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

DATE: May 2016

SUBJECT: 2016 CX-3, 2014-2016 CX-5, 2013-2015 CX-9 and 2013-2014 Mazda2
Front Suspension - Safety Recall 9316D

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain Mazda vehicles listed below.

- 2016 CX-3 vehicles produced from March 10, 2015 through December 2, 2015,
- 2014-2016 CX-5 vehicles produced from January 19, 2013 through December 2, 2015
- 2013-2015 CX-9 vehicles produced from December 6, 2012 through October 2, 2015
- 2013-2014 Mazda2 vehicles produced from April 24, 2013 through August 22, 2014

On the front suspension of certain subject vehicles, it is possible that the lower nut and bolt, mounting the shock absorber and steering knuckle, may loosen, causing a rattle noise, and the nut and bolt may fall off. After extended operation, in the worst case, the front shock absorber and steering knuckle may separate, causing a significant loss of steering control and increasing the risk of a crash.

Owners of affected vehicles will be notified by first class mail beginning May 10, 2016.

This package contains important information about Recall Campaign 9316D:

Attachment I	Dealer Service Information
Attachment II	Repair Procedure
Attachment III	Owner Notification Letter and Reimbursement Form

Failure to perform applicable recalls before delivery can result in extensive dealer fines and penalties from the Federal Government. Therefore, you must complete this recall for all affected vehicles in your inventory prior to delivery.

To help you effectively perform this recall, Mazda has developed the following resources:

1. The attached service information (Attachment I) and repair procedure (Attachment II) are available on eMDCS and MS3 (Mazda Service Support System) websites via MXConnect.

2. For technical assistance, contact the Technical Assistance Hotline at (888) 832-8477, Option 3.

3. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.

Mazda North American Operations
Technical Services Division
1444 McGaw Ave.vine, CA 92614-5570
www.MazdaUSA.com

4. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.

5. We recommend using the Recall Reminder Report #JS30R165-1 and Recall Reminder Labels available in Web Reporting to encourage customers to come in for the recall (with recall reminder postcards). Dealers may use such owner information for the sole purpose of conducting and performing this recall, and for no other purpose. **Using it for marketing activities is strictly prohibited and could subject your dealership to serious fines.** The information in the report is protected by state privacy and other applicable laws regarding disclosure of personal and/or confidential, restricted or blocked information. It is the dealer's responsibility to protect the confidentiality of owner records and prevent the release of information to other parties.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this recall before responding to customer inquiries.

We apologize for any inconvenience this recall may cause you and your customers. Your understanding and support in carrying out this campaign is greatly appreciated.

Sincerely,



Akira Ikemoto
Director, Technical Services Division
Mazda North American Operations

Mazda North American Operations
Technical Services Division
1444 McGaw Ave.vine, CA 92614-5570
www.MazdaUSA.com

CONDITION OF CONCERN

On the front suspension of certain subject vehicles, it is possible that the lower nut and bolt, mounting the shock absorber and steering knuckle, may loosen, causing a rattle noise, and the nut and bolt may fall off. After extended operation, in the worst case, the front shock absorber and steering knuckle may separate, causing a significant loss of steering control and increasing the risk of a crash.

Dealers are instructed to inspect the tightening condition of bolts and nuts on front suspension, and if necessary replace them with new ones and tighten to the proper torque specification. This inspection and repair must be performed on all subject vehicles at no charge to the vehicle owners.

SUBJECT VEHICLES

Model	VIN Range	Build Date Range
2016 CX-3	JM1 DK**** G0 100037 – 127264	From March 10, 2015 through December 2, 2015
2014-2016 CX-5	JM3 KE**** E0 314076 – 409363 JM3 KE**** F0 433967 – 549354 JM3 KE**** G0 615341 – 749123	From January 19, 2013 through December 2, 2015
2013-2015 CX-9	JM3 TB**** D0 406731 – 425117 JM3 TB**** E0 425234 – 446908 JM3 TB**** F0 447208 – 470076	From December 6, 2012 through October 2, 2015
2013-2014 Mazda2	JM1 DE**** D0 167176 – 265285 JM1 DE**** E0 171185 – 283765	From April 24, 2013 through August 22, 2014

The asterisk symbol "*" can be any letter or number.

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail beginning May 10, 2016.

