



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

DATE: July 2004

SUBJECT: 2000-2001 MPV Actuator Cable Recall 2004F

Mazda Motor Corporation has decided that a defect, which relates to motor vehicle safety, exists in certain 2000-2001 MPV vehicles produced from March 31, 1999 through November 15, 2001.

On certain 2000-2001 MPV vehicles, it is possible that the auto cruise control system actuator cable may break. If the actuator cable breaks, it may interfere with the accelerator cable, preventing the engine speed from decreasing during driving, which could result in a crash without warning.

The subject MPV vehicles are divided into two groups:

Group 1

Certain 2001 MPV vehicles produced from April 1, 2001 through November 15, 2001 were equipped with a defective actuator cable when assembled at the Mazda factory. All vehicles in this group need to have the cable replaced.

Group 2

Certain 2000-2001 MPV vehicles produced from March 31, 1999 through March 31, 2001 were not equipped with a defective actuator cable when assembled at the Mazda factory. However, a defective cruise control cable could have been installed as a replacement part during a service repair at a Mazda dealer or other repair shop. All vehicles in this group need to have the cable inspected; however, only a very small number of vehicles in this group will need to have the cable replaced.

Owners of affected vehicles in Group 1 will be notified by first class mail beginning July 7, 2004. Group 2 owners will be notified at a later date.

The first phase of this recall covers Group 1. This package contains important information about recall campaign 2004F:

Attachment I	Dealer Service and Parts Information
Attachment II	Inspection and Repair procedures
Attachment III	Owner notification letter – Group 1
	Dealer Report

The National Traffic and Motor Vehicle Safety Act prohibits the delivery of any subject vehicle without performing the necessary repair for defects or failures. 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 new vehicles in your inventory prior to delivery.

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

1. Service and Parts recall instructions follow (Attachment I), were e-mailed to your Service Department, and are also available on the ESI website.
2. Inspection and repair procedures follow (Attachment II), were e-mailed to your Service Department, and are also available on the ESI website.
3. We recommend using the enclosed report of registered owners in the dealer's area to encourage customers to come in for the recall (with recall reminder postcards, for example). Dealers may use such owner information for the sole purpose of conducting and performing this safety 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 this 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.

In California, privacy laws prevent the release of names and addresses on this report.

4. For technical assistance, call the Technical Assistance Hotline at (888) 832-8477.
5. For warranty questions, contact the Corporate Dealer Assistance Group at (877) 727-8626.

Please make certain that 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 that this program may cause you and your customers. Please keep in mind that owners of 2001 and newer models are eligible to receive a rental car at no charge if the vehicle is within the mileage and time limitations under Mazda New Vehicle Limited Warranty and adheres to the Rental Car Reimbursement policy. Your understanding and support in carrying out this campaign is greatly appreciated.

Sincerely,



Michael J. Giblin
Director, Technical Services
Mazda North American Operations

ATTACHMENT I - DEALER INFORMATION

CONDITION OF CONCERN

On certain 2000-2001 MPV vehicles, it is possible that the auto cruise control system actuator cable may break. If the actuator cable breaks, it may interfere with the accelerator cable, preventing the engine speed from decreasing during driving, which could result in a crash without warning.

SUBJECT VEHICLES

	Model	VIN Range	Build Date Range
Group 1	2001 MPV	JM3 LW28** 10 197856 – JM3LW28** 10 214776	April 1, 2001 through November 15, 2001
Group 2	2000-2001 MPV	JM3 LW28** Y0 100036 – 165323 JM3 LW28** 10 165324 – 198886	March 31, 1999 through March 31, 2001

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

OWNER NOTIFICATION

For Group 1, Mazda will notify U.S. owners by first class mail beginning July 7, 2004. Group 2 will be notified at a later date.

PARTS INFORMATION

Description	Part Number	Quantity	
Actuator Cable	LCY0-66-311	1	
Blue Campaign Label	9999-95-065A-00	1=sheet of 18 labels	MStore (no charge)

PARTS ORDERING

Dealers will automatically receive a quantity of Actuator Cables on stock orders. Parts shipments will begin June 30, 2004 and will arrive on dealers' next stock order. Dealers will receive Actuator Cables by July 9, 2004.

