

Mazda North American Operations



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

DATE: July 2004

SUBJECT: 2004 MPV FMVSS Certification Label Recall 2104F

Mazda Motor Corporation has decided that certain 2004 MPV vehicles produced from August 20, 2003 through May 6, 2004, fail to conform to the tire labeling requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 120, *Tire Selection and Rims for Motor Vehicles other than Passenger Cars*.

On certain 2004 MPV vehicles, the FMVSS certification label mistakenly lists the tire inflation pressure as 32 psi/240 kPa, but the correct inflation pressure is 35 psi/240 kPa. If the tire is operated in an underinflated condition, the load-carrying capacity of the vehicle may be compromised and there is an increased risk of a tire failure and a possible crash.

Owners of affected vehicles will be notified by First Class mail beginning July 16, 2004. The owner letter will include a Supplemental Tire Information Label, and owners will be asked to apply it next to the original FMVSS label on the B-pillar. An instruction sheet for proper application of the label will also be included.

This package contains important information about recall campaign 2104F:

Attachment I Dealer Service and Parts information
Attachment II Repair procedures
Attachment III Owner notification letter
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.

Please make certain the appropriate personnel in your dealership are familiar with the details of this recall before responding to customer inquiries. Should you have any questions, please contact the Warranty Hotline at (800) 662-6778.

We apologize for any inconvenience this program may cause you and your customers. Your understanding and support in carrying out this campaign is greatly appreciated.

Sincerely,

A handwritten signature in black ink that reads 'Michael J. Giblin'.

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

ATTACHMENT I - DEALER INFORMATION**CONDITION OF CONCERN**

On certain 2004 MPV vehicles, the FMVSS certification label does not indicate the correct tire inflation pressure. The tire inflation pressure is indicated as 32 psi/240 kPa, although the correct inflation pressure is 35 psi/240 kPa.

SUBJECT VEHICLES

Model	VIN Range	Build Date Range
2004 MPV	JM3 LW28** 40 500013 - 525914	August 20, 2003 through May 6, 2004

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

OWNER NOTIFICATION

Mazda will notify U.S. owners by First Class mail beginning July 16, 2004.

NOTE: Although owners will receive labels with their letters and will be encouraged to affix them to their vehicles, they also have the option to have an authorized Mazda dealer apply the label for them.

PARTS INFORMATION

Description	Part Number	Quantity	
Supplemental Tire Information Label	9999-95-FMVSS-04	1=5 labels	MStore (no charge)
Blue Campaign Label	9999-95-065A-00	1=sheet of 18 labels	MStore (no charge)

PARTS ORDERING

Dealers will automatically receive a quantity of Supplemental Tire Information Labels to complete the recall on 2004 MPVs in dealer inventory and for vehicles brought in by customers. Label shipments will begin July 12 2004.

Use MStore to order additional Supplemental Tire Information Labels (1=5 labels) and Campaign labels (1=sheet of 18 labels).

WARRANTY CLAIM PROCESSING INFORMATION

	Attachment of Supplemental Tire Information Label
Warranty Type Code	R
Symptom Code	99
Damage Code	99
Process Number	A4436J
Part Number Main Cause	LEY3-59-C11
Quantity	0
Labor Operation Code	XX695XRX
Labor Hours	0.2 hrs

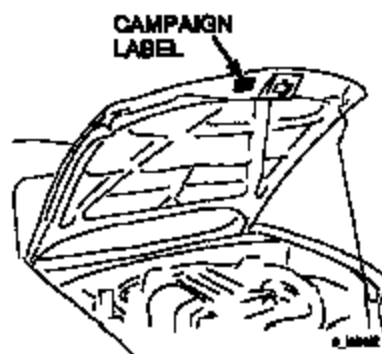
REPAIR PROCEDURES

Please refer to Attachment II.

2004 MPV - FMVSS CERTIFICATION LABEL [RECALL 2104F]**A. VEHICLE INSPECTION PROCEDURE**

1. Verify that the vehicle is within the following range:
 - 2004 MPV vehicles built between August 20, 2003 and May 6, 2004
VIN Range: JM3LW28**40600013 - JM3LW28**40625014
 - If the vehicle is within the above range, proceed to step 2.
 - If the vehicle is not within the above range, 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 2104F attached to the vehicle's hood. Refer to eMDCS System - Vehicle Status Inquiry Results table below.