PARTS INFORMATION

Description	Part Number	Model
Bolt	9YA1-61-404	CX-3
Nut	9YB0-41-413	
Bolt	9YA0-21-604	CX-5
Nut	9YB0-41-605	
Bolt	9YA0-21-434A	CX-9
Nut	9YB0-41-406A	
Bolt	BA5A-28-114B	Mazda2
Nut	9YB0-41-226A	
Campaign Label	9999-95-065A-06	1=50 labels Obtain in Mazda e-Store (no charge)

PARTS ORDERING

A web page to order the above recall parts is available in MXConnect. A complete VIN is needed to process the order. <u>One order will consist of four bolts and four nuts</u>.

WARRANTY CLAIM PROCESSING INFORMATION

Inspection only:

	Only Inspection of Bolts & Nuts Tightening Condition (Tightening condition: OK)
Process Number	AF071A
Symptom Code	99
Damage Code	99
Part Number Main Cause & Quantity	7777-SP-K76 & 0 pcs
Labor Operation Number	XXM3ZXCX
Labor Hours	0.3 hrs.

Inspection and repair:

	Work A: Inspect Bolts & Nuts Tightening Condition (Tightening condition: Not OK) **Work B:** Replacement of Bolts & Nuts **Work C:** Wheel Alignment Check **Work D:** Alignment (Toe-in) Adjustment
Process Number	AF071B
Symptom Code	99
Damage Code	99
Part Number Main Cause	9YA1-61-404 or 9YA0-21-604 or BA5A-28-114B or 9YA0-21-434A
Quantity	2 or 4 pcs
Related Part Number	9YB0-41-413 or 9YB0-41-605 or 9YB0-41-226A or 9YB0-41-406A
Quantity	2 or 4 pcs

Labor Operation Number & Labor Hours

Work	Operation No.	Labor hours	Applicable model	Note (alignment)
A, B	XXM41ARX	0.4	CX-3, CX-5, CX-9, Mazda2	Alignment check/adjustment is performed at **outside shop** (*1)
A, B, C	XXM41BRX	1.2	CX-3, CX-5, Mazda2	Alignment check is performed at dealer using **wire type** alignment machine
		1.1	CX-9	
A, B, C, D	XXM41CRX	1.4	CX-3, CX-5, Mazda2	Alignment adjustment is performed at dealer using **wire type** alignment machine
		1.3	CX-9	
A, B, C	XXM41DRX	0.7	CX-3, CX-5, CX-9, Mazda2	Alignment check is performed at dealer using **wireless** alignment machine
A, B, C, D	XXM41ERX	0.9	CX-3, CX-5, CX-9, Mazda2	Alignment adjustment is performed at dealer using **wireless** alignment machine

Note: (*1) When the Toe-in adjustment is performed at outside shop, claim the actual invoice amount with the sublet code “Z9”.

RENTAL CAR INFORMATION

Mazda will authorize rental and service loaner vehicles on a limited basis. We are requesting dealer understanding and partnership regarding rental and loaner vehicle utilization. Please make every effort to utilize alternative transportation solutions in place of rental use. Rental is covered if customer has no alternative means of transportation.

Rental Car Warranty Claim Information

Please submit rentals on a separate claim problem number as follows:

	Rental Agency Vehicle
Warranty Type Code	**A**
Symptom Code	99
Damage Code	99
Part Number Main Cause	**5555-93-16DR**
Part Quantity	0
Labor Operation Code	MM024XRX
Labor Hours	0.0
Sublet – Rental Car	
Sublet Invoice Number	Number from Rental Invoice or Dealer Purchase Order
Sublet Type Code	Enter “Z9” (other)
Sublet Amount	Up to $30.00 per day for the number of days customer had rental car
Sublet Text	Number of days rental car was supplied to customer

Rental expenses exceeding the two-day limit will require prior DSM Authorization, as outlined in the Mazda Rental Car Reimbursement Program policy.

VERIFY THE VEHICLE NEEDS THE RECALL

1. Verify the vehicle is within the following ranges:

Model	VIN Range	Build Date Range
2016 CX-3	JM1 DK**** G0 100037 – 127264	From March 10, 2015 through December 2, 2015
2014-2016 CX-5	JM3 KE**** E0 314076 – 409363 JM3 KE**** F0 433967 – 549354 JM3 KE**** G0 615341 – 749123	From January 19, 2013 through December 2, 2015
2013-2015 CX-9	JM3 TB**** D0 406731 – 425117 JM3 TB**** E0 425234 – 446908 JM3 TB**** F0 447208 – 470076	From December 6, 2012 through October 2, 2015
2013-2014 Mazda2	JM1 DE**** D0 167176 – 265285 JM1 DE**** E0 171185 – 283765	From April 24, 2013 through August 22, 2014

Note: The asterisk symbol "*" can be any letter or number.

