=CLS    11=SNT    12=RETN    19=TOP    20=BOT

S1017M1  
P447

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:49:18

MCJP089

Rqst No.....: 1206483 - 80      Name.....: ██████████  
VIN.....: JM3TB38VX80 ████████      Closed date.: 10/23/08  
Handled by.....: CRPP233      Date Modified: 10/23/08  
Notify QA.....: Y      District.....: 07  
Rgn F-up Dt.....:      Corp F-up Dt.:

Action Taken:

| Date | By Whom | Text |
|------|---------|------|
|------|---------|------|

MORE...

|          |         |   |
|----------|---------|---|
| 10/21/08 | CRPP233 | INTERNAL BRAKE MASTER CYLINDER FLUID LEAK DISCOVERED BY MAZDA ENGINEER ON 10-20-08.....REPLACEMENT BRAKE MASTER CYLINDER AND BRAKE BOOSTER ORDERED...PARTS HERE AS OF 11AM 10-21-08.....BEING INSTALLED NOW.....OWNER TO PICK UP VEHICLE BETWEEN 4 30PM AND 6PM TODAY(10-21-08) OR TOMORROW MORNING AFTER 7AM |
|----------|---------|---|

BOTTOM

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1018M1

CUSTOMER CLOSING INQUIRY

10/16/11 16:49:25

P447

MCJP089

Rqst No.... : 1206483 - 80

Name..... : ██████████

VIN..... : JM3TB38VX80 ████████

Rslv Dir..... : █████ ██████████

Closed By.. : DEALER

Closed Date... : 10/23/08

Satis Code. : Y

Re-open Date... :

Re-open.... :

Dir Contact: CHRIS ESCOE

Cust Contact Dt: 10/20/08

D: INTERNAL BRAKE MASTER CYLINDER FLUID LEAK DISCOVERED BY MAZDA ENGINEER ON

L: 10-20-08.....REPLACEMENT BRAKE MASTER CYLINDER AND BRAKE BOOSTER ORDERED..

R: .PARTS HERE AS OF 11AM 10-21-08.....BEING INSTALLED NOW.....OWNER TO PICK

: UP VEHICLE BETWEEN 4 30PM AND 6PM TODAY(10-21-08) OR TOMORROW MORNING AFTER

: 7AM

M:

M:

A:

:

:

:

Ref Nbr: Lgl:

Arb:

R/TO Log Nbr:

Lock Contact: N

Micro-Film Cassette Number:

Frame Nbr... :

SVCD0001I Function Completed

PF3=EXIT PF5=RFSH PF6=OPN PF9=FLP PF11=SNT PF12=RETN



# Concern Driven Reporting

## Report Detail

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

|            |           |             |           |
|------------|-----------|-------------|-----------|
| ECI Record | 624115424 | Source Code | MAZDA CAC |
|------------|-----------|-------------|-----------|

| Commodity Assignment |                         |          |                                      |
|----------------------|-------------------------|----------|--------------------------------------|
| Commodity            | chassis-service brakes— | Symptom  | administrative cost                  |
| Commodity            | chassis-service brakes— | Symptom  | damage-cracked/fractured/split       |
| Commodity            | chassis-service brakes— | Symptom  | function-malfunction/inoperative     |
| Commodity            | chassis-service brakes— | Symptom  | leak-failed gasket/seal/weatherstrip |
| Commodity            | chassis-service brakes— | Symptom  | leak-fluid                           |
| Commodity            | chassis-service brakes— | Symptom  | mod-intermittent/random              |
| Commodity            | chassis-service brakes— | Symptom  | no keyword found                     |
| Significant Event    |                         | Verified | N                                    |

| Tread Information         |         |                            |                |
|---------------------------|---------|----------------------------|----------------|
| Tread Category Code       | 03      | Tread Category Description | service brakes |
| Reported in Tread Quarter | Q3 2010 |                            |                |

| Report Details                                  |              |   |                 |
|---|--------------|---|-----------------|
| Source Claim Key                                | 131696640    | Warranty Component Classification (WCC) |                 |
| Corporate Product Systems Classification (CPSC) |              | Time in Service                         | 24              |
| Customer Condition Code                         |              | V Function Group (VFG)                  |                 |
| Source System Program Type                      |              | Repair/Report/Paid Date                 | 15-Sep-2010     |
| Version Series Code                             |              | Load Date                               | 03 -Oct-2010    |
| Causal Part Prefix- Base - Suffix               | - -          | Dealer Code                             | 34469           |
| Causal Part Name                                | unknown      | Dealer Name                             | BOMMARITO MAZDA |
| Non Causal Part Prefix-Base-Suffix              |              | Dealer City                             | SAINT PETERS    |
| Non Causal Part Numbers                         |              | Dealer State/Province                   | MO              |
| Fault Code                                      |              | Dealer Country                          | USA             |
| Diagonstic Trouble Code                         |              | Dealer Phone Number                     | 6369282300      |
| Labor Operation Code                            |              | Attachment                              |                 |
| Communication Type                              |              | VOQ Component Description Code          |                 |
| Maintenance Date                                | 03 -Oct-2010 |   |                 |

|                  |   |
|------------------|---|
| Customer Comment | CUSTOMER, [REDACTED], STATES WAS HAVING A CONCERN WITH VEHICLE AND TOOK IT INTO DEALER AND DETERMINED THAT THE BRAKE SEAL HAD BROKEN CAUSING THE BRAKE FLUID TO LEAK. CUSTOMER ENDED UP PAYING \$800 FOR THE REPAIR AND WAS WONDERING IF MAZDA WOULD BE WILLING TO HELP WITH A NOT SO COMMON ISSUE. ALSO INQUIRED IF DEALER IN POSITION TO OFFER ANY HELP AS THEY JUST REFERRED HIM TO CALL MNAO.636 373 1058 |
|------------------|---|

Technician Comment  
 ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST. PLEASE CONTACT THE DCSM FOR POSSIBLE GOODWILL. PLEASE CONTACT TECH SUPPORT IF NECESSARY. PLEASE CLOSE UPON RESOLUTION. THANKS. AL PEREZ 949 727 6512 DSM REQUESTED CAC TO SEND CUSTOMER GIFT CERTIFICATES. SEPTEMBER 30, 2010 [REDACTED], MO [REDACTED] DEAR [REDACTED] THANK YOU FOR YOUR CALL TO MAZDA NORTH AMERICAN OPERATIONS REGARDING THE BRAKE SEAL ON YOUR 2008 MAZDA CX 9. FIRST, LET ME SAY IT IS NEVER OUR INTENTION TO HAVE ANYONE LESS THAN COMPLETELY SATISFIED WITH ANY ASPECT OF HIS OR HER MAZDA OWNERSHIP EXPERIENCE. I APOLOGIZE THAT THE BRAKE SEAL NEEDED TO BE REPLACED ON YOUR VEHICLE AND UNDERSTAND HOW FRUSTRATING REPAIRS CAN BE. AS PROMISE 0012010 09 15CRPP926 REQ DESC SEEKING GOODWILL ADVISED CUSTOMER WE NORMALLY DONT REIMBURSE FOR GOODWILL REPAIRS. ADVISED WE TAKE IT ON CASE BY CASE BASIS AND IF WE FEEL THAT GOODWILL APPLIES WE WILL AUTHORIZE DEALER TO DO REPAIR. ADVISED DEALER WILL SOMETIME CALL MAZDA ABOUT AWA IF CUSTOMER IS A GOOD SERVICING CUSTOMER, CUSTOMER STATES HE IS AND WAS ABLE TO CONFIRM THAT HE DOES SERVICE VEHICLE AT THE DEALER. CUSTOMER STATES WAS GIVEN OUR NUMBER WHEN HE INQUIRED TO DEALER ABOUT ASSISTANCE BUT HE WAITED TO CALL UNTIL AFTER 0022010 09 15CRPP926 THE REPAIR. CUSTOMER NOT PLEASED THAT DEALER DIDNT LOOK INTO HELPING HIM MORE BESIDES JUST GIVING HIM A NUMBER THAT NOW HE FINDS OUT IS TO LATE BECAUSE HE ALL READY PAID. CALLED DSM BILL, NO ANSWER LEFT VM AND ADVISED I WOULD FOLLOW UP WITH EMAIL DETAILS. MORNING BILL, THIS IS THE CASE THAT I LEFT YOU THE VOICEMAIL ON. I HAD A SIMILAR SITUATION LIKE THIS WITH ANOTHER QUESTION AND WE (DSM AN I) OFFERED CUSTOMER SOME GIFT CARDS. I DONT KNOW IF YOU WOULD HAVE OFFERED AWA TO THIS CUSTOMER BUT IT 0032010 09 15CRPP926 DOES LOOK LIKE HE WOULD HAVE BEEN A GOOD CANDIDATE IF HE OR DEALER WOULD HAVE INFORMED US BEFORE CUSTOMER PAID. CUSTOMER NOTES CUSTOMER STATES WAS HAVING A CONCERN WITH VEHICLE AND TOOK IT INTO DEALER AND DETERMINED THAT THE BRAKE SEAL HAD BROKEN CAUSING THE BRAKE FLUID TO LEAK. CUSTOMER ENDED UP PAYING \$800 FOR THE REPAIR AND WAS WONDERING IF MAZDA WOULD BE WILLING TO HELP SINCE THIS IS NOT A NOT SO COMMON ISSUE. ALSO INQUIRED IF DEALER IN POSITION TO OFFER ANY HELP AS THEY JUST REFERRED HIM TO CALL MNAO. ADVISED CUSTOMER WE NORMALLY D 0042010 09 15CRPP926 ONT REIMBURSE FOR GOODWILL REPAIRS. ADVISED WE TAKE IT ON CASE BY CASE BASIS AND IF WE FEEL THAT GOODWILL APPLIES WE WILL AUTHORIZE DEALER TO DO REPAIR. ADVISED DEALER WILL SOMETIMES CALL MAZDA ABOUT AWA IF CUSTOMER IS A GOOD SERVICING CUSTOMER, CUSTOMER STATES HE IS AND WAS ABLE TO CONFIRM THAT HE DOES SERVICE VEHICLE AT THE DEALER. CUSTOMER STATES WAS GIVEN OUR NUMBER WHEN HE INQUIRED TO DEALER ABOUT ASSISTANCE BUT HE WAITED TO CALL UNTIL AFTER THE REPAIR. CUSTOMER NOT PLEASED THAT DEALER DIDNT LOOK INTO HELPING HIM MORE, BESIDES JU 0052010 09 15CRPP926 ST GIVING HIM A NUMBER THAT NOW HE FINDS OUT IS TO LATE BECAUSE HE ALL READY PAID. 0062010 09 16CRPP926 AT ATTN DCSM/SVM PER CONVERSATION, PLEASE REVIEW REQUEST. PLEASE CONTACT THE DCSM FOR POSSIBLE GOODWILL. PLEASE CONTACT TECH SUPPORT IF NECESSARY. PLEASE CLOSE UPON RESOLUTION. THANKS. AL PEREZ 949 727 6512 AL, I GOT YOUR MESSAGE THIS MORNING, I AM GOING TO THIS DEALER ON FRIDAY AND WILL TALK TO THEM ABOUT THE REPAIR AT THAT TIME. BILL VAN IWAARDEN DSM GULF REGION ADVISED CUSTOMER THAT DSM WILL BE GOING INTO DEALER TOMORROW, TO DISCUSS WITH DEALER. 0072010 09 28CRPP206 TALKED TO DSM, BILL VAN IWAARDEN, WHO STATES AFTER HIS RESEARCH HE IS WILLING TO SEND CUSTOMER \$400 WORTH OF MAZDA GIFT CARDS AS GOODWILL. LEFT VOICE MAIL MESSAGE FOR CUSTOMER ASKING FOR A CALL BACK. 0082010 09 28CRPP172 CUSTOMER CALLED REQUESTING TO SPEAK WITH AGENT GLYNN. AGENT TRANSFERRED CALL TO GLYNN WITH PERMISSION. 0092010 09 28CRPP206 DSM REQUESTED CAC TO SEND CUSTOMER GIFT CERTIFICATES. 0102010 09 29CRPP206 RE OPEN TO ADD GOODWILL. SEPTEMBER 30, 2010 [REDACTED] MO [REDACTED] 4572 DEAR [REDACTED] THANK YOU FOR YOUR CALL TO MAZDA NORTH AMERICAN OPERATIONS REGARDING THE BRAKE SEAL ON YOUR 2008 MAZDA CX 9. FIRST, LET ME SAY IT IS NEVER OUR INTENTION TO HAVE ANYONE LESS THAN COMPLETELY SATISFIED WITH ANY ASPECT OF HIS OR HER MAZDA OWNERSHIP EXPERIENCE. I APOLOGIZE THAT THE BRAKE SEAL NEEDED TO BE REPLACED ON YOUR VEHICLE AND UNDERSTAND HOW FRUSTRATING REPAIRS CAN BE. AS PROMISE 0112010 09 29CRPP206 D IN OUR TELEPHONE CONVERSATION I HAVE ENCLOSED A COUPLE OF \$400 WORTH OF MAZDA GIFT CARDS, WHICH CAN BE USED AT ANY MAZDA DEALERSHIP FOR PARTS, SERVICE OR ACCESSORIES. I HOPE THESE GIFT CARDS REINFORCE OUR COMMITMENT TO YOUR SATISFACTION FOR THIS CONCERN. THANK YOU FOR CONTACTING MAZDA AND ALLOWING US THE OPPORTUNITY TO ASSIST YOU. IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT ME DIRECTLY AT (800) 222 5500 X 1143. SINCERELY, GLYNN NOLES REPRESENTATIVE, CUSTOMER ASSISTANCE CC 131696640

