



Mr. Kenneth N Weinstein  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, DC 20590

04V-075 ①α⑥

February 16, 2004

Dear Mr. Weinstein:

Re.: Submission of Part 573 report for 2004 model year Mazda RX8 vehicles

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, "Defect and Noncompliance Reports," Mazda North American Operations (MNAO), on behalf of Mazda Motor Corporation of Hiroshima, Japan (Mazda), submits the following information concerning a safety-related recall action that it is initiating.

Sec. 573.6 (c)(1):

Mazda Motor Corporation with Designated Agent:

David G. Robertson  
Manager,  
Environmental and Safety Engineering  
Mazda North American Operations  
1500 Enterprise Drive, Allen Park  
Michigan 48101-2053

Sec. 573.6 (c)(2):

Some 2004 model year Mazda RX8 vehicles with Manual Transmission built between April 10, 2003 and August 29, 2003 with the Vehicle Identification Number (VIN) range between JM1 FE17\*\* 40 100053 and JM1 FE17\*\* 40 116133.

Sec. 573.6 (c)(3):

Approximately 12,000 vehicles

Sec. 573.6 (c)(4):

Unknown.

RECEIVED  
2004 FEB 17 A 11:13  
CORPORATE AFFAIRS  
MOTOR VEHICLES DIVISION

Sec. 573.6 (c)(5):

In some of the affected vehicles, the dynamic damper heat insulator, which is installed on the manual transmission of 2004 RX-8 vehicles may crack, producing noise that can annoy the driver. Should the driver continue to operate the vehicle with a cracked insulator on the dynamic damper, the insulator may drop from the vehicle and present a safety hazard to a following vehicle

Sec. 573.6 (c)(6):

Mazda first became aware of noise caused by a crack in the dynamic damper heat insulator as a result of field reports and owner reports on November 28, 2003. Further investigation determined that the crack results from insufficient strength of heat insulator. Mazda recognized that if the vehicle is operated in this condition, the heat insulator could come off while driving.

Sec. 573.6 (c)(7):

Not Applicable

Sec. 573.6 (c)(8):

Owners of record will be notified of the defect by first class mail in February 2004 and be instructed to bring their vehicle to Mazda dealer. Repair will be performed at no cost to the vehicle owner.

A copy of the reimbursement plan to be sent to owners and dealers as an attachment to the owner notification letter is enclosed. With respect to reimbursement, customers will be reimbursed based on the submission of a receipt indicating the amount paid by the customer to remedy this defect.

Sec. 573.6 (c)(9) & (10):

A copy of the notification letter to be sent to owners and dealers is enclosed.

Sec. 573.6 (c)(11):

Mazda has assigned recall number 1704B to this action.

Sincerely yours,  
Mazda North American Operations



David G. Robertson  
Manager,  
Environmental & Safety Engineering

Mazda North American Operations



04V-075 ③ of ⑥

February 2004

**2004 RX-8 Dynamic Damper Recall 1704B**

Dear Mazda Owner:

This notice is being 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 on certain 2004 RX-8 vehicles produced from April 10, 2003 through August 29, 2003. If you are a recipient of this notice, your vehicle is included in this campaign.

**What is the problem?**

The dynamic damper heat insulator, which is installed on the manual transmission, may be cracked, causing abnormal noise. Should you continue operating the vehicle in this condition, the insulator could come off while driving and could pose a serious hazard to a following vehicle.

**What will Mazda do?**

Your Mazda dealer will replace the dynamic damper heat insulator with a modified one free of charge. The repair may take approximately 1.5 hours to complete depending on the service workload at your Mazda dealership. As a reminder, your Mazda Driver's Assurance Plan provides alternate transportation any time an owner's vehicle is at an authorized Mazda dealership for a warranty repair. Ask your dealer for details about the Mazda Rental Car Reimbursement Program.

**What should you do?**

Mazda is concerned about your safety, and we encourage you to make an appointment with any authorized Mazda dealer to have the dynamic damper 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 have already paid for a repair on the dynamic damper heat insulator?**

If you have already paid for the inspection/repair of the dynamic damper heat insulator because it was making a lot of noise or because it dropped off your vehicle, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards. Please complete the enclosed "Reimbursement Application Form," including 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 try our "Locate a Dealer" feature at [www.MazdaUSA.com](http://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 RX-8, please complete the enclosed prepaid *Information Change Card* as soon as possible. This enables us to update our records and notify the current owner.

If you are the lessor of a subject Mazda RX-8, we strongly encourage you to forward this recall notification to the lessee, as it is critical that the current driver of the vehicle is notified of the recall program.

**Still have questions?**

If you have any questions regarding this campaign, please contact our Customer Assistance Center at (800) 222-5500, option #4.

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, Washington, D.C. 20590. You may also call their toll-free Auto Safety Hotline at (888) 327-4236.

Your safety is a priority for Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. Please accept our apologies for any inconvenience this program may have caused you.

Sincerely,

Mazda North American Operations

## REIMBURSEMENT PLAN

04V-075 ⑤ or ⑥

### Requirements for Reimbursement

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

1. An authorized Mazda dealer has inspected your vehicle and completed the 2004 RX-8 Dynamic Damper Recall 1704B.
2. You own or have owned a subject 2004 RX-8
3. You have paid for the inspection/repair of the dynamic damper heat insulator due to abnormal noise or heat insulator coming off.
4. The inspection/repair has been paid for before March 2005.
5. You have an original or legible copy of the paid repair order or invoice receipt showing:
  - Description of the concern reported
  - Inspection/Repair of the dynamic damper heat insulator
  - Itemized part(s) and labor charges
  - Vehicle model and year, and vehicle identification number (chassis number)
  - Repair date
  - Repair mileage
  - Name, address, and telephone number of the authorized Mazda Dealer or a licensed repair shop where such repairs were performed
  - Your name and address at the time of repair
6. Mail this reimbursement application form in the enclosed envelope before March 2005 to:

Mazda North American Operations  
PO Box 5049  
Lake Forest, CA 92609-5549

### Procedure for Reimbursement Request

Once your vehicle has been inspected or repaired by an authorized Mazda dealer, you may apply for reimbursement by doing the following:

1. Complete the Reimbursement Application Form found on the reverse side of this page.
2. Mail the Reimbursement Application Form with a legible copy of the paid repair order and/or invoice using the enclosed envelope before March 2005.
3. Retain copies of the paid repair order or invoice and this application form for your records.

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**

**2004 RX-8 Dynamic Damper Recall 17048**

04V-075 © of ©

(Please type or print)

Name: \_\_\_\_\_  
First Middle Last

Address: \_\_\_\_\_  
Street Address

\_\_\_\_\_ City State Zip Code

Phone Number: Home: \_\_\_\_\_  
 Work: \_\_\_\_\_

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 all inspection/repair performed to date in connection with the abnormal noise from dynamic damper heat insulator or heat insulator coming off. 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)