



mazda

# Electronic Field Communication

eFC Number:

Mazda North American Operations

Information

Date: Wednesday, July 20, 2005

Subject: Revised Prenotification of RX-8 Lower Arm Ball Joint Recall 3405G

**Originating**

Name: Hazel Tippings

Dept: Technical Operations

**Summary:** Revised prenotification of RX-8 Lower Arm Ball Joint Recall 3405G. Dealers will be requested to immediately discontinue selling and installing certain lower control arm parts and ship them to facing PDC.

See Also eFC Number(s):

Dealer Communication: Yes

Additional Contacts:

eFC Type:

Sales Operations:

Fixed Operations:

Concur:

Melissa Rimoldi

## Communication

The eFC information you received yesterday was not e-mailed to the dealers. Two non-retailed vehicles have been identified as requiring the recall before customer delivery. The two dealers with these vehicles in inventory will be contacted today.

The following information has been revised and will be e-mailed to the dealers later today.

### Attention Mazda Service and Parts Managers:

Please be advised MNAO has notified NHTSA of a possible defect related to the Lower Suspension Ball Joint on approximately 27,800 2004 RX-8 vehicles.



## Mazda North American Operations

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Two non-retailed vehicles have been identified as requiring the recall before customer delivery. The two dealers with these vehicles in their inventory will be notified today of a stop delivery on the units.

Owners of record will be notified via first-class mail after repair instructions have been provided to dealers and parts are available.

**Effective immediately**, dealers must discontinue selling or installing the following RX-8 service parts:

RX-8 Lower Control Arms F151-34-300 and F151-34-350

**Please return any inventory of these parts to your facing PDC using a blue MRA form.** Returns will not affect your accrual or be charged restocking fees.

The revised part numbers F151-34-300A or F151-34-350A are not subject to the quality concern and can be used for repairs as needed.



**Mazda North American Operations**

**Electronic Field Communication**

**Information**

eFC Number: 05-00435

Date: Friday, August 19, 2005

**Subject: 2004 RX-8 Front Lower Arm Ball Joint Recall 3405G**

**Originating**

**Name:** Hazel Tippings

**Dept:** Technical Services

**Summary:** Notification of upcoming 2004 RX-8 Front Lower Arm Ball Joint Recall 3405G.

**See Also eFC Number(s):**

**Dealer Communication:** Yes

**Additional Contacts:**

**eFC Type:**

**Concur:**

**Sales Operations:**

John Encheff

**Fixed Operations:**

**Communication**

This is to notify you of an upcoming recall on certain 2004 RX-8 vehicles. This message provides you with the information dealers will receive by Tuesday, August 23, 2005.

**Mazda will notify U.S. RX-8 owners by first class mail beginning August 30, 2005.**

Mazda Motor Corporation has decided that a defect, which relates to motor vehicle safety, exists in certain 2004 RX-8 vehicles produced from April 10, 2003 through December 27, 2003.

On certain 2004 RX-8 vehicles, the ball joint socket of the lower arm may have cracks. In certain severe driving conditions, the ball-stud may separate from the ball joint socket and a loss of steering may occur which could result in a crash.

- TIMING**
- Dealers receive recall e-mail 8/23/05
  - Dealer recall package mailing begins 8/24/05
  - Owner notification mailing begins 8/30/05

On certain 2004 RX-8 vehicles, the ball joint socket of the lower arm may sh.



**SUBJECT VEHICLES**

Model	VIN Range	Build Date Range
2004 RX-8	JM1 FE17** 40 100053 - 129716	April 10, 2003 through December 27, 2003

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

**PARTS INFORMATION**

Description	Part Number	Quantity	
Front Lower Arm, Right	F151-34-300A	1	
Front Lower Arm, Left	F151-34-350A	1	
Campaign Label	9999-95-065A-05	1=50 labels	MStore (no charge)

Parts will only need replacement if, after inspection, the part has a certain build date code. Very few vehicles will need parts replacement.

**PARTS ORDERING**

Parts must be ordered by completing the online order form available on the DAG website.

Parts will be requested on warranty submission and any unnecessary replacements will have the warranty claim debited.

**WARRANTY CLAIM PROCESSING INFORMATION**

	Inspection Only	Inspection & Replacement of Lower Arm (one side)	Inspection & Replacement of Lower Arms (both sides)
Warranty Type Code	R	R	R
Symptom Code	99	99	99
Damage Code	99	99	99
Process Number	A0514A	A0514A	A0514A
Part Number Main Cause	F151-34-300A	F151-34-300A (Right) or F151-34-350A (Left)	F151-34-300A
Quantity	0	1	1
Related Part Number	--	--	F151-34-350A
Quantity	--	--	1
Labor Operation Code	XXB075R1	XXB075R2	XXB075R3
Labor Hours	0.2 hrs.	1.6hrs.	2.3 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 and the vehicle is not within the mileage and time limitations, you must obtain authorization for the rental. 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.

**REPAIR PROCEDURES**

Inspection and repair procedures are available on the ESI website, on MStore under Bulletins, Forms & E-Documents, and are available on eMDCS using Campaign Inquiry or the Warranty Vehicle Detail screen by clicking on the recall/SSP number.

Please make certain the appropriate personnel in your dealership are aware of these resources and familiar with the details of this Recall before responding to customer inquiries.

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

**Mazda Technical Services**