CQIS Recommendations

**Tire Information**

|                   |         |                 |         |
|-------------------|---------|-----------------|---------|
| Tire Manufacturer | Unknown | Tire Size       | Unknown |
| Tire Brand Series |         | Wheel           |         |
| DOT Left Front    |         | DOT Right Front |         |
| DOT Left Rear     |         | DOT Right Rear  |         |
| DOT Left Inner    |         | DOT Right Inner |         |
| DOT Spare         |         |                 |         |

**Vehicle Information**

|                        |                                |                            |                            |
|------------------------|--------------------------------|----------------------------|----------------------------|
| VIN                    | JM3TB28A280 [REDACTED]         | Engine Serial Number       | CA 10254720                |
| Model Year             | 2008                           | Engine Description         | 3.7L 4V DAMB PFI V6 NA GAS |
| Transmission           | 6 SPD AUTO TRANS AISIN F21     | Vehicle Description        | CX 9                       |
| Body Cab Style         | Unknown                        | Drive Line                 | 2 WHL L/H FRONT DRIVE      |
| Production Date        | 20-Jun-2008                    | Retail Sale Indicator Code |                            |
| Plant Description      | HIROSHIMA ASSEMBLY PLANT JAPAN | Reaquired Vehicle          |                            |
| Build Region           |                                | Warranty Start Date        | 22-Oct-2008                |
| Build Country Code     |                                | Transmission Serial Number |                            |
| Mileage                | 46000                          | Vehicle Axle Ratio         |                            |
| Vehicle Restraint Code |                                |                            |                            |

**Disclaimer:**

**This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.**

[Contact CDR HELP](#)

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S1016M1 OPEN CUSTOMER CONTACT INQUIRY 10/16/11 16:55:26

P447 MCJP089

Rqst No. : 1316966 - 40 Source: 1 VIN.....: JM3TB28A280 Goodwill.: N

Mdl/Yr.. : CX9 / 08 Mileage: 46000 Dlvry Dt: 10/22/08 Trnsm: A Srv Agrmt:

Last Nm. : First Nm: R/TO.....:

Midl Nm. : Address1:

Adr2: City....: WENTZVILLE

State...: MO Zip: Day Ph.: - - Ext.:

Eve Ph.: - - Brand.: N DSA...: Y Assigned Rgn: MW R/A:

Resp Dir: Rslv Dir: 34469 BOMMARITO MAZDA

E-mail:

1) Typ: 1 Rea: 1B Cat: P20 CC: 97 2) Typ: 3 Rea: 5K Cat: CC:

3) Typ: Rea: Cat: CC: 4) Typ: Rea: Cat: CC:

CUSTOMER, BILL, STATES WAS HAVING A CONCERN WITH VEHICLE AND TOOK IT INTO DEALER AND DETERMINED THAT THE BRAKE SEAL HAD BROKEN CAUSING THE BRAKE FLUID TO LEAK. CUSTOMER ENDED UP PAYING \$800 FOR THE REPAIR AND WAS WONDERING IF MAZDA WOULD BE WILLING TO HELP WITH A NOT SO COMMON ISSUE. ALSO INQUIRED IF DEALER IN POSITION TO OFFER ANY HELP AS THEY JUST REFERRED HIM TO CALL MNAO. 636-373-1058

Region: MA Opened by: CRPP926 Opened Dt: 09/15/10 Closed Dt: 09/29/10

SVCD0001I Function Completed

PF3=EXIT PF5=RFH PF6=ZIP PF9=FLP PF10=CLS PF11=SNT PF12=RETN PF15=360

S1017M1

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:55:35

P447

MCJP089

Rqst No.....: 1316966 - 40      Name.....: ██████████  
 VIN.....: JM3TB28A280 ████████      Closed date..: 09/29/10  
 Handled by.....: CRPP206      Date Modified: 09/29/10  
 Notify QA.....:      District.....: 08  
 Rgn F-up Dt.....:      Corp F-up Dt.:

Action Taken:

| Date | By Whom | Text |
|------|---------|------|
|------|---------|------|

TOP

09/15/10 CRPP926 REQ DESC: SEEKING GOODWILL  
 ADVISED CUSTOMER WE NORMALLY DONT REIMBURSE FOR GOODWILL REPAIRS. ADVISED WE TAKE IT ON CASE BY CASE BASIS AND IF WE FEEL THAT GOODWILL APPLIES WE WILL AUTHORIZE DEALER TO DO REPAIR. ADVISED DEALER WILL SOMETIME CALL MAZDA ABOUT AWA IF CUSTOMER IS A GOOD SERVICING CUSTOMER, CUSTOMER STATES HE IS AND WAS ABLE TO CONFIRM THAT HE DOES SERVICE VEHICLE AT THE DEALER. CUSTOMER STATES WAS GIVEN OUR NUMBER WHEN HE INQUIRED T  
 MORE...

SVCD0001I Function Completed

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:55:39

P447

MCJP089

Rqst No..... : 1316966 - 40      Name..... : ██████████  
 VIN..... : JM3TB28A280 ████████      Closed date.. : 09/29/10  
 Handled by..... : CRPP206      Date Modified: 09/29/10  
 Notify QA..... :      District..... : 08  
 Rgn F-up Dt..... :      Corp F-up Dt. :

Action Taken:

| Date | By Whom | Text |
|------|---------|------|
|------|---------|------|

MORE...

|          |         |  |
|----------|---------|--|
| 09/15/10 | CRPP926 | <p>O DEALER ABOUT ASSISTANCE BUT HE WAITED TO CALL UNTIL AFTER THE REPAIR. CUSTOMER NOT PLEASD THAT DEALER DIDNT LOOK INTO HELPING HIM MORE BESIDES JUST GIVING HIM A NUMBER THAT NOW HE FINDS OUT IS TO LATE BECAUSE HE ALL READY PAID. CALLED DSM BILL, NO ANSWER LEFT VM AND ADVISED I WOULD FOLLO W UP WITH EMAIL DETAILS. MORNING BILL, THIS IS THE CASE THAT I LEFT YOU THE VOICEMAIL ON. I HAD A SIMILAR SITUATION LIKE THIS WITH ANOTHER QUESTIO</p> |
|----------|---------|--|

MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:55:41

P447

MCJP089

Rqst No..... : 1316966 - 40      Name..... : ██████████  
 VIN..... : JM3TB28A280 ████████      Closed date.. : 09/29/10  
 Handled by..... : CRPP206      Date Modified: 09/29/10  
 Notify QA..... :      District..... : 08  
 Rgn F-up Dt..... :      Corp F-up Dt. :

Action Taken:

| Date | By Whom | Text |
|------|---------|------|
|------|---------|------|

MORE...

|          |         |   |
|----------|---------|---|
| 09/15/10 | CRPP926 | N AND WE (DSM AN I) OFFERED CUSTOMER SOME GIFT CARDS. I DONT KNOW IF YOU WOULD HAVE OFFERED AWA TO THIS CUSTOMER BUT IT DOES LOOK LIKE HE WOULD HAVE BEEN A GOOD CANDIDATE IF HE OR DEALER WOULD HAVE INFORMED US BEFORE CUSTOMER PAID. CUSTOMER NOTES CUSTOMER STATES WAS HAVING A CONCERN WITH VEHICLE AND TOOK IT INTO DEALER AND DETERMINED THAT THE BRAKE SEAL HAD BROKEN CAUSING THE BRAKE FLUID TO LEAK. CUSTOMER ENDED UP PAYING \$800 FOR THE REPAIR AND WAS WONDERING IF MAZDA WOULD BE W |
|----------|---------|---|

MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1  
P447

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:55:43

MCJP089

Rqst No.....: 1316966 - 40      Name.....: ██████████  
VIN.....: JM3TB28A280 ████████      Closed date.: 09/29/10  
Handled by.....: CRPP206      Date Modified: 09/29/10  
Notify QA.....:      District.....: 08  
Rgn F-up Dt.....:      Corp F-up Dt.:

Action Taken:

| Date | By Whom | Text |
|------|---------|------|
|------|---------|------|

MORE...

|          |         |   |
|----------|---------|---|
| 09/15/10 | CRPP926 | ILLING TO HELP SINCE THIS IS NOT A NOT SO COMMON ISSUE. ALSO INQUIRED IF DEALER IN POSITION TO OFFER ANY HELP AS THEY JUST REFERRED HIM TO CALL MNAO. ADVISED CUSTOMER WE NORMALLY DONT REIMBURSE FOR GOODWILL REPAIRS. ADVISED WE TAKE IT ON CASE BY CASE BASIS AND IF WE FEEL THAT GOODWILL APPLIES WE WILL AUTHORIZE DEALER TO DO REPAIR. ADVISED DEALER WILL SOMETIMES CALL MAZDA ABOUT AWA IF CUSTOMER IS A GOOD SERVICING CUSTOMER, CUSTOMER STATES HE IS AND WAS ABLE TO CONFIRM THAT HE |
|----------|---------|---|

MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:55:45

P447

MCJP089

Rqst No.....: 1316966 - 40      Name.....: ██████████  
 VIN.....: JM3TB28A280 ████████      Closed date.: 09/29/10  
 Handled by.....: CRPP206      Date Modified: 09/29/10  
 Notify QA.....:      District.....: 08  
 Rgn F-up Dt.....:      Corp F-up Dt.:

Action Taken:

| Date | By Whom | Text |
|------|---------|------|
|------|---------|------|

MORE...

|          |         |  |
|----------|---------|--|
| 09/15/10 | CRPP926 | DOES SERVICE VEHICLE AT THE DEALER. CUSTOMER STATES WAS GIVE N OUR NUMBER WHEN HE INQUIRED TO DEALER ABOUT ASSISTANCE BUT HE WAITED TO CALL UNTIL AFTER THE REPAIR. CUSTOMER NOT PLEA SED THAT DEALER DIDNT LOOK INTO HELPING HIM MORE, BESIDES JU ST GIVING HIM A NUMBER THAT NOW HE FINDS OUT IS TO LATE BECA USE HE ALL READY PAID. |
|----------|---------|--|

|          |         |  |
|----------|---------|--|
| 09/16/10 | CRPP926 | AT-ATTN: DCSSM/SVM: PER CONVERSATION, PLEASE REVIEW REQUEST. PLEASE CONTACT THE DCSSM FOR POSSIBLE GOODWILL. PLEASE CONTAC |
|----------|---------|--|

MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:55:47

P447

MCJP089

Rqst No.....: 1316966 - 40      Name.....: ██████████  
 VIN.....: JM3TB28A280 ████████      Closed date.: 09/29/10  
 Handled by.....: CRPP206      Date Modified: 09/29/10  
 Notify QA.....:      District.....: 08  
 Rgn F-up Dt.....:      Corp F-up Dt.:

Action Taken:

| Date | By Whom | Text |
|------|---------|------|
|------|---------|------|

MORE...

|          |         |  |
|----------|---------|--|
| 09/16/10 | CRPP926 | T TECH SUPPORT IF NECESSARY. PLEASE CLOSE UPON RESOLUTION.<br>THANKS. AL PEREZ 949 727 6512<br>AL, I GOT YOUR MESSAGE THIS MORNING, I AM GOING TO THIS DEALER ON FRIDAY AND WILL TALK TO THEM ABOUT THE REPAIR AT THAT TIME. BILL VANIWAARDEN 7 DSM GULF REGION 7<br>ADVISED CUSTOMER THAT DSM WILL BE GOING INTO DEALER TOMORROW, TO DISCUSS WITH DEALER. |
|----------|---------|--|

|          |         |  |
|----------|---------|--|
| 09/28/10 | CRPP206 | TALKED TO DSM, BILL VAN IWAARDEN, WHO STATES AFTER HIS RESEA |
|----------|---------|--|

MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1  
P447

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:55:50

MCJP089

Rqst No..... : 1316966 - 40      Name..... : ██████████  
VIN..... : JM3TB28A280 ████████      Closed date.. : 09/29/10  
Handled by..... : CRPP206      Date Modified: 09/29/10  
Notify QA..... :      District..... : 08  
Rgn F-up Dt..... :      Corp F-up Dt. :

Action Taken:

| Date | By Whom | Text |
|------|---------|------|
|------|---------|------|

MORE...

|          |         |   |
|----------|---------|---|
| 09/28/10 | CRPP206 | RCH HE IS WILLING TO SEND CUSTOMER \$400 WORTH OF MAZDA GIFT CARDS AS GOODWILL.<br>LEFT VOICE MAIL MESSAGE FOR CUSTOMER ASKING FOR A CALL BACK. |
| 09/28/10 | CRPP172 | CUSTOMER CALLED REQUESTING TO SPEAK WITH AGENT GLYNN. AGENT TRANSFERRED CALL TO GLYNN WITH PERMISSION.  |
| 09/28/10 | CRPP206 | DSM REQUESTED CAC TO SEND CUSTOMER GIFT CERTIFICATES.   |
| 09/29/10 | CRPP206 | RE-OPEN TO ADD GOODWILL.<br>SEPTEMBER 30, 2010 ██████████ ██████████  |

MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1  
P447

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:55:52

MCJP089

Rqst No.....: 1316966 - 40      Name.....: ██████████  
VIN.....: JM3TB28A280 ██████████      Closed date..: 09/29/10  
Handled by.....: CRPP206      Date Modified: 09/29/10  
Notify QA.....:      District.....: 08  
Rgn F-up Dt.....:      Corp F-up Dt.:

Action Taken:

Date    By Whom    Text

MORE...

09/29/10 CRPP206 TZVILLE, MO ██████████ DEAR ██████████ :THANK YOU FOR YOUR CALL T  
O MAZDA NORTH AMERICAN OPERATIONS REGARDING THE BRAKE SEAL O  
N YOUR 2008 MAZDA CX-9. FIRST, LET ME SAY IT IS NEVER OUR INT  
ENTION TO HAVE ANYONE LESS THAN COMPLETELY SATISFIED WITH AN  
Y ASPECT OF HIS OR HER MAZDA OWNERSHIP EXPERIENCE. I APOLOG  
IZE THAT THE BRAKE SEAL NEEDED TO BE REPLACED ON YOUR VEHICL  
E AND UNDERSTAND HOW FRUSTRATING REPAIRS CAN BE. AS PROMISE  
D IN OUR TELEPHONE CONVERSATION I HAVE ENCLOSED A COUPLE OF

MORE...

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT

S1017M1  
P447

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:55:54

MCJP089

Rqst No.....: 1316966 - 40      Name.....: ██████████  
VIN.....: JM3TB28A280 ████████      Closed date..: 09/29/10  
Handled by.....: CRPP206      Date Modified: 09/29/10  
Notify QA.....:      District.....: 08  
Rgn F-up Dt.....:      Corp F-up Dt.:

Action Taken:

| Date | By Whom | Text |
|------|---------|------|
|------|---------|------|

MORE...

|          |         |  |
|----------|---------|--|
| 09/29/10 | CRPP206 | \$400 WORTH OF MAZDA GIFT CARDS, WHICH CAN BE USED AT ANY MAZDA DEALERSHIP FOR PARTS, SERVICE OR ACCESSORIES. I HOPE THESE GIFT CARDS REINFORCE OUR COMMITMENT TO YOUR SATISFACTION FOR THIS CONCERN. THANK YOU FOR CONTACTING MAZDA AND ALLOWING US THE OPPORTUNITY TO ASSIST YOU. IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT ME DIRECTLY AT (800) 222-5500 X 1143. SINCE RELY, GLYNN NOLES REPRESENTATIVE, CUSTOMER ASSISTANCE CC: 1316 96640 |
|----------|---------|--|

BOTTOM

F3=EXIT F5=RFH F6=OPN F7=BKD F8=FRD 10=CLS 11=SNT 12=RETN 19=TOP 20=BOT



|                 |               |                          |
|-----------------|---------------|--------------------------|
| Open Date       | 06/05/2009    |                          |
| Sequence Number | 00159         |                          |
| ECI Record Id   | 620400613     |                          |
| Source Code     | MAZDA Hotline | Source Claim # 000620150 |

|                            |                                |                    |                                    |
|----------------------------|--------------------------------|--------------------|------------------------------------|
| <b>Symptom Information</b> |                                |                    |                                    |
| Symptom Code 1             | mod-driving condition-at idle  | Symptom Code 2     | pedal concerns-service brake pedal |
| Symptom Code 3             | fluid level-insufficient fluid | Symptom Code 4     | function-malfunction/inoperative   |
| Symptom Code 5             | leak-fluid                     |                    |                                    |
| Original Symptom 1         |                                | Original Symptom 2 |                                    |
| Causal Component Base      | NOT PROVIDED BY SOURCE         |                    |                                    |

|                                 |   |              |                |
|---------------------------------|---|--------------|----------------|
| <b>Report Details</b>           |   |              |                |
| Customer/Contact First Name     |   | Dealer Name  | BROWNING MAZDA |
| Customer/Contact Last Name      |   | Dealer Code  | 41959          |
| Customer/Contact City           |   | Dealer City  | CERRITOS       |
| Customer/Contact State          |   | Dealer State | CA             |
| Comment Type                    | 05  | Attachments  |                |
| Customer Comments               |   |              |                |
| Technician Comments             | BS 06/05/09 BRAKE PEDAL TO FLOOR(MASTER&BOOSTER) CUST STATES THE BRAKE PEDAL TRAVELS TO THE FLOOR WHEN STOPPING AND AT A STOP TECH STATES THE BRAKE FLUID RESERVOIR IS EMPTY BUT THERE ARE NO TRACES OF WHERE THE FLUID WENT PER TECHLINE REPLACE LEAKING MASTER CYLINDER & BRAKE BOOSTER |              |                |
| C Q I S Recommendation Comments |   |              |                |

|                            |                        |                     |                            |
|----------------------------|------------------------|---------------------|----------------------------|
| <b>Vehicle Information</b> |                        |                     |                            |
| VIN                        | JM3TB28V880 [REDACTED] | Engine              | 3.7L 4V-DAMB PFI V6 NA GAS |
| Model                      | CX-9                   | Transmission        | 6 SPD AUTO TRANS AISIN F21 |
| Model Year                 | 2008                   | Mileage             | 7316                       |
| Production Date            | 08-Apr-2008            | Warranty Start Date | 06-Jun-2008                |