If dealers need additional parts after receiving the initial parts shipment, order them by faxing an IPFAX order form to Mazda Corporate Dealer Assistance Group at (888) 366-2061. Up to five additional actuator cables may be requested with each IPFAX order form processed. Mazda will ship these parts as CSO orders, and freight will be reimbursed as a sublet on warranty claims. The order form can be found:

- In this package
- on ESI under RECALLS/SSPs
- on the Dealer Assistance Group site on MX Connect
- by clicking on the recall number on the eMDCS Warranty Vehicle Inquiry Detail screen

Use MStore to order additional Campaign labels (1=sheet of 18 labels).

WARRANTY CLAIM PROCESSING INFORMATION

	Inspection only	Inspection & Replacement of Actuator Cable
Warranty Type Code	R	R
Symptom Code	99	99
Damage Code	99	99
Process Number	A4437J	A4437H
Part Number Main Cause	LCY0-66-311	LCY0-66-311
Quantity	0	1
Labor Operation Code	XX696XR1	XX696XR2
Labor Hours	0.2 hrs.	0.4 hrs.

RENTAL CAR

A rental car may be provided to the customer if eligible based on the terms and conditions of the Rental Car Reimbursement Program, policy 12.0. Rental car reimbursements are available only on 2001 and newer vehicles within the mileage and time limitations under the New Vehicle Limited Warranty. If the customer was placed in a rental car while the campaign was being completed, submit a separate claim/problem using the standard rental claim information.

Warranty Type Code	A
Symptom Code	99
Damage Code	99
Part Number Main Cause	5555-RE-NTAL
Part Quantity	0
Labor Operation Code	MM012XRX
Labor Hours	0.0
Sublet – Rental Car	
Sublet Invoice Number	Number from Rental Invoice or Dealer Purchase Order
Sublet Type Code	Enter "L"
Sublet Amount	Up to \$26.00 per day for the number of days customer had rental car

Rental expenses that exceed the two-day limit will require prior DCSM Authorization, as outlined in the 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
Group 1	2001 MPV	JM3 LW28**10 197856 – JM3 LW28**10 214775	April 1, 2001 through November 15, 2001
Group 2	2000-2001 MPV	JM3 LW28** Y0 100036 – 165323 JM3 LW28** 10 165324 – 198585	March 31, 1999 through March 31, 2001

If the vehicle is within the above ranges, go to step 2.

If vehicle is not within the above ranges, return it to inventory or the customer.

2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for Campaign Label RECALL 2004F attached to the vehicle's hood or bulkhead.

eMDCS System - Vehicle Status Inquiry Results

If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 2004F OPEN	Present	Contact the Mazda Corporate Dealer Assistance Group at (877) 727-6626 to update vehicle history
	Not present	Proceed to "REPAIR PROCEDURE"
RECALL 2004F CLOSED	Present	Return vehicle to inventory or customer
	Not present	Complete a label and apply to vehicle's hood or bulkhead
RECALL 2004F is not displayed	Does not apply	SSP does not apply to this vehicle. Return vehicle to inventory or customer

Note: Verify the recall number as the vehicle may have multiple labels.

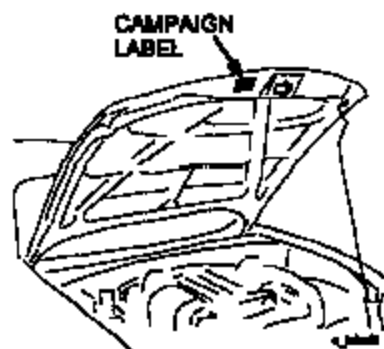
REPAIR PROCEDURES

Please refer to Attachment II.

2000-2001 MPV CRUISE CONTROL CABLE [RECALL 2004F]**A. VEHICLE INSPECTION PROCEDURE**

1. Verify that the vehicle is within the following ranges:
 - 2001 MPV vehicles equipped with cruise control (ACC) built between April 1, 2001 and November 15, 2001
VIN Range: JM3LW28**10197856 - JM3LW28**10214775
 - 2000-2001 MPV vehicles equipped with cruise control (ACC) built between March 31, 1999 and March 31, 2001 that have had their cruise control repaired and possibly had a defective cable installed during that repair.
VIN Range: JM3LW28**Y0100036 - JM3LW28**10198885
 - If the vehicle is within either of the above ranges, proceed to step 2.
 - If the vehicle is not within the above ranges, return the vehicle to the customer or inventory.
2. Perform a Vehicle Status Inquiry using your eMDCS System and inspect vehicle for an Authorized Modification Label Recall 2004F attached to the vehicle's hood. Refer to eMDCS System - Vehicle Status Inquiry Results table below.