- If the vehicle is within the above ranges, proceed to step 2.
- If the vehicle is not within the above ranges, Recall 9316D is not applicable.

2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for an Authorized Campaign Label RECALL 9316D attached to the vehicle's hood or bulkhead.

eMDCS System – Warranty Vehicle Inquiry Results:

If eMDCS displays:	**Campaign Label is:**	**Action to perform:**
RECALL 9316D Open	Present	Contact the Warranty Hotline at (877) 727-6626, option 3, to update vehicle history.
	Not present	Proceed to "REPAIR PROCEDURE".
RECALL 9316D CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a label and apply to vehicle's hood or bulkhead.
RECALL 9316D is not displayed	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

REPAIR PROCEDURE

Please refer to Attachment II.

CX-3, CX-5, CX-9, MAZDA2 FRONT SUSPENSION REPAIR
RECALL CAMPAIGN 9316D

A. DESCRIPTION

On certain subject vehicles, it is possible that the lower nut and bolt, mounting the shock absorber and steering knuckle, may loosen, causing a rattle noise, and the nut and bolt may fall off. Dealers are to inspect the front shock absorber lower nut(s) torque and repair or replace as needed.

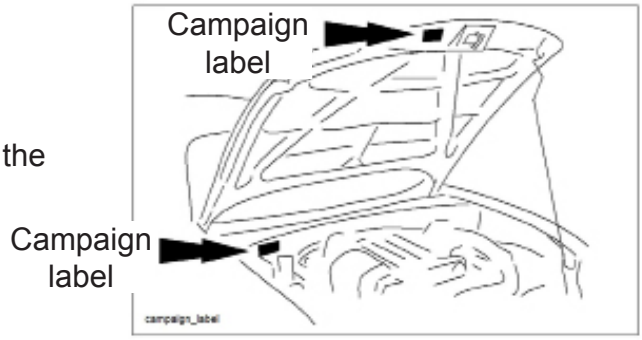
B. VEHICLE INSPECTION PROCEDURE

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

Model	VIN Range	Production Date Range
2016 CX-3	JM1 DK**** G0 100037 – 127264	From March 10, 2015 through December 2, 2015
2014-2016 CX-5	JM3 KE**** E0 314076 – 409363 JM3 KE**** F0 433967 – 549354 JM3 KE**** G0 615341 – 749123	From January 19, 2013 through December 2, 2015
2013-2015 CX-9	JM3 TB**** D0 406731 – 425117 JM3 TB**** E0 425234 – 446908 JM3 TB**** F0 447208 – 470076	From December 6, 2012 through October 2, 2015
2013-2014 Mazda2	JM1 DE**** D0 167176 – 265285 JM1 DE**** E0 171185 – 283765	From April 24, 2013 through August 22, 2014

   – If the vehicle is within one of the above ranges, proceed to step 2.
   – If the vehicle is not within one of the above ranges, Recall 9316D is not applicable.

2. Perform a Warranty Vehicle Inquiry using your eMDCS System. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.
   NOTE: Be sure to verify Recall number as the vehicle may have multiple Recall labels.



eMDCS System - Warranty Vehicle Inquiry Results

If eMDCS displays:	Campaign Label is:	Action Required:
9316D Open	Present	Contact the Warranty Hotline at (877) 727-6626, option 3 to update vehicle history
	Not present	Proceed to “C. REPAIR OUTLINE”
9316D Closed	Present	Return vehicle to inventory or customer
	Not present	Complete a label and apply it to vehicle’s bulkhead or hood
9316D is not displayed	Does not apply	Recall 9316D does not apply to this vehicle. Return the vehicle to inventory or customer

C. REPAIR OUTLINE

Check the tightening torque of the front suspension lower nut(s). **(D. INSPECTION PROCEDURE)**