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

|                        |               |                                 |
|------------------------|---------------|---------------------------------|
| <b>Open Date</b>       | 02/03/2010    |                                 |
| <b>Sequence Number</b> | 00337         |                                 |
| <b>ECI Record Id</b>   | 620433762     |                                 |
| <b>Source Code</b>     | MAZDA Hotline | <b>Source Claim #</b> 000656072 |

|                              |                        |                           |   |
|------------------------------|------------------------|---------------------------|---|
| <b>Symptom Information</b>   |                        |                           |   |
| <b>Symptom Code 1</b>        | no keyword found       | <b>Symptom Code 2</b>     | pedal concerns-service brake pedal                |
| <b>Symptom Code 3</b>        | leak-fluid             | <b>Symptom Code 4</b>     | mod-driving condition-on deceleration/<br>braking |
| <b>Original Symptom 1</b>    |                        | <b>Original Symptom 2</b> |   |
| <b>Causal Component Base</b> | NOT PROVIDED BY SOURCE |                           |   |

|  |  |                     |              |
|--|--|---------------------|--------------|
| <b>Report Details</b>                  |  |                     |              |
| <b>Customer/Contact First Name</b>     |  | <b>Dealer Name</b>  | MODERN MAZDA |
| <b>Customer/Contact Last Name</b>      |  | <b>Dealer Code</b>  | 50704        |
| <b>Customer/Contact City</b>           |  | <b>Dealer City</b>  | THOMASTON    |
| <b>Customer/Contact State</b>          |  | <b>Dealer State</b> | CT           |
| <b>Comment Type</b>                    | 05   | <b>Attachments</b>  |              |
| <b>Customer Comments</b>               |  |                     |              |
| <b>Technician Comments</b>             | GF 2/3/10 BRAKE FLUID-BOOSTER M/CYL C/STATES BK PEDAL GO'S TO THE FLOOR TECH HAS CALLED WITH A CONCERN THAT THE THE BRAKE PEDAL GO'S TO THE FLOOR WHEN STOPPING ALL THE BRAKE FLUID IS LEAKED INTO BOOSTER BOOSTER M/CYL |                     |              |
| <b>C Q I S Recommendation Comments</b> |  |                     |              |

|                            |                        |                            |                            |
|----------------------------|------------------------|----------------------------|----------------------------|
| <b>Vehicle Information</b> |                        |                            |                            |
| <b>VIN</b>                 | JM3TB38V580 [REDACTED] | <b>Engine</b>              | 3.7L 4V-DAMB PFI V6 NA GAS |
| <b>Model</b>               | CX-9                   | <b>Transmission</b>        | 6 SPD AUTO TRANS AISIN F21 |
| <b>Model Year</b>          | 2008                   | <b>Mileage</b>             | 26210                      |
| <b>Production Date</b>     | 11-Jun-2008            | <b>Warranty Start Date</b> | 18-Aug-2008                |



# Concern Driven Reporting

## Report Detail

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

|            |           |             |               |
|------------|-----------|-------------|---------------|
| ECI Record | 620440814 | Source Code | MAZDA Hotline |
|------------|-----------|-------------|---------------|

| Commodity Assignment |  |          |                                    |
|----------------------|--|----------|------------------------------------|
| Commodity            | chassis-service brakes—                                    | Symptom  | no keyword found                   |
| Commodity            | chassis-service brakes—                                    | Symptom  | pedal concerns-service brake pedal |
| Commodity            | chassis-service brakes-brake pedal—                        | Symptom  | pedal concerns-service brake pedal |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | function-malfunction/inoperative   |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | leak-fluid                         |
| Significant Event    |  | Verified | N                                  |

| Tread Information          |                |
|----------------------------|----------------|
| Tread Category Code        | 03             |
| Reported in Tread Quarter  | Q1 2010        |
| Tread Category Description | service brakes |

| Report Details                                 |              |
|--|--------------|
| Source Claim Key                               | 000663866    |
| Corporate Product Systems Classification (CPS) |              |
| Customer Condition Code                        |              |
| Source System Program Type                     |              |
| Version Series Code                            | AAAMR        |
| Causal Part Prefix- Base - Suffix              | - -          |
| Causal Part Name                               | unknown      |
| Non Causal Part Prefix-Base-Suffix             |              |
| Non Causal Part Numbers                        |              |
| Fault Code                                     |              |
| Diagnostic Trouble Code                        |              |
| Labor Operation Code                           |              |
| Communication Type                             |              |
| Maintenance Date                               | 19 -Apr-2010 |

|                      |  |
|----------------------|--|
| Customer Comment     |  |
| Technician Comment   | LD 03/29/10 BRAKE PEDAL GOES TO THE FLOOR BRAKE MASTER IS LOW DUPED inspected and found leaking brake master cylinder, replaced master cylinder and brake power unit as advice per tech line to correct condition, retest and operation restored |
| CQIS Recommendations |  |

| Tire Information  |         |
|-------------------|---------|
| Tire Manufacturer | Unknown |
| Tire Brand Series |         |
| DOT Left Front    |         |
| DOT Left Rear     |         |
| DOT Left Inner    |         |
| DOT Spare         |         |

| Vehicle Information    |                                |
|------------------------|--------------------------------|
| VIN                    | JM3TB28C270                    |
| Model Year             | 2007                           |
| Transmission           | 6 SPD AUTO TRANS AISIN F21     |
| Body Cab Style         | CA WE 5 DOOR LIGHT TRUCK       |
| Production Date        | 22-Mar-2007                    |
| Plant Description      | HIROSHIMA ASSEMBLY PLANT-JAPAN |
| Build Region           |                                |
| Build Country Code     |                                |
| Mileage                | 31633                          |
| Vehicle Restraint Code |                                |

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| ECI Record                  | 620456100  | Source Code | MAZDA Hotline                                       |
|-----------------------------|--|-------------|---|
| <b>Commodity Assignment</b> |  |             |   |
| Commodity                   | chassis-service brakes—                                    | Symptom     | function-shuts off                                  |
| Commodity                   | chassis-service brakes—                                    | Symptom     | function-stays on                                   |
| Commodity                   | chassis-service brakes-brake pedal—                        | Symptom     | damage-cracked/fractured/split                      |
| Commodity                   | chassis-service brakes-brake pedal—                        | Symptom     | function-malfunction/inoperative                    |
| Commodity                   | chassis-service brakes-brake pedal—                        | Symptom     | function-steering/brake ineffective                 |
| Commodity                   | chassis-service brakes-brake pedal—                        | Symptom     | leak-fluid  |
| Commodity                   | chassis-service brakes-brake pedal—                        | Symptom     | mod-driving condition-on deceleration/braking       |
| Commodity                   | chassis-service brakes-brake pedal—                        | Symptom     | mod-driving condition-while driving                 |
| Commodity                   | chassis-service brakes-brake pedal—                        | Symptom     | mod-driving condition-while turning                 |
| Commodity                   | chassis-service brakes-brake pedal—                        | Symptom     | no keyword found                                    |
| Commodity                   | chassis-service brakes-brake pedal—                        | Symptom     | pedal concerns-service brake pedal                  |
| Commodity                   | chassis-service brakes-brake pedal—                        | Symptom     | repair-similar failures on other vehicles mentioned |
| Commodity                   | chassis-service brakes-master cylinder/booster/hydroboost— | Symptom     | function-malfunction/inoperative                    |
| Commodity                   | chassis-service brakes-master cylinder/booster/hydroboost— | Symptom     | function-steering/brake ineffective                 |
| Commodity                   | chassis-service brakes-master cylinder/booster/hydroboost— | Symptom     | leak-fluid  |
| Commodity                   | chassis-service brakes-master cylinder/booster/hydroboost— | Symptom     | mod-driving condition-while driving                 |
| Commodity                   | chassis-service brakes-master cylinder/booster/hydroboost— | Symptom     | pedal concerns-service brake pedal                  |
| Commodity                   | chassis-service brakes-master cylinder/booster/hydroboost— | Symptom     | repair-similar failures on other vehicles mentioned |
| Commodity                   | chassis-service brakes-rotor/drum—                         | Symptom     | damage-cracked/fractured/split                      |
| Commodity                   | chassis-service brakes-rotor/drum—                         | Symptom     | mod-driving condition-on deceleration/braking       |
| Commodity                   | chassis-service brakes-rotor/drum—                         | Symptom     | mod-driving condition-while driving                 |
| Commodity                   | chassis-service brakes-rotor/drum—                         | Symptom     | mod-driving condition-while turning                 |
| Commodity                   | chassis-service brakes-rotor/drum—                         | Symptom     | no keyword found                                    |
| Significant Event           |  | Verified    | N   |

| <b>Tread Information</b>  |         |                            |                |
|---------------------------|---------|----------------------------|----------------|
| Tread Category Code       | 03      | Tread Category Description | service brakes |
| Reported in Tread Quarter | Q3 2010 |                            |                |

| <b>Report Details</b>                           |              |   |             |
|---|--------------|---|-------------|
| Source Claim Key                                | 000680624    | Warranty Component Classification (WCC) |             |
| Corporate Product Systems Classification (CPSC) |              | Time in Service                         | 15          |
| Customer Condition Code                         |              | V Function Group (VFG)                  |             |
| Source System Program Type                      |              | Repair/Report/Paid Date                 | 21-Jul-2010 |
| Version Series Code                             |              | Load Date                               | 26-Jul-2010 |
| Causal Part Prefix- Base - Suffix               | - -          | Dealer Code                             | 51598       |
| Causal Part Name                                | unknown      | Dealer Name                             | SCOTT MAZDA |
| Non Causal Part Prefix-Base-Suffix              |              | Dealer City                             | ALLENTOWN   |
| Non Causal Part Numbers                         |              | Dealer State/Province                   | PA          |
| Fault Code                                      |              | Dealer Country                          | USA         |
| Diagonstic Trouble Code                         |              | Dealer Phone Number                     | 6107911221  |
| Labor Operation Code                            |              | Attachment                              |             |
| Communication Type                              |              | VOQ Component Description Code          |             |
| Maintenance Date                                | 01 -Aug-2010 |   |             |

