

September 16, 2005

MAZDA5 Owner  
123 MAV Way  
Utility, CA 99999

RECEIVED  
SEP 21 2005  
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DEPARTMENT OF  
DEFENSE INVESTIGATION

Dear Customer –

When you took delivery of your 2006 MAZDA5, we made a commitment to you to stand behind the quality and safety of your new vehicle. It has recently come to our attention that the exhaust system of your vehicle could have a safety-related problem that may cause a fire.

Although no one has been injured to date, your safety is our highest priority. *We ask you to immediately contact your local Mazda service department so they can make the necessary repairs.* We have also asked your selling dealer to contact you directly.

Based on parts availability, it could take as long as one month to repair your MAZDA5. We recognize how inconvenient this is, so we have instructed our Mazda dealers and their service managers to arrange a rental or loaner vehicle for you when you arrive at the dealership. There will be no cost to you.

If for any reason you do not want to drive your MAZDA5 to the dealership, you may contact Mazda's 24-hour roadside assistance service at 800-866-1998 and have the vehicle picked up and delivered to the dealership. Again, the dealership will arrange a rental or loaner vehicle.

We sent you this letter before the official recall notification, which you'll receive soon, because we wanted you to have the opportunity to begin the repair process on your MAZDA5 as soon as possible.

The MAZDA5 is the most talked-about new vehicle in our lineup and one that has generated some of the best word-of-mouth sales we've ever seen. Please accept our apologies for any inconvenience we've caused and for interrupting the enjoyment and driving pleasure of your new MAZDA5.

Should you have additional questions, please don't hesitate to call our Customer Assistance Center at 1-800-222-5500.

Sincerely,

Robert T. Davis  
Senior Vice President  
Quality, Research and Development

October 6, 2005

5 Any Lane  
Utility, CA 99999

Dear Customer –

Thank you again for your continued patience and understanding with this difficult situation. Your safety, and the safety of your family and friends, is our number one priority, and I assure you we are working as fast as possible to repair and return your MAZDA5 to you. We have been working hard to find the root cause of the reported fires, and have now done so.

Some MAZDA5s may experience an excessive build-up of heat in the exhaust system. This condition occurs only under certain driving conditions (high sustained engine speed) and was found to be caused by improper engine and transmission control. Additionally, we have also determined that insufficient heat insulation around the main muffler could result in a vehicle fire.

Heat-shields will be added to both manual and automatic transmission vehicles, as well as a recalibration of the automatic transmission electronic control unit. To ensure your and your family's safety, we highly recommend you leave your MAZDA5 at your local Mazda dealer until these procedures are performed. Your Mazda dealer will continue to provide you with a loaner or rental vehicle at no cost to you to meet your needs during this time.

We are working with the National Highway Traffic and Safety Administration (NHTSA) on this issue, and official notification of the recall will be sent during the week of October 24. We are working to expedite parts deliveries and expect to have most or all vehicles repaired and returned to owners soon after.

We have heard from many enthusiastic owners who love their vehicles and are disappointed about being without them during this time. We again offer our apologies for that, but hope you will agree that it was more important we take the utmost precaution of getting all vehicles off the road first, instead of waiting until we had all the answers and repair-parts ready. Start to finish, we expect a much faster resolution of this recall than is typical in the auto industry.

Again, please accept my sincere thanks for your patience in this difficult situation. If you have further questions, you can reach our Customer Assistance Center at 1-800-222-5500.

Sincerely,

Robert T. Davis  
Senior Vice President  
Quality, Research and Development

October 18, 2005

5 Any Lane  
Utility, CA 99999

Dear Customer –

Finally! I write to you one more time with a final resolution of the issue that has affected your MAZDA5. As mentioned in the previous communication, we have determined the root cause of the fires, as well as identified additional parts that will be added to the vehicle. We expect parts will be delivered to dealers during the week of October 24, and repairs to customer-owned vehicles will be given priority over vehicles in dealer inventory.

Because each of you has been patient with us during the lengthy period while you were without your new MAZDA5, and because this is an all-new vehicle, we wish to show our gratitude and compensate you for the loss of use of your vehicle. Each registered owner of a 2006 MAZDA5 affected by this recall will receive:

- A reset of the time remaining on your vehicle's factory warranty. When you purchased your MAZDA5, you received a four-year/50,000 mile comprehensive limited warranty, among others, that began when you originally took delivery. We will reset the time portion of your factory warranties as if your MAZDA5 was new. Your coverage (four years) starts again as of December 1, 2005, and concludes on December 1, 2009, or at 50,000 total miles, whichever comes first (the mileage portion does not start again). This will be automatically updated in all dealer computer systems. Please check the warranty guide that came with your vehicle for further details on other warranties.

-- AND --

- \$500 cash. Yes, cash! Use it as you choose: take care of your next car payment, purchase accessories at your Mazda dealer, purchase holiday gifts, pay off other bills, go out for a *really* nice dinner, or...your choice. You will receive your gift within 4-6 weeks after re-taking delivery of your MAZDA5.

Thank you again for your continued patience and understanding in this difficult situation. Your safety, and the safety of your family and friends, has been our number one priority throughout, and while it has been a great inconvenience, we hope the steps we've taken along the way will ensure your continued satisfaction with your MAZDA5.

If you have further questions, you can reach our Customer Assistance Center at 1-800-222-5500.

Sincerely,

Robert T. Davis  
Senior Vice President  
Quality, Research and Development