SAC **Springfield Auto Care** EXAMPLE SHOP
service@springfield-auto-care.example

TECHNICIAN WORKSHEET · 3.5L/3.7L V6 (MZI)
RA-MZ37-123456-20261028

2012 Mazda CX-9 · TB (2007–2015 CX-9) · AWD

JM3TB3CA8C0123456

ODOMETER IN: 100,000 | DOOR-JAMB BUILD (MM/YY): | RO #: | TECHNICIAN / DATE:

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

19V-782 · Air bags · passenger frontal inflator	☐ Open ☐ Done ☐ N/A
18V-717 · Air bags · passenger frontal inflator	☐ Open ☐ Done ☐ N/A
17V-457 · Air bags · passenger frontal inflator	☐ Open ☐ Done ☐ N/A
15V-451 · Front suspension · lower ball joints	☐ Open ☐ Done ☐ N/A

B · INSPECTION POINTS, IN PLAN ORDER

1. Internal water pump (coolant into the oil)

Now · Inside the range (Most failures around 90,000–100,000 miles)

Track coolant level over time	☐ OK ☐ Watch ☐ Fix
Check oil for coolant (milky, sweet smell)	☐ OK ☐ Watch ☐ Fix
Cooling-system pressure test	☐ OK ☐ Watch ☐ Fix
Oil: clean / milky	

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

2. Power transfer unit (AWD) overheating and leaking

Check now · Inside the range (52,000–109,000 mi, the middle half of 18 owner reports)

Inspect the PTU seals and vent for leaks	☐ OK ☐ Watch ☐ Fix
Check PTU fluid level and smell	☐ OK ☐ Watch ☐ Fix
PTU: dry / seep / leak	

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

3. Coolant leak at the lower radiator hose / thermostat housing

Watch · Any mileage (2007–2015 CX-9)

Inspect the lower hose at the thermostat housing	☐ OK ☐ Watch ☐ Fix
Pressure test the cooling system	☐ OK ☐ Watch ☐ Fix
Hose joint: dry / wet	

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

FACTORY MAINTENANCE DUE BY 130,000 MI (ASK FOR RECORDS)

Spark plugs · every 100,000 mi · at 100,000 mi · $249 — ☐ Done (records) ☐ Due ☐ Quoted

C · ALSO REPORTED FOR THE 3.5L/3.7L V6 (MZI), QUICK CHECKS

- **Stalling / loss of power** (74 complaints): Many describe a failed water pump; others are mixed causes. 2011–2013 CX-9 also had a TCM fix for engine surge with cruise control (05-001/14).
- **Timing chain** (11 complaints): Usually reported together with a failed internal water pump (coolant in the oil); see that item.

WHAT TO SAY AT THE COUNTER (ADVISOR)

1. Internal water pump (coolant into the oil)
The water pump sits inside the engine and is driven by the timing chain. At 100,000 mi your car is in the mileage range where owners report it. Our price is $2,600, before tax and shop supplies. Left until it fails, published repair bills run $3,400–$8,000.
Ask: have you noticed coolant level dropping with no visible leak, or milky oil or coolant on the dipstick?

2. Power transfer unit (AWD) overheating and leaking
Under high load or speed, the oil inside the power transfer unit gets hot and lubricates poorly. At 100,000 mi your car is in the mileage range where owners report it. Our price is $1,500, before tax and shop supplies.
Ask: have you noticed gear oil leak at the PTU or its vent, or grinding or whine from the front of the car?

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.