



October 2004

2004 Mazda3 Crash Zone Sensor Recall 2304J

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 in certain 2004 Mazda3 vehicles produced from June 24, 2003 through March 22, 2004.

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

What is the problem?

On certain 2004 Mazda3 vehicles, a crack in the airbag crash zone sensor housing can allow water to enter the sensor, causing a short circuit and illuminating the airbag warning light. If this problem exists, the airbag will not deploy as designed in certain types of frontal crashes, increasing the risk of death or serious injury to the driver and front seat passenger.

What will Mazda do?

Your Mazda dealer will inspect the crash zone sensor and replace it, if necessary, with a modified one free of charge. The repair should take approximately one hour to complete. However, it may take longer depending on the service workload at your Mazda dealership.

As a reminder, the Mazda Driver's Assurance Plan may provide alternate transportation when your vehicle is at an authorized Mazda dealership for a warranty repair. To be eligible for alternate transportation, your vehicle must be within the mileage and time limitations under the Mazda New Vehicle Limited Warranty and adhere to the Rental Car Reimbursement policy. 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 crash zone sensor inspected and replaced, if necessary, 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 of the crash zone sensor?

If you have already paid for the inspection/repair or replacement of the crash zone sensor due to a defect in the sensor, 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.

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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 or consult your local yellow pages.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda3, please complete the enclosed prepaid *Information Change Card* 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 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, 400 Seventh Avenue, SW, 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

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 Mazda3 Crash Zone Sensor Recall 2304J.
2. You own or have owned a subject 2004 Mazda3 within the VIN range:

JM1BK**** 41 100088 -169916

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

3. You have paid for the inspection/repair or replacement of the crash zone sensor due to a defect in the sensor.
4. You have an original or legible copy of the paid repair order or invoice receipt showing:
 - Description of the concern reported
 - Inspection/Repair or replacement of the crash zone sensor due to a defect in the sensor
 - Itemized part(s) and labor charges
 - Vehicle model and year, and vehicle identification 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
5. Mail this reimbursement application form in the enclosed envelope to:

Mazda North American Operations
PO Box 5049
Lake Forest, CA 92609-8549

Procedure for Reimbursement Request

Once your vehicle has been inspected, repaired or the crash zone sensor replaced by an authorized Mazda dealer due to a defect in the crash zone sensor, 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.
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 Mazda3 Crash Zone Sensor Recall 2304J

(Please type or print)

Name: _____
First Middle Last

Address: _____
Street Address

_____ City State Zip Code

Home: _____
 Phone Number: _____
 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 or part replacement performed to date in connection with a defect in the crash zone sensor. 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 regional/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)