

From: Technical Services Department
Sent: Wednesday, December 13, 2006 3:09 PM
Subject: Upcoming Recall 4306K & SSP 68 - Mazda 5 Sliding Door Latch

Attention Mazda Service and Parts Managers

This is to notify you of an upcoming regional recall and regional SSP campaign on certain 2006 Mazda5 vehicles.

Mazda Motor Corporation has decided to conduct a regional Recall campaign in **31** cold/wet weather states and a regional Special Service Program (SSP) in **19** remaining states to replace the sliding door latches on certain 2006 Mazda5 vehicles produced from April 12, 2005 through February 1, 2006.

On certain Mazda5 vehicles, water may accumulate inside the door latch unit when the vehicle is exposed to a large amount of water (e.g. carwash, rainwater or melting snow). If the accumulated water is frozen under low ambient temperature, the ice will crack when the door is opened. When the door is closed under these conditions, ice can interfere with the door latch operation, causing the sliding door not to latch closed. The purpose of this campaign is to replace the latch mechanism with a modified one. Mazda Motor Corporation has determined that the frozen latch condition can only occur when the ambient temperature drops to levels substantially below freezing for an extended period.

Owners of affected vehicles in the following states will be notified of **Recall 4306K**:

Alaska	Colorado	Connecticut	Delaware	Idaho	Illinois
Indiana	Iowa	Kansas	Kentucky	Maine	Maryland
Massachusetts	Michigan	Minnesota	Missouri	Montana	Nebraska
New Hampshire	New Jersey	New York	North Dakota	Ohio	Pennsylvania
Rhode Island	South Dakota	Utah	Vermont	West Virginia	Wisconsin
Wyoming					

Owners of affected vehicles in the following states will be notified of **SSP 68**:

Alabama	Arizona	Arkansas	California	Florida
Georgia	Louisiana	Mississippi	Nevada	New Mexico
North Carolina	Oklahoma	Oregon	South Carolina	Tennessee
Texas	Virginia	Washington	Hawaii	

TIMING

Dealers receive recall e-mail: December 13, 2006

Dealer packet mailing begins: December 14, 2006

Owner letter mailing begins: December 18, 2006

SUBJECT VEHICLES

Model	VIN Range	Build Date Range
2006 Mazda5	JM1 CR29** 60 100023 – 120693	April 12, 2005 through February 1, 2006

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

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail beginning December 18, 2006.

DEALER INVENTORY

Dealers should complete Recall 4306K or SSP 68 for affected Mazda5 vehicles in dealer inventory.

PARTS INFORMATION

Description	Part Number	Quantity	Note
Door Latch Complete (Normal lock)	C2Y5-73-300	1	Components: - C235-72-310E (door latch ass'y, RH) - C235-73-310E (door latch ass'y, LH)
Campaign Label	9999-95-065A-00	1= sheet of 18 labels	MStore (no charge)

PARTS ORDERING

We will begin automatic shipping of these latches to dealers beginning December 14, 2006. These initial shipments will reflect a percentage of the total number of Mazda5 vehicles retailed by each dealer. The shipments will be entered as SSO type orders and will start shipping to the dealers by their next scheduled stock order date.

Once these initial shipments have been released, additional latches can be ordered on the DAG web site in MX Connect. These additional requirements will be entered as CSO type orders and the CSO handling charges will be waived. A VIN number will be required for each additional piece requested.

To order additional parts:

Log onto MXConnect :

Click on the "Parts and Accessories" Tab

Click on "DAG" in the box labeled "Support"

Click on the "E-Mail Inquiries" Tab

Click on the "Corporate Assistance Group"

Please fill in all required fields – you can use the MNAO Sales Order field to enter the PO number you would like to use for the order, or simply enter N/A

Please fill in the part number and quantity in the comment field

Supply a VIN for each piece required

Click "Submit"

WARRANTY CLAIM PROCESSING INFORMATION

Recall 4306K

	Replacement of Door Latches (both sides)
Warranty Type Code	R
Symptom Code	99
Damage Code	99
Process Number	A0661A
Part Number Main Cause	C2Y5-73-300
Quantity	1

Labor Operation Code	XXB434RX
Labor Hours	0.8

SSP68

	Replacement of Door Latches (both sides)
Warranty Type Code	R
Symptom Code	99
Damage Code	99
Process Number	A0661B
Part Number Main Cause	C2Y5-73-300
Quantity	1
Labor Operation Code	XXB434RX
Labor Hours	0.8

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 \$30.00 per day for the number of days customer had rental car

Rental claims exceeding the two-day limit or for vehicles beyond the New Vehicle Limited Warranty will require prior DSA or DCSM Authorization, as outlined in the Rental Car Reimbursement Program policy.