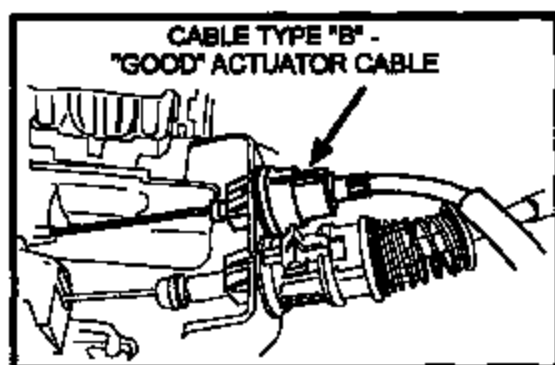
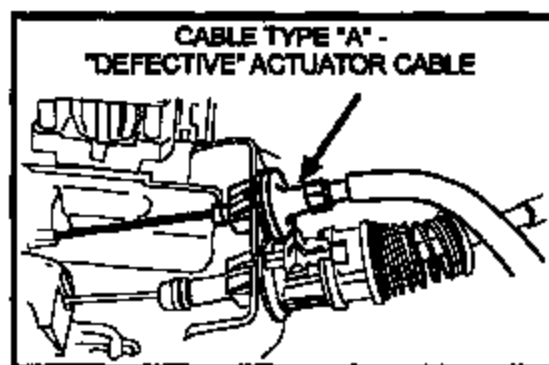
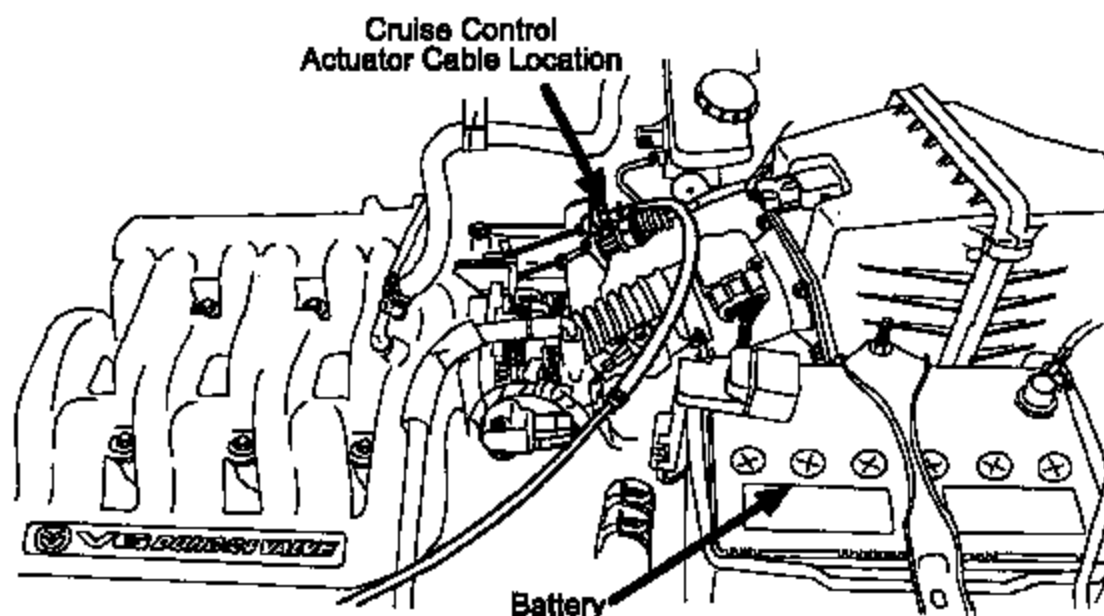
NOTE: Be sure to verify RECALL number as the vehicle may have multiple Recall labels.