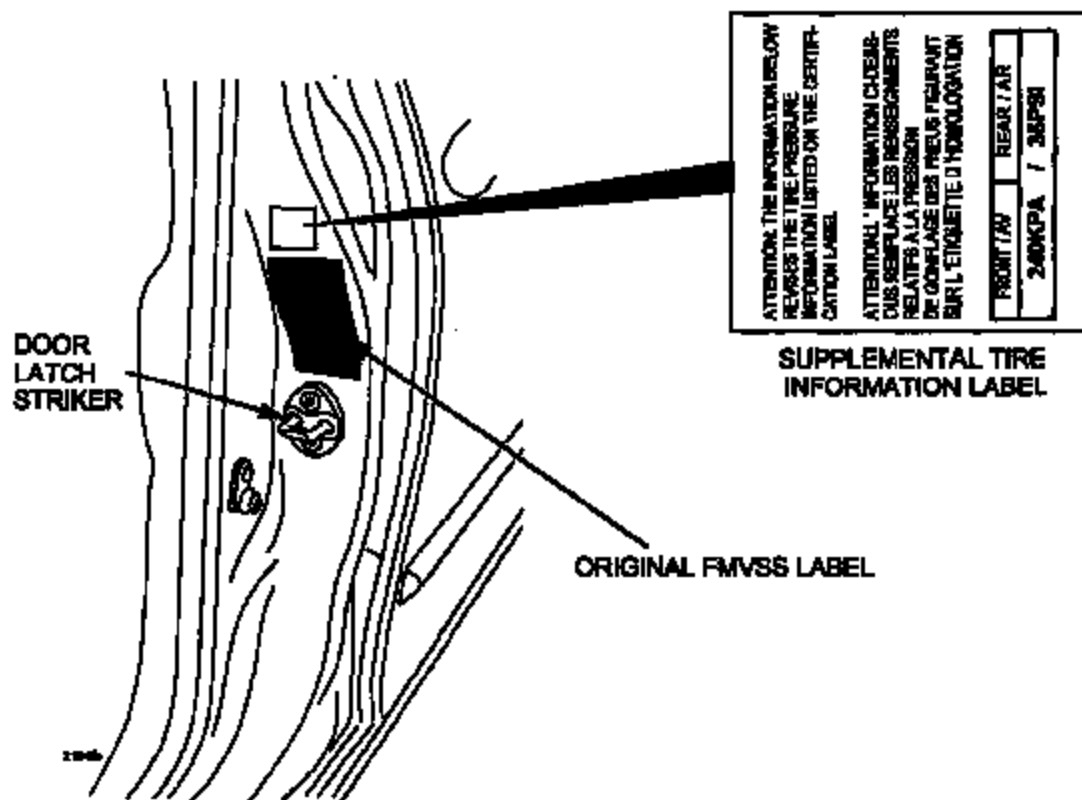
NOTE: Be sure to verify RECALL number as the vehicle may have multiple Recall labels.

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

If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 2104F OPEN	Present	Contact the Mazda Corporate Dealer Assistance Group at (877) 727-6626 to update vehicle history.
	Not present	Proceed to "B. REPAIR PROCEDURE".
RECALL 2104F CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a label and apply to vehicle's hood.
RECALL 2104F is not displayed	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

B. REPAIR PROCEDURE

1. Open driver's door.
2. Locate the vehicle FMVSS label on the B-pillar above the door latch striker.
3. Apply alcohol to a clean shop cloth and clean the area above the FMVSS label.



4. Allow the area to completely dry.
5. Peel off the backing sheet from the Supplemental Tire Information Label and affix it above the FMVSS label as shown above.

NOTE: When affixing the Supplemental Tire Information Label, position the label as shown above.

C. 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".

RECEIVED



July 2004

2004 MPV FMVSS Certification Label Recall 2104F

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 certain 2004 MPV vehicles produced from August 20, 2003 through May 8, 2004, fail to conform to the tire labeling requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 120, *Tire Selection and Rims for Motor Vehicles other than Passenger Cars*. If you are the recipient of this notice, your vehicle is included in this campaign.

What is the problem?