VERIFY THE VEHICLE IS SUBJECT TO THE CAMPAIGN

1. Verify the vehicle is within the following ranges:

Model	VIN Range	Build Date Range
2006 Mazda5	JM1 CR29** 60 100023 – 120693	April 12, 2005 through February 1, 2006

If the vehicle is within the above ranges, go to step 2.
If vehicle is not within the above ranges, return it to the customer.

2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect

vehicle for an Authorized Modification Label for Recall 4306K or SSP 68 attached to the vehicle's bulkhead.

eMDCS System - Vehicle Status Inquiry Results

If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 4306K or SSP 68 OPEN	Present	Contact the Mazda Corporate Dealer Assistance Group at (877) 727-6626 to update vehicle history
	Not present	Proceed to "REPAIR PROCEDURE"
RECALL 4306K or SSP 68 CLOSED	Present	Return vehicle to inventory or customer
	Not present	Complete a label and apply to vehicle's hood or bulkhead
Neither RECALL 4306K nor SSP68 is not displayed	Does not apply	Recall /SSP does not apply to this vehicle. Return vehicle to inventory or customer

Note: Verify the Recall/SSP number as the vehicle may have multiple labels.

REPAIR PROCEDURES

Inspection and repair procedures are available on the Mazda Service Support System (MS3 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 are 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



mazda

Mazda North American Operations

Electronic Field Communication

Information

eFC Number:

Date: Wednesday, December 20, 2006

Subject: Upcoming Recall 4306K & SSP 68 - Mazda 5 Sliding Door Latch

Originating

Name: Gabriela Laur

Dept: Technical Services

Email ID: glaur@mazdausa.com

Phone: 949-442-6590

Summary: Mazda Motor Corporation has decided to conduct a regional Recall campaign in 31 cold/wet weather states and a regional Special Service Program (SSP) in 19 remaining states to replace the sliding door latches on certain 2006 Mazda5 vehicles produced from April 12, 2005 through February 1, 2006.

See Also eFC Number(s):

Dealer Communication: Yes

Additional Contacts:

eFC Type:

Concur:

Sales Operations:

Nicole Geenen

Fixed Operations:

Communication

This is to notify you of an upcoming recall and Special Service Program on certain 2006 MAZDA5 vehicles. This message provides you with the information dealers will receive on Wednesday, December 13, 2006.

Mazda will notify U. S. MAZDA5 owners by first class mail beginning December 18, 2006.

Mazda Motor Corporation has decided to conduct a regional Recall campaign in **31** cold/wet weather states and a regional Special Service Program (SSP) in **19** remaining states to replace the sliding door latches on certain 2006 Mazda5 vehicles produced from April 12, 2005 through February 1, 2006.

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Mazda North American Operations

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Massachusetts	Michigan	Minnesota	Missouri	Montana	Nebraska
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Wyoming					

Owners of affected vehicles in the following states will be notified of **SSP 68**:

Alabama	Arizona	Arkansas	California	Florida
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North Carolina	Oklahoma	Oregon	South Carolina	Tennessee
Texas	Virginia	Washington	Hawaii	

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Please fill in the part number and quantity in the comment field

Supply a VIN for each piece required

Click "Submit"

WARRANTY CLAIM PROCESSING INFORMATION

Recall 4306K

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Symptom Code	99
Damage Code	99
Process Number	A0661A
Part Number Main Cause	C2Y5-73-300
Quantity	1
Labor Operation Code	XXB434RX
Labor Hours	0.8

SSP68

	Replacement of Door Latches (both sides)
Warranty Type Code	R
Symptom Code	99
Damage Code	99
Process Number	A0661B



Part Number Main Cause	C2Y5-73-300
Quantity	1
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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 \$30.00 per day for the number of days customer had rental car

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