**eMDCS System - Vehicle Status Inquiry Results:**

If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 2004F OPEN	Present	Contact the Mazda Corporate Dealer Assistance Group at (877) 727-6626 to update vehicle history.
	Not present	Proceed to "B. INSPECTION PROCEDURE".
RECALL 2004F CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a label and apply to vehicle's hood.
RECALL 2004F is not displayed	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

B. INSPECTION PROCEDURE

1. Identify the type of Cruise Control Actuator Cable installed on the vehicle by comparing the shape of Cable Type "A" and Cable Type "B" below.



NOTE: A "Good" actuator cable has a larger outer diameter and a molded rib.

2. Use the "Cruise Control Actuator Cable Inspection Results" table below to determine if any action is required.

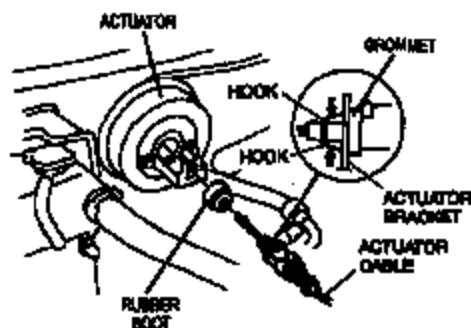
Cruise Control Actuator Cable Inspection Results:

If Vehicle Has:	Result:	Required Action:
Cable Type "A"	Vehicle has a "DEFECTIVE" Cruise Control Actuator Cable	Replace Cruise Control Actuator Cable according to "C. REPAIR PROCEDURE"
Cable Type "B"	Vehicle has a "GOOD" Cruise Control Actuator Cable	No repair is required, proceed to "D. AUTHORIZED MODIFICATION LABEL INSTALLATION"

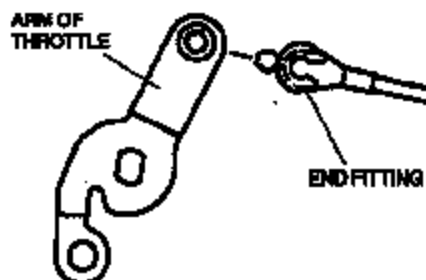
C. REPAIR PROCEDURE

ACTUATOR CABLE REMOVAL

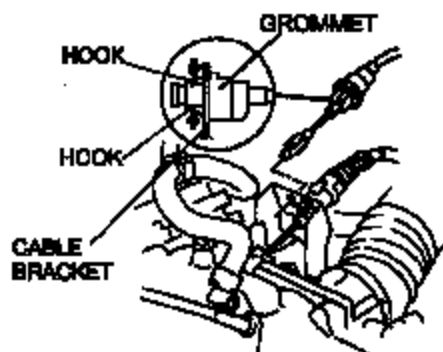
1. Squeeze the hooks of the grommet and remove the actuator cable from its bracket. Unhook the cable from the actuator.



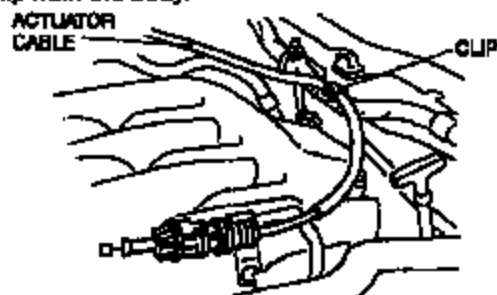
2. Remove the end fitting of the actuator cable from the arm of the throttle.



3. Squeeze the hooks of the grommet, and remove it from the cable bracket.



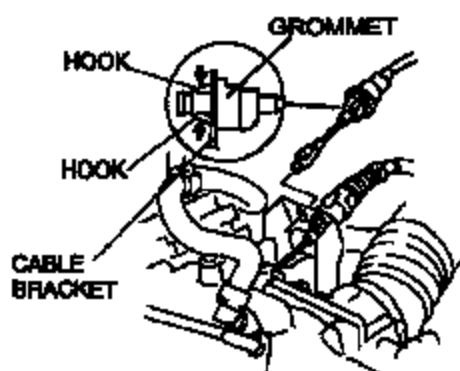
4. Remove the actuator cable clip from the body.



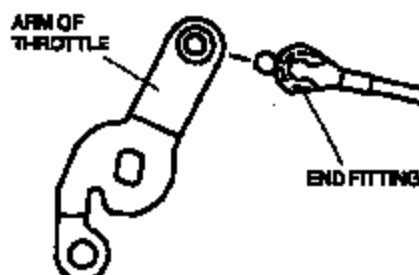
5. Remove the actuator cable and discard.