A. The nut(s) is (are) firmly tightened: The torque is normal. Re-install any removed parts.

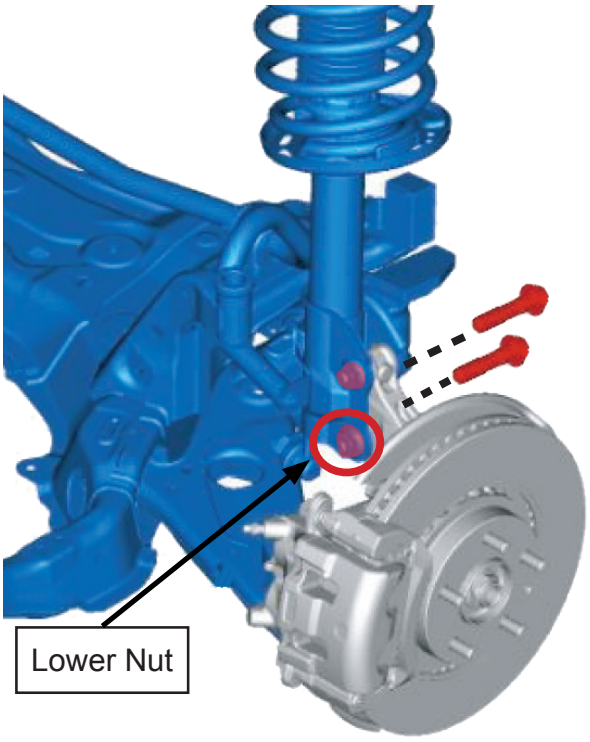
B. The nut(s) is(are) NOT firmly tightened: Install 2 new nuts and bolts (lower and upper sides). **(E. REPAIR PROCEDURE)**

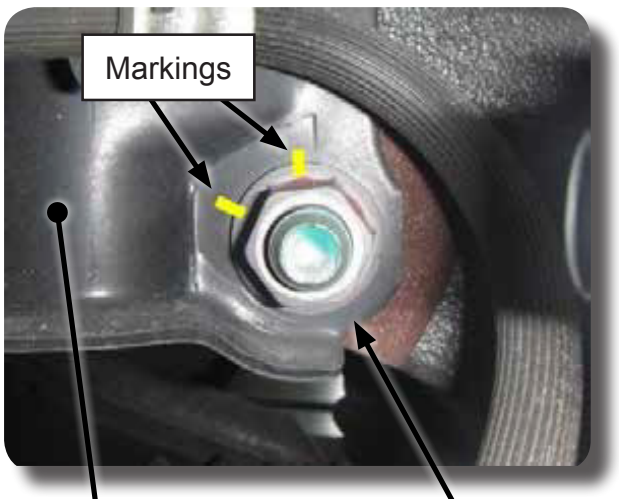
Perform wheel alignment inspection (Total Toe-in only) and adjust if necessary. **(E. REPAIR PROCEDURE)**

F. CAMPAIGN LABEL

D. INSPECTION PROCEDURE

1. Lift up the vehicle and remove both front wheels.
2. Mark two points as shown. (Front suspension lower nuts and front shock absorbers on both sides)