|                      |   |
|----------------------|---|
| Customer Comment     |   |
| Technician Comment   | RC 7/21/10 BRAKE PEDAL DROPPED,DSC LITE CSTM IS SALES AT THE DL,CSTM STS CONCERN HAS OCCURED ACOUPLE TIME FOR HIS WIFE,HE EXPERIENCED THE CONCERN LAST FRIDAY,WHILE BRAKING TO MAKE A LEFT TURN,THE BRAKE PEDAL DROPPED ABOUT 4 INCHES,VEH.WAS NOT SLOWING,CSTM PUMPED THE BRAKE PEDAL,THEN VEH.BRAKING WAS RESTORED.DSC LIGHT (CAR WITH SQUIGGLE LINES) CAME ON AT THAT TIME AND STAYED ON UNTIL THE ENG.WAS SHUT OFF A SHORT TIME AFTER THE CONCERN.WHEN RESTARTED THE LITE WAS OUTTECH.HAS NOT CHECKED FOR DTC,OR RUN A NETWORK TEST CASE #680624 NO OTHER CARS WITH THIS CONCERN. TOLD ME TO TRY BRAKE MASTER CYL. TECH REMOVED MASTER CYL. & FOUND REAR OF CYL. LEAKING INTO BOOSTER. TECH REPLACED MASTER CYL. & POWER FLUSHED BRAKE SYSTEM. NOW BRAKE PEDAL VERY LOW BLEED SYSTEM TWICE & STILL SOFT PEDAL. REMOVED MASTER CYL AGAIN & BENCH BLEED CYL AGAIN.INSTALLED M/CYL AGAIN & MANUAL BLEED BRAKE SYSTEM TO PURGE ANY AIR. OK, NOW.ROAD TESTED ABOUT 5 MILES AROUND AREA & HAD NO PROBLEM. |
| CQIS Recommendations |   |

| Tire Information  |         |                 |         |
|-------------------|---------|-----------------|---------|
| Tire Manufacturer | Unknown | Tire Size       | Unknown |
| Tire Brand Series |         | Wheel           |         |
| DOT Left Front    |         | DOT Right Front |         |
| DOT Left Rear     |         | DOT Right Rear  |         |
| DOT Left Inner    |         | DOT Right Inner |         |
| DOT Spare         |         |                 |         |

| Vehicle Information    |                                |                            |                             |
|------------------------|--------------------------------|----------------------------|-----------------------------|
| VIN                    | JM3TB38V890                    | Engine Serial Number       | CA 10269212                 |
| Model Year             | 2009                           | Engine Description         | 3.7L 4V-DAMB PFI V6 NA GAS  |
| Transmission           | 6 SPD AUTO TRANS AISIN F21     | Vehicle Description        | CX-9                        |
| Body Cab Style         | Unknown                        | Drive Line                 | ALL 4 WHEEL LEFT HAND DRIVE |
| Production Date        | 21-Aug-2008                    | Retail Sale Indicator Code |                             |
| Plant Description      | HIROSHIMA ASSEMBLY PLANT-JAPAN | Reaquired Vehicle          |                             |
| Build Region           |                                | Warranty Start Date        | 05-May-2009                 |
| Build Country Code     |                                | Transmission Serial Number |                             |
| Mileage                | 11369                          | Vehicle Axle Ratio         |                             |
| Vehicle Restraint Code |                                |                            |                             |

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|            |           |             |               |
|------------|-----------|-------------|---------------|
| ECI Record | 620481260 | Source Code | MAZDA Hotline |
|------------|-----------|-------------|---------------|

| Commodity Assignment |  |          |                                     |
|----------------------|--|----------|-------------------------------------|
| Commodity            | chassis-service brakes-brake pedal—                        | Symptom  | function-steering/brake ineffective |
| Commodity            | chassis-service brakes-brake pedal—                        | Symptom  | high effort                         |
| Commodity            | chassis-service brakes-brake pedal—                        | Symptom  | mod-intermittent/random             |
| Commodity            | chassis-service brakes-brake pedal—                        | Symptom  | no problem found                    |
| Commodity            | chassis-service brakes-master cylinder/booster/hydroboost— | Symptom  | engine power-stall                  |
| Commodity            | chassis-service brakes-master cylinder/booster/hydroboost— | Symptom  | high effort                         |
| Commodity            | chassis-service brakes-master cylinder/booster/hydroboost— | Symptom  | mod-driving condition-at cruise     |
| Commodity            | chassis-service brakes-master cylinder/booster/hydroboost— | Symptom  | mod-driving condition-while driving |
| Commodity            | chassis-service brakes-master cylinder/booster/hydroboost— | Symptom  | mod-intermittent/random             |
| Commodity            | chassis-service brakes-master cylinder/booster/hydroboost— | Symptom  | mod-weather-cold                    |
| Commodity            | chassis-service brakes-master cylinder/booster/hydroboost— | Symptom  | no problem found                    |
| Commodity            | chassis-service brakes-pads/shoes/linings—                 | Symptom  | mod-driving condition-while driving |
| Commodity            | chassis-service brakes-pads/shoes/linings—                 | Symptom  | mod-weather-cold                    |
| Significant Event    |  | Verified | N                                   |

| Tread Information         |         |                            |                |
|---------------------------|---------|----------------------------|----------------|
| Tread Category Code       | 03      | Tread Category Description | service brakes |
| Reported in Tread Quarter | Q1 2011 |                            |                |

| Report Details                                  |             |   |                   |
|---|-------------|---|-------------------|
| Source Claim Key                                | 000707839   | Warranty Component Classification (WCC) |                   |
| Corporate Product Systems Classification (CPSC) |             | Time in Service                         |                   |
| Customer Condition Code                         |             | V Function Group (VFG)                  |                   |
| Source System Program Type                      |             | Repair/Report/Paid Date                 | 31-Jan-2011       |
| Version Series Code                             |             | Load Date                               | 06-Feb-2011       |
| Causal Part Prefix- Base - Suffix               | - -         | Dealer Code                             | 51600             |
| Causal Part Name                                | unknown     | Dealer Name                             | WESTCHESTER MAZDA |
| Non Causal Part Prefix-Base-Suffix              |             | Dealer City                             | ELMSFORD          |
| Non Causal Part Numbers                         |             | Dealer State/Province                   | NY                |
| Fault Code                                      |             | Dealer Country                          | USA               |
| Diagonstic Trouble Code                         |             | Dealer Phone Number                     | 9143473377        |
| Labor Operation Code                            |             | Attachment                              |                   |
| Communication Type                              |             | VOQ Component Description Code          |                   |
| Maintenance Date                                | 06-Mar-2011 |   |                   |

|                     |  |
|---------------------|--|
| Customer Comment    |  |
| Technician Comment  | BS 01/31/11 STIFF BRAKE PEDAL INT(BOOSTER) CUST STATES 2X WHEN TRYING TO STOP THE BRAKE PEDAL WASSTIFF AND THE VEH WAS HARD TO STOP. TECH HASNT DUPLICATED THE CONCERN YET TECH STATES CURRENTLY IN THE AREA, ALL THE ROADS ARE ICY. THE VEH HAS BEEN DRIVEN OVER THE WEEKEND BY THE D302 OVER 200 MILES WITHOUT DUPLICATING THE CONCERN. FRONT AND REAR PADS LOOK NEW,BOOSTER IS GETTING VACUUM. TECH DID MENTION THE FLUID LEVEL IS AT THE MINIMUM LEVEL AND THERE ARE NO LEAKS PLES AE NOTE FOUND VEH BOOSTER FULL WITH BRAKE FLD.REPLACE BOOSTER WITH NEW MASTER CYC. BEFOR REPLACE BOOSTER DROVE CAR FOR 120 MILES—VEH WAS STOPPING NORMAL...COULD NOT DUPLICATED. AFTER REPLACEING BOOSTER CUSTOMER WAS OK WITH REPAIR THANKS US FOR THE SUPPORT. PLES AE CLOSE THIS CASE. |
| CQIS Recommendation |  |

| Tire Information  |         |                 |         |
|-------------------|---------|-----------------|---------|
| Tire Manufacturer | Unknown | Tire Size       | Unknown |
| Tire Brand Series |         | Wheel           |         |
| DOT Left Front    |         | DOT Right Front |         |
| DOT Left Rear     |         | DOT Right Rear  |         |
| DOT Left Inner    |         | DOT Right Inner |         |
| DOT Spare         |         |                 |         |

| Vehicle Information |                            |                      |                             |
|---------------------|----------------------------|----------------------|-----------------------------|
| VIN                 | JM3TB38VX80                | Engine Serial Number | CA 10242462                 |
| Model Year          | 2008                       | Engine Description   | 3.7L 4V-DAMB PFI V6 NA GAS  |
| Transmission        | 6 SPD AUTO TRANS AISIN F21 | Vehicle Description  | CX-9                        |
| Body Cab Style      | Unknown                    | Drive Line           | ALL 4 WHEEL LEFT HAND DRIVE |

|                        |                                |                            |  |
|------------------------|--------------------------------|----------------------------|--|
| Production Date        | 09-Apr-2008                    | Retail Sale Indicator Code |  |
| Plant Description      | HIROSHIMA ASSEMBLY PLANT-JAPAN | Required Vehicle           |  |
| Build Region           |                                | Warranty Start Date        |  |
| Build Country Code     |                                | Transmission Serial Number |  |
| Mileage                | 26513                          | Vehicle Axle Ratio         |  |
| Vehicle Restraint Code |                                |                            |  |