ACTUATOR CABLE INSTALLATION

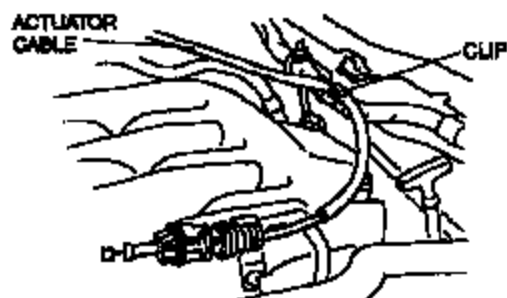
1. Press the grommet into the cable bracket ensuring the grommet is secure/tight in the bracket.



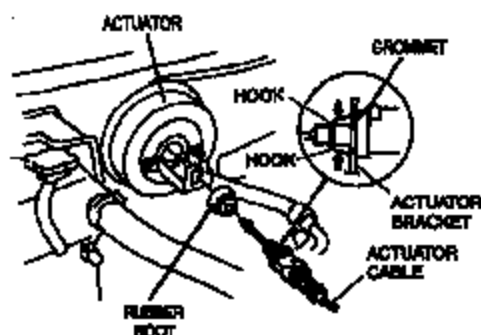
2. Insert the cable end fitting to the arm of the throttle.



3. Press the actuator cable clip (attached to the cable) into the body.

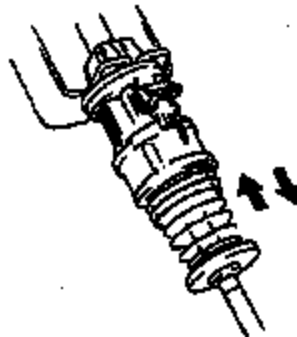


4. Pass the actuator cable end fitting through the bracket and attach to the actuator.
5. Press the grommet into the actuator bracket ensuring the rubber boot is installed into the actuator.

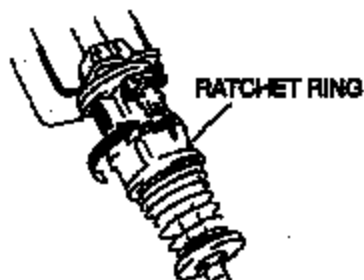


ATTACHMENT II

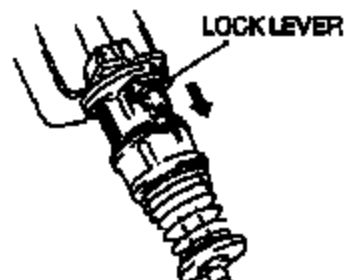
6. Adjust the free play by pushing or pulling the actuator cable directly behind the spring two (2) times.



7. Turn the ratchet ring in the direction shown by the arrow to lock it.



8. Slide the lock lever in the direction shown by the arrow to lock the adjuster.



9. Road test the vehicle and confirm the cruise control operates normally.

D. AUTHORIZED MODIFICATION LABEL INSTALLATION

Complete an "Authorized Modification Label" with the Recall number written on the sticker and affix it to the vehicle's hood. Refer back to the illustration under "A. VEHICLE INSPECTION PROCEDURE".

Mazda North American Operations



July 2004

2001 MPV Actuator Cable Recall 2004F

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 2001 MPV vehicles produced from April 1, 2001 through November 15, 2001. If you are a recipient of this notice, your vehicle is included in this campaign.

What is the problem?

On some 2001 MPV vehicles, it is possible that the auto cruise control system actuator cable may break. If the actuator cable breaks, it may interfere with the accelerator cable, preventing the engine speed from decreasing during driving, which could result in a crash without warning.

What will Mazda do?

Your Mazda dealer will replace the actuator cable with a modified one free of charge. The repair may take approximately one hour to complete 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 actuator cable replaced 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 to the actuator cable?

If you have already paid for the inspection/replacement of a broken auto cruise control system actuator cable, 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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If you have previously had your cruise control system repaired, bring your vehicle to a Mazda dealer for repair since there is a strong likelihood that a defective cruise control actuator cable may have been installed as part of the original repair.

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 Mazda MPV, 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, 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