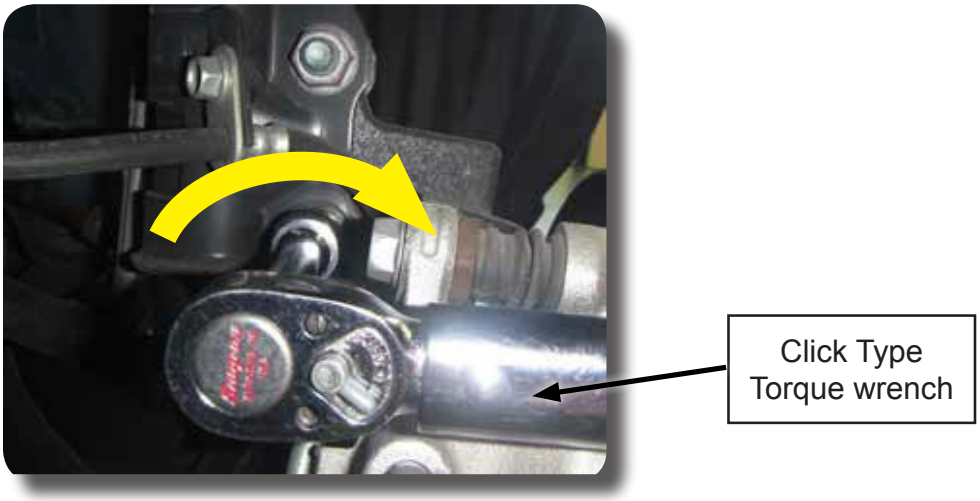


3. Use the table below to set the lower torque limit on the click type torque wrench.

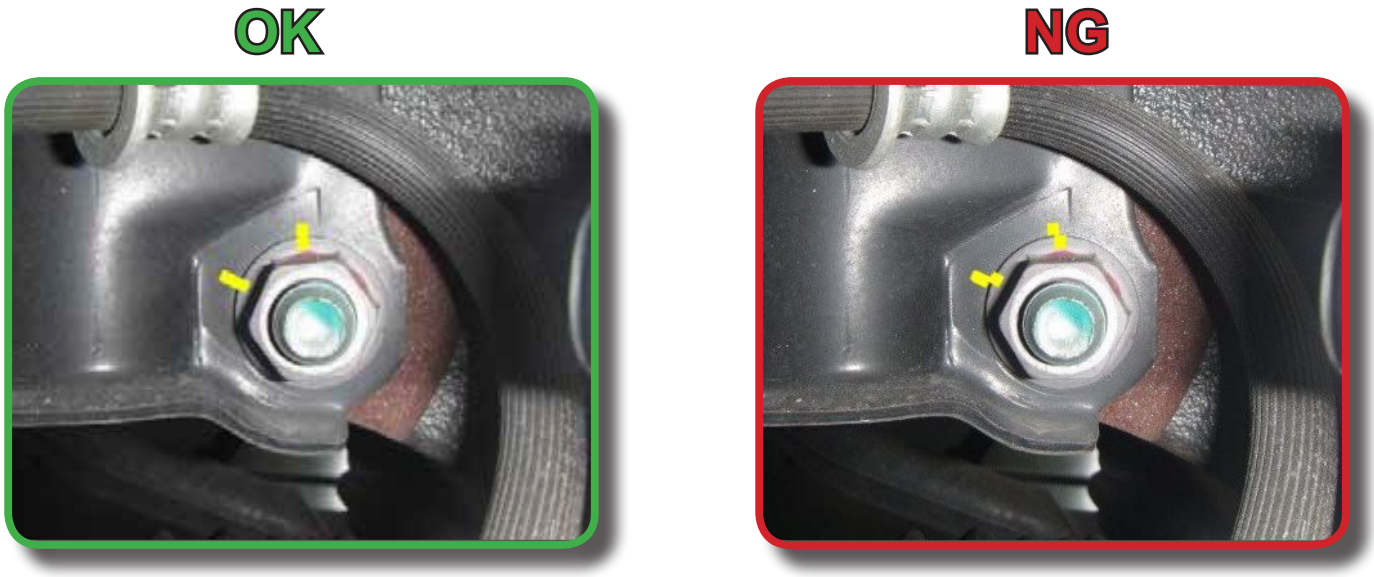
Model	Tightening torque
CX-3	144 N•m {15.0 kgf•m, 107 ft•lbf}
CX-5	222 N•m {23.0 kgf•m, 164 ft•lbf}
CX-9 (Silver Bolt)	163 N•m {16.7 kgf•m, 120.3 ft•lbf}
CX-9 (Black Bolt)	142 N•m {14.5 kgf•m, 104.8 ft•lbf}
Mazda2	71 N•m {7.3 kgf•m, 53 ft•lbf}

4. Tighten the nuts using a click type torque wrench.

   NOTE: Use a hand wrench on the opposite side to hold the bolt.