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# Concern Driven Reporting

## Report Detail

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

|            |           |             |               |
|------------|-----------|-------------|---------------|
| ECI Record | 620482195 | Source Code | MAZDA Hotline |
|------------|-----------|-------------|---------------|

| Commodity Assignment |   |          |                                      |
|----------------------|---|----------|--------------------------------------|
| Commodity            | chassis-service brakes—                                 | Symptom  | no keyword found                     |
| Commodity            | chassis-service brakes-abs/traction control—            | Symptom  | fluid level-insufficient fluid       |
| Commodity            | chassis-service brakes-abs/traction control—            | Symptom  | function-malfunction/inoperative     |
| Commodity            | chassis-service brakes-abs/traction control—            | Symptom  | mod-indicator light/warning chime on |
| Commodity            | chassis-service brakes-abs/traction control—            | Symptom  | pedal concerns-service brake pedal   |
| Commodity            | chassis-service brakes-abs/traction control-abs module- | Symptom  | pedal concerns-service brake pedal   |
| Commodity            | chassis-service brakes-brake pedal—                     | Symptom  | function-malfunction/inoperative     |
| Commodity            | chassis-service brakes-brake pedal—                     | Symptom  | mod-indicator light/warning chime on |
| Commodity            | chassis-service brakes-brake pedal—                     | Symptom  | pedal concerns-service brake pedal   |
| Commodity            | chassis-service brakes-master cylinder/booster-         | Symptom  | fluid level-insufficient fluid       |
| Commodity            | hydroboost—   |          |                                      |
| Commodity            | chassis-service brakes-master cylinder/booster-         | Symptom  | function-malfunction/inoperative     |
| Commodity            | hydroboost—   |          |                                      |
| Commodity            | chassis-service brakes-master cylinder/booster-         | Symptom  | mod-indicator light/warning chime on |
| Commodity            | hydroboost—   |          |                                      |
| Commodity            | chassis-service brakes-master cylinder/booster-         | Symptom  | pedal concerns-service brake pedal   |
| Commodity            | hydroboost—   |          |                                      |
| Significant Event    |   | Verified | N                                    |

| Tread Information         |         |                            |                |
|---------------------------|---------|----------------------------|----------------|
| Tread Category Code       | 03      | Tread Category Description | service brakes |
| Reported in Tread Quarter | Q1 2011 |                            |                |

| Report Details                                  |                        |   |              |
|---|------------------------|---|--------------|
| Source Claim Key                                | 000708878              | Warranty Component Classification (WCC) |              |
| Corporate Product Systems Classification (CPSC) |                        | Time in Service                         | 25           |
| Customer Condition Code                         |                        | V Function Group (VFG)                  |              |
| Source System Program Type                      |                        | Repair/Report/Paid Date                 | 08-Feb-2011  |
| Version Series Code                             |                        | Load Date                               | 13 -Feb-2011 |
| Causal Part Prefix- Base - Suffix               | -                      | Dealer Code                             | 42077        |
| Causal Part Name                                | NOT PROVIDED BY SOURCE | Dealer Name                             | TRACY MAZDA  |
| Non Causal Part Prefix-Base-Suffix              |                        | Dealer City                             | TRACY        |
| Non Causal Part Numbers                         |                        | Dealer State/Province                   | CA           |
| Fault Code                                      |                        | Dealer Country                          | USA          |
| Diagnostic Trouble Code                         |                        | Dealer Phone Number                     | 2098207800   |
| Labor Operation Code                            |                        | Attachment                              |              |
| Communication Type                              |                        | VOQ Component Description Code          |              |
| Maintenance Date                                | 13 -Feb-2011           |   |              |

|                      |  |
|----------------------|--|
| Customer Comment     |  |
| Technician Comment   | DR 02/08/11 BRAKE PEDAL WENT TO FLOOR,ABS/BRAKE LI BRAKE PEDAL GOES TO FLOOR,ABS LITE AND BRAKE LITE COME ON,FOUND BRAKE FLUID LOW, NO BOOSTER ACTION,NO EXTERNAL LEAKS DUPLICATED replaced brake master cyl and brake booster |
| CQIS Recommendations |  |

| Tire Information  |         |                 |         |
|-------------------|---------|-----------------|---------|
| Tire Manufacturer | Unknown | Tire Size       | Unknown |
| Tire Brand Series |         | Wheel           |         |
| DOT Left Front    |         | DOT Right Front |         |
| DOT Left Rear     |         | DOT Right Rear  |         |
| DOT Left Inner    |         | DOT Right Inner |         |
| DOT Spare         |         |                 |         |

| Vehicle Information    |                                |                            |                             |
|------------------------|--------------------------------|----------------------------|-----------------------------|
| VIN                    | JM3TB38V590                    | Engine Serial Number       | CA 10257575                 |
| Model Year             | 2009                           | Engine Description         | 3.7L 4V-DAMB PFI V6 NA GAS  |
| Transmission           | 6 SPD AUTO TRANS AISIN F21     | Vehicle Description        | CX-9                        |
| Body Cab Style         | Unknown                        | Drive Line                 | ALL 4 WHEEL LEFT HAND DRIVE |
| Production Date        | 02-Aug-2008                    | Retail Sale Indicator Code |                             |
| Plant Description      | HIROSHIMA ASSEMBLY PLANT-JAPAN | Required Vehicle           |                             |
| Build Region           |                                | Warranty Start Date        | 17-Feb-2009                 |
| Build Country Code     |                                | Transmission Serial Number |                             |
| Mileage                | 47867                          | Vehicle Axle Ratio         |                             |
| Vehicle Restraint Code |                                |                            |                             |

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# Concern Driven Reporting

## Report Detail

**Note:** Field which are grayed (ghosted) are currently being mapped to the data warehouse. They are not presently being populated.

|            |           |             |               |
|------------|-----------|-------------|---------------|
| ECI Record | 620488148 | Source Code | MAZDA Hotline |
|------------|-----------|-------------|---------------|

| Commodity Assignment |  |          |                                    |
|----------------------|--|----------|------------------------------------|
| Commodity            | chassis-service brakes—                                    | Symptom  | no keyword found                   |
| Commodity            | chassis-service brakes-brake pedal—                        | Symptom  | high effort                        |
| Commodity            | chassis-service brakes-brake pedal—                        | Symptom  | pedal concerns-service brake pedal |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | function-malfunction/inoperative   |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | leak-fluid                         |
| Significant Event    |  | Verified | N                                  |

| Tread Information          |                |
|----------------------------|----------------|
| Tread Category Code        | 03             |
| Reported in Tread Quarter  | Q1 2011        |
| Tread Category Description | service brakes |

| Report Details                                 |             |   |                               |
|--|-------------|---|-------------------------------|
| Source Claim Key                               | 000715005   | Warranty Component Classification (WCC) |                               |
| Corporate Product Systems Classification (CPS) |             | Time in Service                         | 34                            |
| Customer Condition Code                        |             | V Function Group (VFG)                  |                               |
| Source System Program Type                     |             | Repair/Report/Paid Date                 | 25-Mar-2011                   |
| Version Series Code                            |             | Load Date                               | 27-Mar-2011                   |
| Causal Part Prefix- Base - Suffix              | - -         | Dealer Code                             | 34400                         |
| Causal Part Name                               | unknown     | Dealer Name                             | GARLYN SHELTON MAZDA OF BRYAN |
| Non Causal Part Prefix-Base-Suffix             |             | Dealer City                             | BRYAN                         |
| Non Causal Part Numbers                        |             | Dealer State/Province                   | TX                            |
| Fault Code                                     |             | Dealer Country                          | USA                           |
| Diagnostic Trouble Code                        |             | Dealer Phone Number                     | 9797767600                    |
| Labor Operation Code                           |             | Attachment                              |                               |
| Communication Type                             |             | VOQ Component Description Code          |                               |
| Maintenance Date                               | 03-Apr-2011 |   |                               |

|                      |   |
|----------------------|---|
| Customer Comment     |   |
| Technician Comment   | LD 03/25/11 BRAKE PEDAL HARD THEN GOES DOWN(PAGE4) CLAIMS THAT THE BRAKE PEDAL GETS HARD AND TEN WILL GO TH THE FLOOR ENQUIRING... FOUND MASTER CYLINDER LEAKING INTO BOOSTER CAUSING BOOSTER TO FAIL ALSO CAUSING LEAN CODE BANK 1 AND 2. REPLACED MASTER CYLINDER AND BRAKE BOOSTER |
| CQIS Recommendations |   |

| Tire Information  |         |                 |         |
|-------------------|---------|-----------------|---------|
| Tire Manufacturer | Unknown | Tire Size       | Unknown |
| Tire Brand Series |         | Wheel           |         |
| DOT Left Front    |         | DOT Right Front |         |
| DOT Left Rear     |         | DOT Right Rear  |         |
| DOT Left Inner    |         | DOT Right Inner |         |
| DOT Spare         |         |                 |         |

| Vehicle Information    |                                |                            |                             |
|------------------------|--------------------------------|----------------------------|-----------------------------|
| VIN                    | JM3TB38A380                    | Engine Serial Number       | CA 10233781                 |
| Model Year             | 2008                           | Engine Description         | 3.7L 4V-DAMB PFI V6 NA GAS  |
| Transmission           | 6 SPD AUTO TRANS AISIN F21     | Vehicle Description        | CX-9                        |
| Body Cab Style         | Unknown                        | Drive Line                 | ALL 4 WHEEL LEFT HAND DRIVE |
| Production Date        | 20-Feb-2008                    | Retail Sale Indicator Code |                             |
| Plant Description      | HIROSHIMA ASSEMBLY PLANT-JAPAN | Reaquired Vehicle          |                             |
| Build Region           |                                | Warranty Start Date        | 03-Jul-2008                 |
| Build Country Code     |                                | Transmission Serial Number |                             |
| Mileage                | 65400                          | Vehicle Axle Ratio         |                             |
| Vehicle Restraint Code |                                |                            |                             |

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# Concern Driven Reporting

## Report Detail

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|            |           |             |               |
|------------|-----------|-------------|---------------|
| ECI Record | 620493392 | Source Code | MAZDA Hotline |
|------------|-----------|-------------|---------------|

| Commodity Assignment |  |          |                                     |
|----------------------|--|----------|-------------------------------------|
| Commodity            | chassis-service brakes-brake pedal—                        | Symptom  | function-steering/brake ineffective |
| Commodity            | chassis-service brakes-brake pedal—                        | Symptom  | pedal concerns-service brake pedal  |
| Commodity            | chassis-service brakes-brake pedal—                        | Symptom  | weak/soft/sagged                    |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | fluid level-insufficient fluid      |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | function-malfunction/inoperative    |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | leak-fluid                          |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | pedal concerns-service brake pedal  |
| Significant Event    |  | Verified | N                                   |

| Tread Information          |                |
|----------------------------|----------------|
| Tread Category Code        | 03             |
| Reported in Tread Quarter  | Q2 2011        |
| Tread Category Description | service brakes |

| Report Details                                  |              |
|---|--------------|
| Source Claim Key                                | 000720487    |
| Corporate Product Systems Classification (CPSC) |              |
| Customer Condition Code                         |              |
| Source System Program Type                      |              |
| Version Series Code                             |              |
| Causal Part Prefix- Base - Suffix               | - -          |
| Causal Part Name                                | unknown      |
| Non Causal Part Prefix-Base-Suffix              |              |
| Non Causal Part Numbers                         |              |
| Fault Code                                      |              |
| Diagnostic Trouble Code                         |              |
| Labor Operation Code                            |              |
| Communication Type                              |              |
| Maintenance Date                                | 15 -May-2011 |

|                      |   |
|----------------------|---|
| Customer Comment     |   |
| Technician Comment   | BS 05/09/11(CHAT)BRAKE PEDAL LOW(BOOSTER&MASTER) CUST STATES THE BRAKE BRAKE PEDAL IS LOW & SOFT TECH STATES HE NOTICED THE BRAKE FLUID LEVEL WAS LOW AND THERE IS A SLIGHT TRAIL OF WHERE FLUID HAS BEEN LEAKING AT THE BOOSTER replaced brake booster and master cylinder ,to repair brake fluid leak |
| CQIS Recommendations |   |

| Tire Information  |         |
|-------------------|---------|
| Tire Manufacturer | Unknown |
| Tire Brand Series |         |
| DOT Left Front    |         |
| DOT Left Rear     |         |
| DOT Left Inner    |         |
| DOT Spare         |         |

| Vehicle Information    |                                |
|------------------------|--------------------------------|
| VIN                    | JM3TB3MA5A0                    |
| Model Year             | 2010                           |
| Transmission           | 6 SPD AUTO TRANS AISIN F21     |
| Body Cab Style         | Unknown                        |
| Production Date        | 13-Nov-2009                    |
| Plant Description      | HIROSHIMA ASSEMBLY PLANT-JAPAN |
| Build Region           |                                |
| Build Country Code     |                                |
| Mileage                | 10624                          |
| Vehicle Restraint Code |                                |