On certain 2004 MPV vehicles, the FMVSS certification label mistakenly lists the tire inflation pressure as 32 psi/240 kPa, but the correct inflation pressure is 35 psi/240 kPa. If the tire is operated in an underinflated condition, the load-carrying capacity of the vehicle may be compromised and there is an increased risk of a tire failure and a possible crash.

What should you do?

Please affix the enclosed Supplemental Tire Information Label containing the correct tire inflation pressure to your vehicle. To affix the label properly, please use the instruction sheet provided with this letter.

What will Mazda do?

If you wish to have the label affixed by a Mazda dealer, please make an appointment with any authorized Mazda dealer. Your Mazda dealer will affix the label at no cost to you.

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.

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,

A handwritten signature in black ink, reading "Michael J. Giblin". The signature is written in a cursive, flowing style.

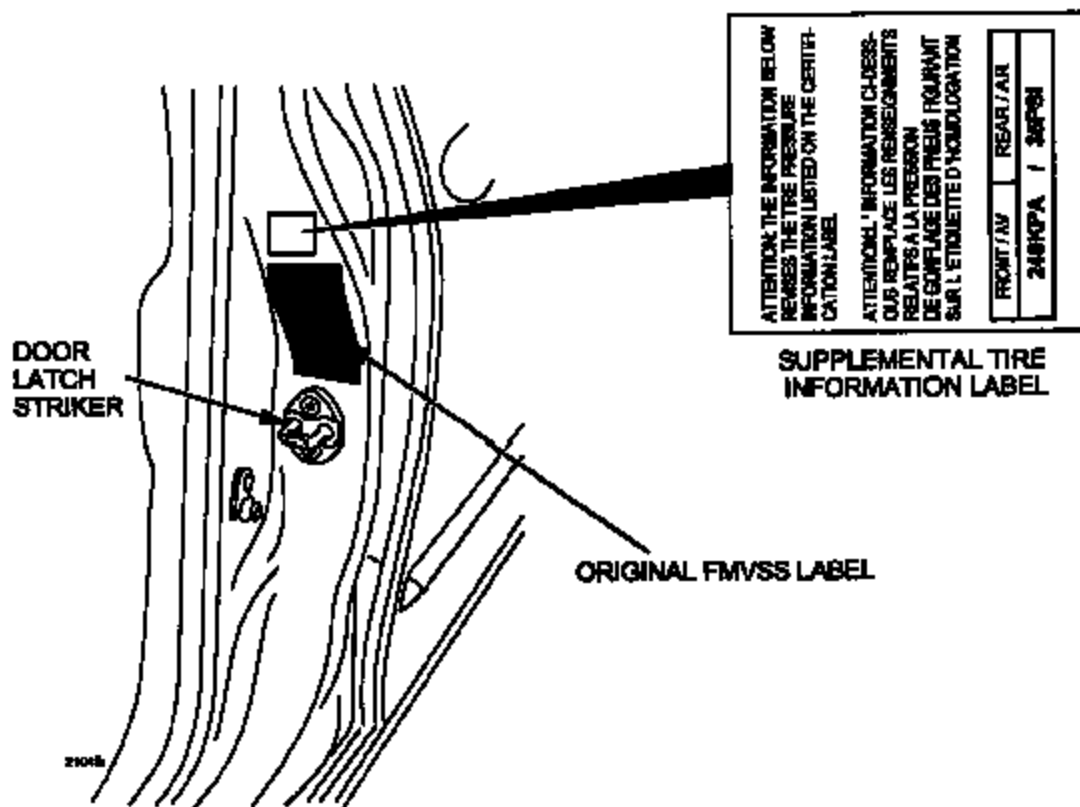
Mazda North American Operations

2004 MPV SUPPLEMENTAL TIRE INFORMATION LABEL:

You may affix the enclosed Supplemental Tire Information Label to your vehicle by following the steps below, or if you prefer, you may take your vehicle to an authorized Mazda dealer.

Affixing the Supplemental Tire Information Label:

1. Open the driver's door.
2. Locate the door latch striker and the existing Federal Motor Vehicle Safety Standard (FMVSS) label on the body pillar.
3. Clean the area just above the FMVSS label with alcohol or window cleaner, and a clean cloth.



4. Allow the area to completely dry.
5. Peel off the backing sheet from the Supplemental Tire Information Label and affix the label to the pillar above the FMVSS label.

NOTE: When affixing the Supplemental Tire Information Label, position the label as shown in the illustration above.