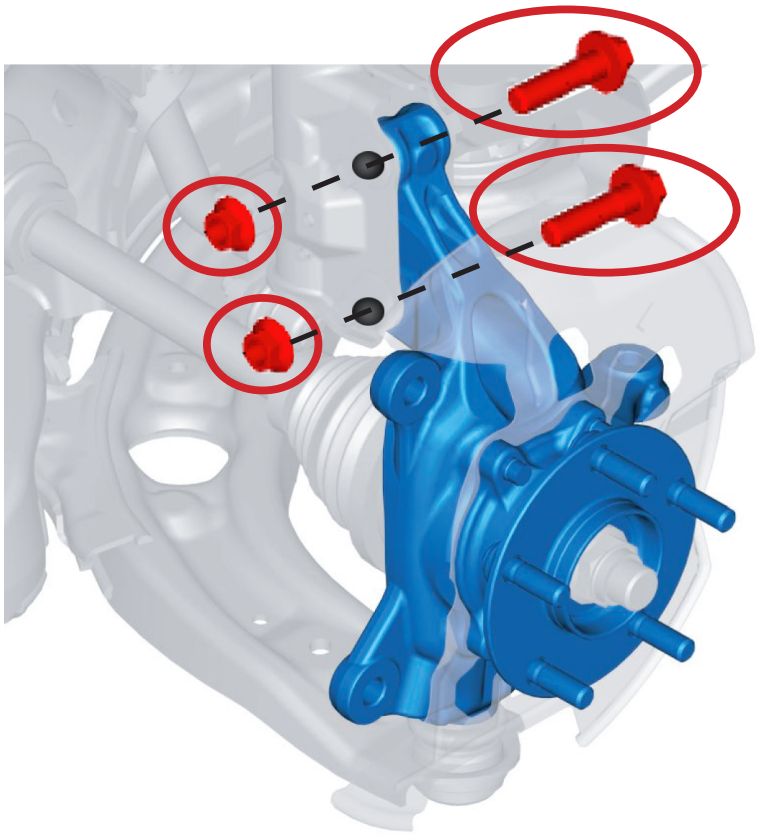


5. Inspect the paint marks from step 2 (both sides). Are the paint marks OK or NG?
   - OK - Install any parts removed. Proceed to F. CAMPAIGN LABEL.
   - No - Proceed to E. REPAIR PROCEDURE.

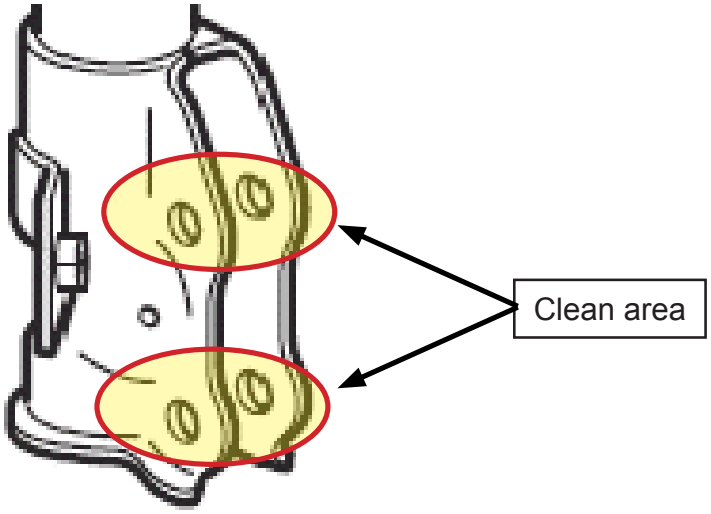


E. REPAIR PROCEDURE

1. Remove both bolts and nuts of the front shock absorber as shown below.



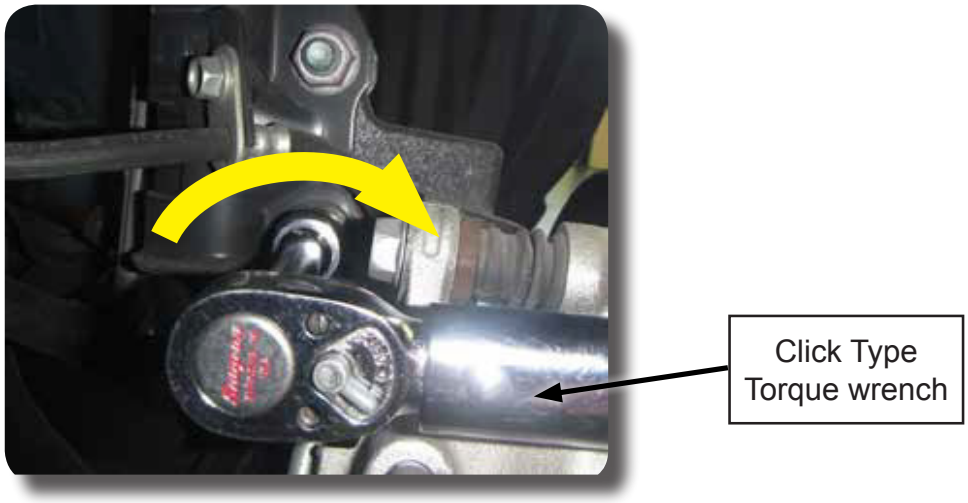
2. Clean the contact surface of both bolt and nut using a degreaser.



3. Install both new bolts and nuts. Use the table below to tighten the nuts to the tightening torque.

   NOTE: Use a hand wrench on the opposite side to hold the bolt.