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|            |           |             |               |
|------------|-----------|-------------|---------------|
| ECI Record | 620503046 | Source Code | MAZDA Hotline |
|------------|-----------|-------------|---------------|

| Commodity Assignment |  |          |   |
|----------------------|--|----------|---|
| Commodity            | chassis-service brakes-brake pedal—                        | Symptom  | damage-cracked/fractured/split                |
| Commodity            | chassis-service brakes-brake pedal—                        | Symptom  | function-malfunction/inoperative              |
| Commodity            | chassis-service brakes-brake pedal—                        | Symptom  | high effort                                   |
| Commodity            | chassis-service brakes-brake pedal—                        | Symptom  | incorrect size                                |
| Commodity            | chassis-service brakes-brake pedal—                        | Symptom  | mod-driving condition-on deceleration/braking |
| Commodity            | chassis-service brakes-brake pedal—                        | Symptom  | nvh-noisy operation                           |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | circuit-shortcd                               |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | fluid level-insufficient fluid                |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | function-malfunction/inoperative              |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | high effort                                   |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | leak-fluid                                    |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | leak-loss of vacuum                           |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | mod-codes found                               |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | mod-driving condition-at idle                 |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | mod-location-under hood                       |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | nvh-noisy operation                           |
| Commodity            | chassis-service brakes-master cylinder/booster hydroboost— | Symptom  | vibration/pulsation                           |
| Significant Event    |  | Verified | N   |

| Tread Information         |         |                            |                |
|---------------------------|---------|----------------------------|----------------|
| Tread Category Code       | 03      | Tread Category Description | service brakes |
| Reported in Tread Quarter | Q3 2011 |                            |                |

| Report Details                                  |                        |   |                    |
|---|------------------------|---|--------------------|
| Source Claim Key                                | 000730272              | Warranty Component Classification (WCC) |                    |
| Corporate Product Systems Classification (CPSC) |                        | Time in Service                         | 30                 |
| Customer Condition Code                         |                        | V Function Group (VFG)                  |                    |
| Source System Program Type                      |                        | Repair/Report/Paid Date                 | 20-Jul-2011        |
| Version Series Code                             |                        | Load Date                               | 25-Jul-2011        |
| Causal Part Prefix- Base - Suffix               | - -                    | Dealer Code                             | 42102              |
| Causal Part Name                                | NOT PROVIDED BY SOURCE | Dealer Name                             | PALM SPRINGS MAZDA |
| Non Causal Part Prefix-Base-Suffix              |                        | Dealer City                             | CATHEDRAL CITY     |
| Non Causal Part Numbers                         |                        | Dealer State/Province                   | CA                 |
| Fault Code                                      |                        | Dealer Country                          | USA                |
| Diagonstic Trouble Code                         |                        | Dealer Phone Number                     | 7603282102         |
| Labor Operation Code                            |                        | Attachment                              |                    |
| Communication Type                              |                        | VOQ Component Description Code          |                    |
| Maintenance Date                                | 28 -Aug-2011           |   |                    |

|                      |  |
|----------------------|--|
| Customer Comment     |  |
| Technician Comment   | BS 07/20/11 BRAKE PEDAL NOISE,HISS(MSTR&BOOSTER) CUST STATES THERE IS A HISS NOISE HEARD WHILE BRAKING AND THE PEDAL REQUIRES EXTRA EFFORT TO GET IT TO STOP ** PREVIOUS DEALER CLOSING WAS TOO LONG...THE ACTUAL REPAIR WAS CUT-OFF. PLEASE CLOSE THE FILE WITH WHAT WAS DONE TO REPAIR THE VEH...THAT'S ALL TECH STATES HE HEARS A VAC LEAK FROM THE BOOSTER AREA AND THE ENG SHAKES BADLY FOUND MASTER CYLINDER HAD INTERNAL LEAK TO BRK BOOSTER CAUSING BRK BOOSTER TO FAIL. REPLACED MASTER CYLINDER AND BRK BOOSTER. BLEAD BRK SYSTEM AND TEST DROVE-PASS. FOUND NORMAL BRK SYSTEM OPERATION AT THIS TIME. |
| CQIS Recommendations |  |

| Tire Information  |         |                 |         |
|-------------------|---------|-----------------|---------|
| Tire Manufacturer | Unknown | Tire Size       | Unknown |
| Tire Brand Series |         | Wheel           |         |
| DOT Left Front    |         | DOT Right Front |         |
| DOT Left Rear     |         | DOT Right Rear  |         |

|                |  |                 |  |
|----------------|--|-----------------|--|
| DOT Left Inner |  | DOT Right Inner |  |
| DOT Spare      |  |                 |  |

### Vehicle Information

|                        |                                |                            |                             |
|------------------------|--------------------------------|----------------------------|-----------------------------|
| VIN                    | JM3TB38V690 [REDACTED]         | Engine Serial Number       | CA 10257786                 |
| Model Year             | 2009                           | Engine Description         | 3.7L 4V-DAMB PFI V6 NA GAS  |
| Transmission           | 6 SPD AUTO TRANS AISIN F21     | Vehicle Description        | CX-9                        |
| Body Cab Style         | Unknown                        | Drive Line                 | ALL 4 WHEEL LEFT HAND DRIVE |
| Production Date        | 02-Aug-2008                    | Retail Sale Indicator Code |                             |
| Plant Description      | HIROSHIMA ASSEMBLY PLANT-JAPAN | Required Vehicle           |                             |
| Build Region           |                                | Warranty Start Date        | 02-Mar-2009                 |
| Build Country Code     |                                | Transmission Serial Number |                             |
| Mileage                | 61269                          | Vehicle Axle Ratio         |                             |
| Vehicle Restraint Code |                                |                            |                             |

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# Concern Driven Reporting

## Report Detail

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|            |           |             |           |
|------------|-----------|-------------|-----------|
| ECI Record | 623022406 | Source Code | MAZDA PQI |
|------------|-----------|-------------|-----------|

| Commodity Assignment |  |          |                                      |
|----------------------|--|----------|--------------------------------------|
| Commodity            | chassis-service brakes—                                    | Symptom  | function-steering/brake ineffective  |
| Commodity            | chassis-service brakes—                                    | Symptom  | mod-indicator light/warning chime on |
| Commodity            | chassis-service brakes—                                    | Symptom  | pedal concerns-service brake pedal   |
| Commodity            | chassis-service brakes—                                    | Symptom  | weak/soft/sagged                     |
| Commodity            | chassis-service brakes-master cylinder/booster/hydroboost— | Symptom  | function-malfunction/inoperative     |
| Commodity            | chassis-service brakes-master cylinder/booster/hydroboost— | Symptom  | leak-fluid                           |
| Significant Event    |  | Verified | N                                    |

| Tread Information         |         |                            |                |
|---------------------------|---------|----------------------------|----------------|
| Tread Category Code       | 03      | Tread Category Description | service brakes |
| Reported in Tread Quarter | Q4 2009 |                            |                |

| Report Details                                  |                 |   |                 |
|---|-----------------|---|-----------------|
| Source Claim Key                                | 000099161       | Warranty Component Classification (WCC) |                 |
| Corporate Product Systems Classification (CPSC) |                 | Time in Service                         | 6               |
| Customer Condition Code                         | P20             | V Function Group (VFG)                  |                 |
| Source System Program Type                      |                 | Repair/Report/Paid Date                 | 16-Sep-2009     |
| Version Series Code                             |                 | Load Date                               | 25 -Oct-2009    |
| Causal Part Prefix- Base - Suffix               | TD11 -43 -40ZA  | Dealer Code                             | 51553           |
| Causal Part Name                                | MASTER CYLINDER | Dealer Name                             | WELLESLEY MAZDA |
| Non Causal Part Prefix-Base-Suffix              |                 | Dealer City                             | WELLESLEY       |
| Non Causal Part Numbers                         |                 | Dealer State/Province                   | MA              |
| Fault Code                                      |                 | Dealer Country                          | USA             |
| Diagnostic Trouble Code                         |                 | Dealer Phone Number                     | 7812356000      |
| Labor Operation Code                            |                 | Attachment                              | N               |
| Communication Type                              |                 | VOQ Component Description Code          |                 |
| Maintenance Date                                | 02 -Nov-2009    |   |                 |

|                      |  |
|----------------------|--|
| Customer Comment     |  |
| Technician Comment   | TCS LIGHT ON BRAKES SPONGY BRAKE WARNING LIGHT ON BRAKE MASTER CYL LEAKING INTO BRAKE BOOSTER REPLACED MASTER CYL 0022009-10-26MANP375 Thank you for your PQI on brake fluid leakage into brake booster. Yasu Yata@NER |
| CQIS Recommendations |  |

| Tire Information  |         |                 |         |
|-------------------|---------|-----------------|---------|
| Tire Manufacturer | Unknown | Tire Size       | Unknown |
| Tire Brand Series |         | Wheel           |         |
| DOT Left Front    |         | DOT Right Front |         |
| DOT Left Rear     |         | DOT Right Rear  |         |
| DOT Left Inner    |         | DOT Right Inner |         |
| DOT Spare         |         |                 |         |

| Vehicle Information    |                                |                            |                             |
|------------------------|--------------------------------|----------------------------|-----------------------------|
| VIN                    | JM3TB38VX90                    | Engine Serial Number       | CA 10269557                 |
| Model Year             | 2009                           | Engine Description         | 3.7L 4V-DAMB PFI V6 NA GAS  |
| Transmission           | 6 SPD AUTO TRANS AISIN F21     | Vehicle Description        | CX-9                        |
| Body Cab Style         | Unknown                        | Drive Line                 | ALL 4 WHEEL LEFT HAND DRIVE |
| Production Date        | 22-Aug-2008                    | Retail Sale Indicator Code |                             |
| Plant Description      | HIROSHIMA ASSEMBLY PLANT-JAPAN | Required Vehicle           |                             |
| Build Region           |                                | Warranty Start Date        | 19-Apr-2009                 |
| Build Country Code     |                                | Transmission Serial Number |                             |
| Mileage                | 7988                           | Vehicle Axle Ratio         |                             |
| Vehicle Restraint Code |                                |                            |                             |

