

PE11-026

MAZDA 10-20-2011

APPENDIX_04

CATEGORY A

CATEGORY C, D PG 31

PE11-026

MAZDA 10-20-2011

APPENDIX_04

CATEGORY A

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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
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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
Diagonstic 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.
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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 TAMPHERED 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 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 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	Reaquired 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- 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 FLU
ID LEAK RESOLVED. THANK YOU ROBIN X1134
REQ DESC: RECURRENT BRAKE FLUID LEAK
ADVD CUST WLD SPEAK WITH DLR ABOUT REPAIRS. ADVD WLD INFORM
DSM OF UNRESOLVED ISSUE AS WELL. CUST STD THAT DSM ALREADY I
NVOLVED IN REPAIR.
TT CHRIS ESCOE WHO STD BOTH DSM & TECH HOTLINE INVOLVED IN 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 16:49:00

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
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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.
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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
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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.
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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.....: ██████████REW

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
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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
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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
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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
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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
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MORE...

10/20/08	CRPP233	ESCOE WLD KEEP IN TOUCH WITH HER. EMAIL FROM BRETT STIERLI: TO ALL, I INSPECTED THIS VEHICLE T ODAY AND ADDED THE FOLLOWING TO THE H/L FILE TEXT:10/20/08 P ACP267 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. VISUALLY INSPECTED ALLBRAKE LINES,HOSES, ABS H/U, CALIPERS
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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
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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.
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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 16:49:18

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
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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
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BOTTOM

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



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
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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, 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
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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, 2010WILLIAM MORRIS II309 EVENING STAR COURTWENTZVILLE, MO 63385 4572DEAR WILLIAM 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 NOTESCUSTOMER 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 VANIWAARDEN 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, 2010WILLIAM MORRIS II309 EVENING STAR COURTWENTZVILLE, MO 63385 4572DEAR WILLIAM 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 NOLESREPRESENTATIVE, 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	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.

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
P447

CUSTOMER FOLLOW-UP INQUIRY

10/16/11 16:55:35

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
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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...
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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
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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>
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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 16:55:41

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
NOTESCUSTOMER STATES WAS HAVING A CONCERN WITH VEHICLE AND T
OOK IT INTO DEALER AND DETERMINED THAT THE BRAKE SEAL HAD BR
OKEN CAUSING THE BRAKE FLUID TO LEAK. CUSTOMER ENDED UP PAYI
NG \$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
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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: DCSM/SVM: PER CONVERSATION, PLEASE REVIEW REQUEST. PLEASE CONTACT THE DCSM FOR POSSIBLE GOODWILL. PLEASE CONTAC
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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. 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 VANIWAARDEN 7 DSM GULF REGION 7 ADVISED CUSTOMER THAT DSM WILL BE GOING INTO DEALER TOMORROW, TO DISCUSS WITH DEALER.
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09/28/10	CRPP206	TALKED TO DSM, BILL VAN IWAARDEN, WHO STATES AFTER HIS RESEARCH...
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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
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MORE...

09/28/10	CRPP206	RCH 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.
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. SEPTEMBER 30, 2010WILLIAM MORRIS I1309 EVENING STAR COURTWEN

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 16:55:52

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
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MORE...

09/29/10	CRPP206	TZVILLE, MO 63385-4572DEAR WILLIAM: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
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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
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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
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BOTTOM

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

PE11-026

MAZDA 10-20-2011

APPENDIX_04

CATEGORY C, D

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Open Date	INFORMATION Redacted PURSUANT TO THE FREEDOM OF	06/05/2008
Sequence Number		00159

ECI Record Id	620400613
Source Code	00062015

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Symptom Information			
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		

Report Details			
Customer/Contact Name	First	Dealer Name	BROWNING MAZDA
Customer/Contact Name	Last	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			

Vehicle Information			
VIN	JM3TB28V880	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

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

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

Report Details			
Customer/Contact First Name		Dealer Name	MODERN MAZDA
Customer/Contact Last Name		Dealer Code	50704
Customer/Contact City		Dealer City	THOMASTON
Customer/Contact State		Dealer State	CT
Comment Type	05	Attachments	
Customer Comments			
Technician Comments	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		
C Q I S Recommendation Comments			

Vehicle Information			
VIN	JM3TB38V580 [REDACTED]	Engine	3.7L 4V-DAMB PFI V6 NA GAS
Model	CX-9	Transmission	6 SPD AUTO TRANS AISIN F21
Model Year	2008	Mileage	26210
Production Date	11-Jun-2008	Warranty Start Date	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
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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)	Warranty Component Classification (WCC)
Customer Condition Code	Time in Service
Source System Program Type	36
Version Series Code	V Function Group (VFG)
Causal Part Prefix- Base - Suffix	AAAMR
Causal Part Name	Repair/Report/Paid Date
Non Causal Part Prefix-Base-Suffix	29-Mar-2010
Non Causal Part Numbers	Load Date
Fault Code	05 -Apr-2010
Diagnostic Trouble Code	AAAMR
Labor Operation Code	- -
Communication Type	unknown
Maintenance Date	19 -Apr-2010
	Dealer Code
	40206
	Dealer Name
	WESTCOTT MAZDA
	Dealer City
	NATIONAL CITY
	Dealer State/Province
	CA
	Dealer Country
	USA
	Dealer Phone Number
	Attachment
	VOQ Component Description Code

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	Unknown
DOT Left Front	Wheel
DOT Left Rear	DOT Right Front
DOT Left Inner	DOT Right Rear
DOT Spare	DOT Right Inner

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	
Engine Serial Number	CY 215999
Engine Description	3.5L 4V DOHC VCT SMPI V6 GAS
Vehicle Description	CX-9
Drive Line	2 WHL L/H FRONT DRIVE
Retail Sale Indicator Code	
Required Vehicle	
Warranty Start Date	23-Apr-2007
Transmission Serial Number	
Vehicle Axle Ratio	

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

ECI Record	620456100	Source Code	MAZDA Hotline
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Commodity Assignment			
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

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

Report Details			
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 [REDACTED]	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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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	620481260	Source Code	MAZDA Hotline
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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

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ECI Record	620482195	Source Code	MAZDA Hotline
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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

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ECI Record	620488148	Source Code	MAZDA Hotline
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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
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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	
Diagonstic 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	JM3TB3MA5A [REDACTED]
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
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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	JM3TB38V69 [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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Report Detail

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ECI Record	623022406	Source Code	MAZDA PQI
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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 [REDACTED]	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			

Disclaimer:

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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	623024221	Source Code	MAZDA PQI
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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
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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	<p>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.</p>
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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