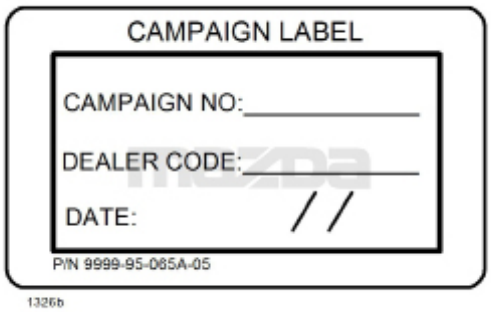
Model	Tightening torque
CX-3	144 N•m {15.0 kgf•m, 107 ft•lbf}
CX-5	222 N•m {23.0 kgf•m, 164 ft•lbf}
CX-9 (Silver Bolt)	163 N•m {16.7 kgf•m, 120.3 ft•lbf}
CX-9 (Black Bolt)	142 N•m {14.5 kgf•m, 104.8 ft•lbf}
Mazda2	71 N•m {7.3 kgf•m, 53 ft•lbf}



4. Install the front wheels.
5. Perform wheel alignment inspection and adjust Total Toe-in if necessary. Refer to MS3 online "FRONT WHEEL ALIGNMENT _ Total Toe-in Adjustment".
6. Proceed to F. CAMPAIGN LABEL.

F. CAMPAIGN LABEL

1. Fill out a blue "Campaign Label" (9999-95-065A-06) with the Campaign No: "Recall", your dealer code, today's date, and affix it to the vehicle's hood.



2. Return the vehicle to the customer.

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IMPORTANT SAFETY RECALL

2016 CX-3, 2014-2016 CX-5, 2013-2015 CX-9 and 2013-2014 Mazda2
Front Suspension - Safety Recall 9316D
NHTSA Campaign No. 16V-203

May 2016

This notice applies to your vehicle: VIN _____

Dear Mazda Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain Mazda vehicles listed below.

- 2016 CX-3 vehicles produced from March 10, 2015 through December 2, 2015,
- 2014-2016 CX-5 vehicles produced from January 19, 2013 through December 2, 2015
- 2013-2015 CX-9 vehicles produced from December 6, 2012 through October 2, 2015
- 2013-2014 Mazda2 vehicles produced from April 24, 2013 through August 22, 2014.

If you are a recipient of this notice, your vehicle is included in this recall.

What is the problem?
On the front suspension of certain subject vehicles, it is possible that the front strut assembly to steering knuckle lower mounting nuts and bolts may loosen, causing a rattle noise, and the nut and bolt may fall off. In the worst case, the front shock absorber and steering knuckle may separate, causing a significant loss of steering control and increasing the risk of a crash.

What will Mazda do?
Your Mazda dealer will check the tightening torque of potentially affected front suspension nuts and bolts. If the tightening torque is insufficient, the nuts and bolts will be replaced with new ones and tightened to proper torque specification. The inspection will take approximately one hour to complete; however if parts replacement is necessary, it may take up to three hours to complete the repair, depending on the service workload at your Mazda dealership.

Mazda North American Operations
Technical Services Division
1444 McGaw Ave.
Irvine, CA 92614-5570
www.MazdaUSA.com

If necessary, Mazda will provide alternate transportation while your vehicle is at an authorized Mazda dealership for this repair.

What should you do?
We encourage you to contact any authorized Mazda dealer to schedule an appointment to have your Mazda vehicle inspected/repaired as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

What if you already paid for repair on front suspension or related parts?
If you have already paid for inspection, repair or replacement of the attachment nuts and bolts for the front strut assembly to steering knuckle due to conditions similar to this recall prior to receiving this notice, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards. Please complete the enclosed "Reimbursement Application Form", include the necessary documentation, and mail it to us in the pre-addressed envelope provided, allowing 6-8 weeks for processing.

Where is the closest Mazda dealer?
To locate your nearest Mazda dealer, visit our web site and use our "Locate a Dealer" feature at www.MazdaUSA.com or consult your local yellow pages.

Moved or no longer own this vehicle?
If you have moved or no longer own your Mazda vehicle, please complete and mail the enclosed postage-paid *Information Change Card* (no envelope required) as soon as possible. This enables us to update our records and notify the current owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Still have questions?
If you have any questions regarding this campaign, please contact our Customer Experience Center at (800) 222-5500, option #6.

If Mazda or its dealers do not repair the defect free of charge and within a reasonable amount of time, you may notify the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to *http://www.safercar.gov*.

We actively work to improve our products and search for solutions to improve your ownership experience. We sincerely apologize for any inconvenience this recall may cause you.