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# Concern Driven Reporting

## Report Detail

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|            |           |             |           |
|------------|-----------|-------------|-----------|
| ECI Record | 623024221 | Source Code | MAZDA PQI |
|------------|-----------|-------------|-----------|

| Commodity Assignment |  |          |                                      |
|----------------------|--|----------|--------------------------------------|
| Commodity            | chassis-service brakes-brake pedal—                        | Symptom  | loose                                |
| Commodity            | chassis-service brakes-brake pedal—                        | Symptom  | pedal concerns-service brake pedal   |
| Commodity            | chassis-service brakes-master cylinder/booster/hydroboost— | Symptom  | leak-failed gasket/seal/weatherstrip |
| Commodity            | chassis-service brakes-master cylinder/booster/hydroboost— | Symptom  | leak-fluid                           |
| Commodity            | chassis-service brakes-master cylinder/booster/hydroboost— | Symptom  | no keyword found                     |
| Significant Event    |  | Verified | N                                    |

| Tread Information         |         |                            |                |
|---------------------------|---------|----------------------------|----------------|
| Tread Category Code       | 03      | Tread Category Description | service brakes |
| Reported in Tread Quarter | Q1 2010 |                            |                |

| Report Details                                  |                 |   |             |
|---|-----------------|---|-------------|
| Source Claim Key                                | 000100868       | Warranty Component Classification (WCC) |             |
| Corporate Product Systems Classification (CPSC) |                 | Time in Service                         | 30          |
| Customer Condition Code                         | P20             | V Function Group (VFG)                  |             |
| Source System Program Type                      |                 | Repair/Report/Paid Date                 | 13-Mar-2010 |
| Version Series Code                             | AAAAR           | Load Date                               | 05-Apr-2010 |
| Causal Part Prefix- Base - Suffix               | TD11 -43 -40ZA  | Dealer Code                             | 34491       |
| Causal Part Name                                | MASTER CYLINDER | Dealer Name                             | MAZDA SOUTH |
| Non Causal Part Prefix-Base-Suffix              |                 | Dealer City                             | AUSTIN      |
| Non Causal Part Numbers                         |                 | Dealer State/Province                   | TX          |
| Fault Code                                      |                 | Dealer Country                          | USA         |
| Diagnostic Trouble Code                         |                 | Dealer Phone Number                     |             |
| Labor Operation Code                            |                 | Attachment                              | N           |
| Communication Type                              |                 | VOQ Component Description Code          |             |
| Maintenance Date                                | 05-Apr-2010     |   |             |

|                      |   |
|----------------------|---|
| Customer Comment     |   |
| Technician Comment   | MASTER BRAKE CYLINDER LEAKING HEAVILY CUSTOMER COMPLAINT OF BRAKE PEDAL SINKING—DELAYED STOPPING OF VEHICLE. PEDAL MOVEMENT EXCESSIVE MASTER BRAKE CYLINDER LEAKAGE INSIDE SHAFT SEAL LEAKING OUT INTO POWER BOOSTER. RR M BRAKE CYLINDER |
| CQIS Recommendations |   |

| Tire Information  |         |                 |         |
|-------------------|---------|-----------------|---------|
| Tire Manufacturer | Unknown | Tire Size       | Unknown |
| Tire Brand Series |         | Wheel           |         |
| DOT Left Front    |         | DOT Right Front |         |
| DOT Left Rear     |         | DOT Right Rear  |         |
| DOT Left Inner    |         | DOT Right Inner |         |
| DOT Spare         |         |                 |         |

| Vehicle Information    |                                |                            |                              |
|------------------------|--------------------------------|----------------------------|------------------------------|
| VIN                    | JM3TB28Y170                    | Engine Serial Number       | CY 215693                    |
| Model Year             | 2007                           | Engine Description         | 3.5L 4V DOHC VCT SMPI V6 GAS |
| Transmission           | 6 SPD AUTO TRANS AISIN F21     | Vehicle Description        | CX-9                         |
| Body Cab Style         | CA WE 3 DOOR LIGHT TRUCK       | Drive Line                 | 2 WHL L/H FRONT DRIVE        |
| Production Date        | 20-Mar-2007                    | Retail Sale Indicator Code |                              |
| Plant Description      | HIROSHIMA ASSEMBLY PLANT-JAPAN | Reaquired Vehicle          |                              |
| Build Region           |                                | Warranty Start Date        | 10-Oct-2007                  |
| Build Country Code     |                                | Transmission Serial Number |                              |
| Mileage                | 51562                          | Vehicle Axle Ratio         |                              |
| Vehicle Restraint Code |                                |                            |                              |

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# Concern Driven Reporting

## Report Detail

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|            |           |             |           |
|------------|-----------|-------------|-----------|
| ECI Record | 623025684 | Source Code | MAZDA PQI |
|------------|-----------|-------------|-----------|

| Commodity Assignment |  |          |                                     |
|----------------------|--|----------|-------------------------------------|
| Commodity            | chassis-service brakes—                                    | Symptom  | no keyword found                    |
| Commodity            | chassis-service brakes-brake pedal—                        | Symptom  | mod-driving condition-while driving |
| Commodity            | chassis-service brakes-brake pedal—                        | Symptom  | pedal concerns-service brake pedal  |
| Commodity            | chassis-service brakes-brake pedal—                        | Symptom  | pressure-low                        |
| Commodity            | chassis-service brakes-master cylinder/booster/hydroboost— | Symptom  | function-malfunction/inoperative    |
| Commodity            | chassis-service brakes-master cylinder/booster/hydroboost— | Symptom  | leak-fluid                          |
| Significant Event    |  | Verified | N                                   |

| Tread Information         |         |                            |                |
|---------------------------|---------|----------------------------|----------------|
| Tread Category Code       | 03      | Tread Category Description | service brakes |
| Reported in Tread Quarter | Q3 2010 |                            |                |

| Report Details                                  |                 |   |              |
|---|-----------------|---|--------------|
| Source Claim Key                                | 000102341       | Warranty Component Classification (WCC) |              |
| Corporate Product Systems Classification (CPSC) |                 | Time in Service                         | 15           |
| Customer Condition Code                         | P20             | V Function Group (VFG)                  |              |
| Source System Program Type                      |                 | Repair/Report/Paid Date                 | 21-Jul-2010  |
| Version Series Code                             |                 | Load Date                               | 03 -Oct-2010 |
| Causal Part Prefix- Base - Suffix               | TD11 -43 -40ZA  | Dealer Code                             | 51598        |
| Causal Part Name                                | MASTER CYLINDER | Dealer Name                             | SCOTT MAZDA  |
| Non Causal Part Prefix-Base-Suffix              |                 | Dealer City                             | ALLENTOWN    |
| Non Causal Part Numbers                         |                 | Dealer State/Province                   | PA           |
| Fault Code                                      |                 | Dealer Country                          | USA          |
| Diagnostic Trouble Code                         |                 | Dealer Phone Number                     | 6107911221   |
| Labor Operation Code                            |                 | Attachment                              | N            |
| Communication Type                              |                 | VOQ Component Description Code          |              |
| Maintenance Date                                | 03 -Oct-2010    |   |              |

|                      |   |
|----------------------|---|
| Customer Comment     |   |
| Technician Comment   | BRAKE CUSTOMER STATES WHILE DRIVING VEHICLE THEY APPLIED BRAKES AND PEDAL WENT TO FLOOR AND HAD NO PRESSURE, THEY SAID THEY HAD TO PUMP BRAKES IN ORDER TO GET PRESSURE AND TO STOP CAR. WE DID NOT VERIFY AN ISSUE. CALLED TECHLINE LINE CASE 680624 NO OTHER CARS KNOWN FOR THIS ISSUE. RECOMMENDED WE REPLACE MASTER CYLINDER. UPON REPLACEMENT WE FOUND REAR OF CYLINDER LEAKING INTO BOOSTER. REPLACED MASTER CYLINDER AND BLEED SYSTEM. |
| CQIS Recommendations |   |

| Tire Information  |         |                 |         |
|-------------------|---------|-----------------|---------|
| Tire Manufacturer | Unknown | Tire Size       | Unknown |
| Tire Brand Series |         | Wheel           |         |
| DOT Left Front    |         | DOT Right Front |         |
| DOT Left Rear     |         | DOT Right Rear  |         |
| DOT Left Inner    |         | DOT Right Inner |         |
| DOT Spare         |         |                 |         |

| Vehicle Information    |                                |                            |                             |
|------------------------|--------------------------------|----------------------------|-----------------------------|
| VIN                    | JM3TB38V890                    | Engine Serial Number       | CA 10269212                 |
| Model Year             | 2009                           | Engine Description         | 3.7L 4V-DAMB PFI V6 NA GAS  |
| Transmission           | 6 SPD AUTO TRANS AISIN F21     | Vehicle Description        | CX-9                        |
| Body Cab Style         | Unknown                        | Drive Line                 | ALL 4 WHEEL LEFT HAND DRIVE |
| Production Date        | 21-Aug-2008                    | Retail Sale Indicator Code |                             |
| Plant Description      | HIROSHIMA ASSEMBLY PLANT-JAPAN | Reaquired Vehicle          |                             |
| Build Region           |                                | Warranty Start Date        | 05-May-2009                 |
| Build Country Code     |                                | Transmission Serial Number |                             |
| Mileage                | 11369                          | Vehicle Axle Ratio         |                             |
| Vehicle Restraint Code |                                |                            |                             |

**Disclaimer:**

**This data is for use as one of several potential "awareness" indicators for the Ford Motor Co. Enhanced Concern Identification System. It is unverified, draft, summary data generated from a computer "word search" of customer and technician symptom comments. Supplier data, technician and customer comments are unverified and actual root cause of any potential issue is not established by this summary.**

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