



December 2006

**2006 Mazda5 Sliding Door Latch
Special Service Program (SSP) 68**

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program to replace the sliding door latches on certain 2006 Mazda5 vehicles produced from April 12, 2005 through February 1, 2006. **If you are a recipient of this notice, your vehicle is included in this program.**

What is the problem?

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. Should the sliding door fail to close, the situation should be visible to you. Further, if the door does not properly close, the "door ajar" warning indicator will activate. If the door is not properly closed, you should not drive the vehicle.

If the door latches don't return to a normal operating condition, you should utilize Mazda's Roadside Assistance Program to have your vehicle towed to the nearest authorized Mazda dealership. Roadside Assistance can be reached at 1-800-866-2998 or 1-800-999-9035 for the hearing impaired, and they are available 24 hours a day, 7 days a week.

What will Mazda do?

Mazda will replace the sliding door latches with modified ones, **free of charge**. Mazda Motor Corporation has determined that the frozen latch condition can only occur in cold weather states when the ambient temperature drops to levels substantially below freezing for an extended period; nevertheless, it is very important that you bring your vehicle in to have the modified latches installed. The repair should take approximately an hour and a half to complete. However, it may take longer 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 a 2001 or newer model and 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 complete satisfaction, and we encourage you to make an appointment with any authorized Mazda dealer to have the sliding door latches replaced. 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 repair on the sliding door latches?

If you have already paid for the inspection, repair or replacement of the sliding door latches due to a defect, 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.

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 Mazda5, 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 notice must forward a copy of this notice to the lessee within ten days.

Still have questions?

If you have any questions regarding this program, please contact our Customer Assistance Center at (800) 222-5500, option #4.

Your satisfaction 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

REIMBURSEMENT PLAN

Requirements for Reimbursement

If you meet **all** of the following requirements, you are eligible to receive reimbursement under this plan:

1. An authorized Mazda dealer has inspected your vehicle and completed the 2006 Mazda5 Sliding Door Latch Special Service Program (SSP) 68.
2. You own or have owned a subject 2006 Mazda5 within the VIN range:

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

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

3. You have paid for the inspection/repair or replacement of sliding door latch(es).
4. You have an original or legible copy of the paid repair order or invoice receipt showing:
 - Description of the concern reported
 - Inspection/repair or replacement of sliding door latch(es)
 - Itemized part(s) and labor charges
 - Vehicle model and year, and vehicle identification number
 - Repair date
 - Repair mileage
 - Name, address, and telephone number of the authorized Mazda Dealer or a licensed repair shop where such repairs were performed
 - Your name and address at the time of repair
5. Mail this reimbursement application form in the enclosed envelope to:

**Mazda North American Operations
PO Box 5049
Lake Forest, CA 92609-8549**

Procedure for Reimbursement Request

Once your vehicle has been inspected, repaired or the sliding door latch(es) replaced by an authorized Mazda dealer due to a defect, you may apply for reimbursement by doing the following:

1. Complete the Reimbursement Application Form found on the reverse side of this page.
2. Mail the Reimbursement Application Form with a legible copy of the paid repair order and/or invoice using the enclosed envelope.
3. **Retain copies** of the paid repair order or invoice and this application form for your records.

If you wish to correspond with Mazda regarding this reimbursement plan, please write to the above address and refer to your vehicle identification number (VIN).

Any reimbursement application form that is incomplete, illegible, or sent without the legible copy of the paid repair order or invoice will be returned for completion. If Mazda has any questions concerning your application for reimbursement, you may be contacted. Please allow 6-8 weeks for processing.

(SEE REVERSE SIDE FOR APPLICATION FORM)

REIMBURSEMENT APPLICATION FORM

2006 Mazda5 Sliding Door Latch Special Service Program (SSP) 68

(Please type or print)

Name: _____
First Middle Last

Address: _____
Street Address

_____ City State Zip Code

Phone Number: Home: _____
 Work: _____

Vehicle Identification Number (VIN): _____
(17 digits in length)

Total Amount of Reimbursement Requested: _____
Dollars Cents

INSTRUCTIONS FOR GENERAL RELEASE DESCRIBED BELOW:

- Please read thoroughly
- Fill in vehicle identification number
- Sign the General Release (below)

General Release

I am submitting to Mazda Motor Corporation ("Mazda") a claim for reimbursement for all inspection, repair or part replacement performed to date in connection with a defect with the sliding door latch(es). The vehicle identification number (VIN) is:

VIN: _____

In exchange for Mazda's payment of that claim, I hereby release Mazda, its agents, and its related entities from all claims for such inspection/repair costs. This release shall benefit Mazda and its authorized agent Mazda North American Operations, its regions/distributors (foreign and domestic), its authorized dealerships, and all their respective directors, officers, agents, employees, divisions, subsidiaries, and affiliated companies. This release shall bind my heirs, successors and assigns.

Dated: _____ Signed: _____

(SEE REVERSE SIDE FOR REIMBURSEMENT PLAN DETAILS)