Sincerely,

Mazda North American Operations

Mazda North American Operations
Technical Services Division
1444 McGaw Ave.
Irvine, CA 92614-5570
www.MazdaUSA.com

REIMBURSEMENT PLAN

Requirements for Reimbursement

If you meet **all** of the following requirements, you are eligible to receive reimbursement under this plan:

1. You own or have owned a 2016 CX-3 vehicles produced from March 10, 2015 through December 2, 2015, 2014-2016 CX-5 vehicles produced from January 19, 2013 through December 2, 2015, 2013-2015 CX-9 vehicles produced from December 6, 2012 through October 2, 2015, and 2013-2014 Mazda2 vehicles produced from April 24, 2013 through August 22, 2014. (Note: We do not require proof of registration or title.)

2. You have paid for inspection, repair or replacement of the attachment nuts and bolts for the front strut assembly to the steering knuckle due to conditions similar to this Recall 9316D, prior to May 2016.

3. You have an original or legible copy of the paid repair order or invoice receipt showing:
   - Vehicle model and year, and vehicle identification number (VIN)
   - Your name and address at the time of repair
   - Description of the concern reported
   - Inspection, repair or replacement of the attachment nuts and bolts for the front strut assembly to the steering knuckle

   PLEASE DO NOT SUBMIT THIS FORM WITHOUT THE ABOVE DOCUMENTATION.

4. Mail this reimbursement application form with the applicable payment receipts in the enclosed envelope to:

   Mazda North American Operations
   Attn: Recall Reimbursement Dept.
   P.O. Box 57085
   Irvine, CA 92619-7085

Procedure for Reimbursement Request

If your vehicle has had the front suspension or related parts inspected, repaired or replaced due to conditions similar to this Recall 9316D prior to May 2016, you may apply for reimbursement by doing the following:

1. Complete the Reimbursement Application Form found on the reverse side of this page.

2. Once your vehicle has been inspected and repaired according to the recall instructions, mail the Reimbursement Application Form with a legible copy of the paid repair order and/or invoice using the enclosed envelope. **Include any applicable payment receipts, i.e. credit card receipt, cancelled check, etc.**

3. **Retain copies** of the paid repair order or invoice and this application form for your records.

4. You will be reimbursed for the amount you have paid for the inspection, repair or replacement of the attachment nuts and bolts for the front strut assembly to steering knuckle.

If you wish to correspond with Mazda regarding this reimbursement plan, please write to the above address and refer to your vehicle identification number (VIN).

Any reimbursement application form that is incomplete, illegible, or sent without the legible copy of the paid repair order or invoice will be returned for completion. If Mazda has any questions concerning your application for reimbursement, you may be contacted. Please allow 6-8 weeks for processing.

(SEE REVERSE SIDE FOR APPLICATION FORM)

REIMBURSEMENT APPLICATION FORM

2016 CX-3, 2014-2016 CX-5, 2013-2015 CX-9 and 2013-2014 Mazda2
Front Suspension - Safety Recall 9316D

REQUIRED DOCUMENTATION MUST ACCOMPANY THIS FORM. SEE PAGE 1.

(Please type or print)

Name: _____ _____ _____
First Middle Last

Address: _____
Street Address

_____ _____ _____
City State Zip Code

Phone Number:
Home: _____
Work: _____

Email: _____

Vehicle Identification Number (VIN): _____
(17 digits in length)

Total Amount of Reimbursement Requested: _____ . _____
Dollars Cents

INSTRUCTIONS FOR GENERAL RELEASE DESCRIBED BELOW:

- Please read thoroughly
- Fill in vehicle identification number
- Sign the General Release (below)

General Release

I am submitting to Mazda Motor Corporation ("Mazda") a claim for reimbursement for inspection, repair or replacement of the attachment nuts and bolts for the front strut assembly to steering knuckle performed to date. The vehicle identification number (VIN) is:

VIN: _____

In exchange for Mazda's payment of that claim, I hereby release Mazda, its agents, and its related entities from all claims for such inspection/repair costs. This release shall benefit Mazda and its authorized agent Mazda North American Operations, its regions/distributors (foreign and domestic), its authorized dealerships, and all their respective directors, officers, agents, employees, divisions, subsidiaries, and affiliated companies. This release shall bind my heirs, successors and assigns.

Dated: _____ Signed: _____

(**SEE REVERSE SIDE FOR REIMBURSEMENT PLAN DETAILS**)