SAC **Springfield Auto Care** EXAMPLE SHOP
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TECHNICIAN WORKSHEET · 2.5T SKYACTIV-G (PY-VPTS)
RA-MAZ25T-123456-20261027

2018 Mazda CX-9 · TC CX-9 Touring AWD (2.5L turbo) · AWD

JM3TCBCY6J0123456

ODOMETER IN: 65,000 | DOOR-JAMB BUILD (MM/YY) | RO # | TECHNICIAN / DATE

A · RECALLS AND CAMPAIGNS TO VERIFY (DEALER PRINTOUT OR NHTSA.GOV)

21V-875 · Low-pressure fuel pump impeller may crack (2018–2019 CX-5, CX-9; 2018 Mazda6 and others) ☐ Open ☐ Done ☐ N/A

19V-403 · Wiring harness ☐ Open ☐ Done ☐ N/A

B · INSPECTION POINTS, IN PLAN ORDER

1. Coolant leak at the cylinder head (cracked head)

Check now · Inside the range (Owner reports on the forum)

- Cooling system pressure test ☐ OK ☐ Watch ☐ Fix
- Check for coolant on the exhaust side of the head ☐ OK ☐ Watch ☐ Fix
- Combustion gas test of the coolant ☐ OK ☐ Watch ☐ Fix
- Check the VIN for Mazda program CSP11 ☐ OK ☐ Watch ☐ Fix
- Coolant level: full / low

Parts (TC): Ask your parts supplier for the OE part number for this VIN.

2. Low-pressure fuel pump failure (recalled)

Check now · Any mileage (2018–2019 CX-9 and CX-5 and 2018 Mazda6 in the recall range)

- Check the VIN for open recalls ☐ OK ☐ Watch ☐ Fix

Parts (TC): Ask your parts supplier for the OE part number for this VIN.

3. Water pump seepage (check before replacing)

Watch · Any mileage

- Inspect the bleed hole under the pump ☐ OK ☐ Watch ☐ Fix
- Bleed hole: clean / damp / crusted

Parts (TC): Ask your parts supplier for the OE part number for this VIN.

4. Lean fuel trim (P0171) and misfire

Watch · Any mileage

- Read fuel trims at idle ☐ OK ☐ Watch ☐ Fix
- Check airbox fit and intake leaks ☐ OK ☐ Watch ☐ Fix

Scan for: P0171, P0300, P0301, P0302, P0303, P0304

Parts (TC): Ask your parts supplier for the OE part number for this VIN.

FACTORY MAINTENANCE DUE BY 95,000 MI (ASK FOR RECORDS)

Spark plugs · every 40,000 mi · was due at 40,000 mi, next 80,000 mi · $249 ☐ Done (records) ☐ Due ☐ Quoted

C · ALSO REPORTED FOR THE 2.5T SKYACTIV-G (PY-VPTS), QUICK CHECKS

- **Stalling** (43 complaints): Mixed causes: fuel pump recall 21V-875, PCM software 19V-497 and coolant loss.

WHAT TO SAY AT THE COUNTER (ADVISOR)

1. Coolant leak at the cylinder head (cracked head)
Owners of the 2.5 turbo CX-9 report coolant leaking from the exhaust side of the cylinder head, often traced to a cracked head. At 65,000 mi your car is in the mileage range where owners report it. A recall or warranty extension may pay for it: we check the VIN.
Ask: have you noticed coolant level keeps dropping, or low coolant warning?

2. Low-pressure fuel pump failure (recalled)
The impeller inside the low-pressure fuel pump can crack and deform, and the pump can fail. Owners report it at all mileages, so it is worth a look at every visit. A recall or warranty extension may pay for it: we check the VIN.
Ask: have you noticed engine stalls, or rough running?

Adjust after the inspection. The report is not a diagnosis or a guarantee, so say what the technician found, not what the report predicts.

NOTES FOR THE ADVISOR

Record findings here (OK / Watch / Fix and measurements); the advisor adjusts the quote before the handout is printed or sent.

Reference only. Follow Mazda repair procedures and your shop's judgment.