

Mazda North American Operations



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

DATE: December 2006

SUBJECT: 2006 Mazda5 Sliding Door Latch
Recall 4306K/Special Service Program (SSP) 68

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 subject vehicles will be notified by first class mail beginning December 18, 2006.

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	

This package contains important information about Recall 4306K and SSP 68:

Attachment I	Dealer Information
Attachment II	Repair Procedures
Attachment III	Owner Notification Letter for Recall 4306K
Attachment IV	Owner Notification Letter for SSP 68

The National Traffic and Motor Vehicle Safety Act prohibits the delivery of any vehicle subject to the recall 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 recall 4306K for all affected vehicles in your inventory prior to delivery.

Dealers in warm-weather states should complete SSP 68 for all affected Mazda5 vehicles in inventory.

You can use the most recent version of report number JS30R165-1 "RECALL REMINDER REPORT" to find a listing of new "VEHICLES IN STOCK" for this campaign. This report is available in Mazda's Web Reporting system.

To help you effectively perform this recall, Mazda has developed the following resources:

1. Service and Parts recall instructions follow (Attachment I), were e-mailed to your Service Department, and are also available on eMDCS and the MS3 (Mazda Service Support System) websites.
2. Inspection and repair procedures follow (Attachment II), and are also available on the MS3 (Mazda Service Support System) and eMDCS websites.
3. We recommend using the enclosed report of registered owners in the dealer's area to encourage customers to come in for the recall (with recall reminder postcards). Dealers may use such owner information for the sole purpose of conducting and performing this recall, and for no other purpose. **Using it for marketing activities is strictly prohibited and could subject your dealership to serious fines.** The information in this report is protected by state privacy and other applicable laws regarding disclosure of personal and/or confidential, restricted or blocked information. It is the dealer's responsibility to protect the confidentiality of owner records and prevent the release of information to other parties.

In California, privacy laws prevent the release of names and addresses on this report.

4. For technical assistance, call the Technical Assistance Hotline at (888) 832-8477.
5. For warranty questions, contact the Corporate Dealer Assistance Group at (877) 727-6626, Option 2.

Please make certain that 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. If you have any questions, please contact your region manager or DCSM.

We apologize for any inconvenience this program may cause you and your customers. Please keep in mind that owners of 2001 and newer models are eligible to receive a rental car at no charge. Your understanding and support in carrying out this campaign is greatly appreciated.

Sincerely,


S:
Director, Technical Services
Mazda North American Operations

CONDITION OF CONCERN

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.

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.

NOTE: Be sure to verify using eMDCS Warranty Vehicle Inquiry if the affected vehicle is subject to the Recall 4306K or SSP 68. Warranty claims must be submitted using the appropriate Warranty Information to ensure prompt warranty reimbursement.

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.

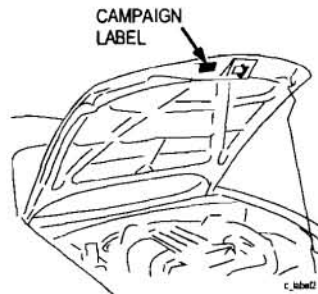
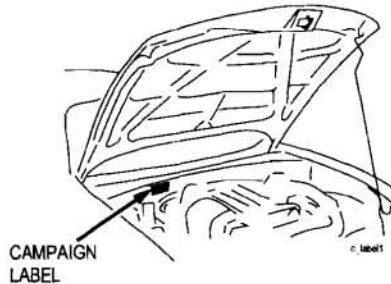
REPAIR PROCEDURE

Please refer to Attachment II.

A. VEHICLE INSPECTION PROCEDURE

1. Verify that the vehicle is within the following ranges:
 - Year Range (2006) Model (Mazda5) Produced: (April 12, 2005-February 1, 2006)
 - 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 Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for a Campaign Label **Recall 4306K/SSP 68** attached to the vehicle's hood or bulkhead. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

NOTE: Verify Recall/SSP number as the vehicle may have multiple Recalls/SSPs.



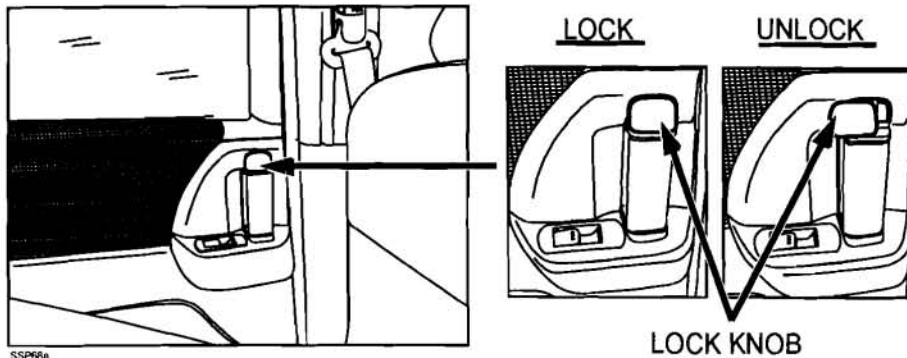
AUTHORIZED MODIFICATION	
CAMPAIGN NO:	_____
DEALER CODE:	_____
DATE:	//
<small>P/N 9999-95-005A-00</small>	

eMDCS System - Warranty Vehicle Inquiry Results

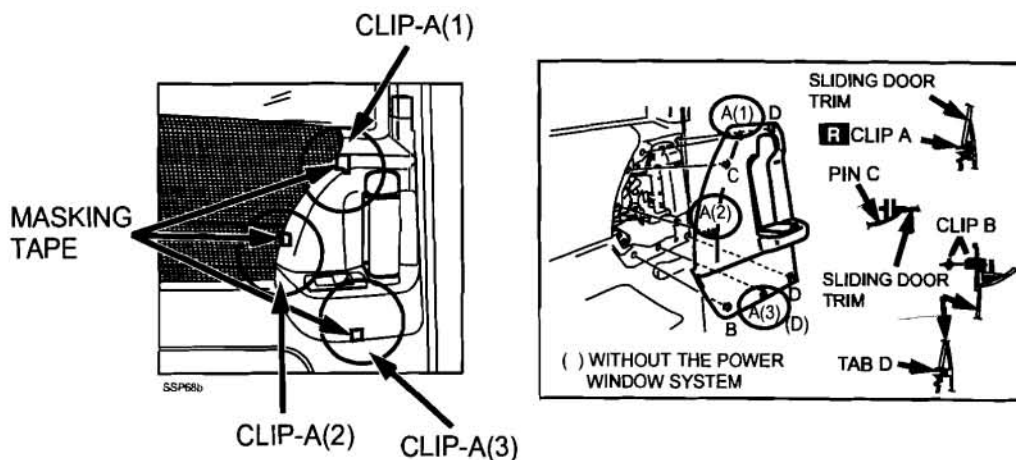
If eMDCS displays:	Campaign Label is:	Action to perform:
Recall 4306K/SSP68 OPEN	Present	Contact the Mazda Corporate Dealer Assistance Group at (877) 727-6626 to update vehicle history.
	Not present	Proceed to "REPAIR PROCEDURE".
Recall 4306K/SSP68 CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a label and apply to vehicle's hood or bulkhead.
Recall 4306K/SSP68 is not displayed	Does not apply	Recall/SSP does not apply to this vehicle. Return vehicle to inventory or customer.

B. REPAIR PROCEDURE

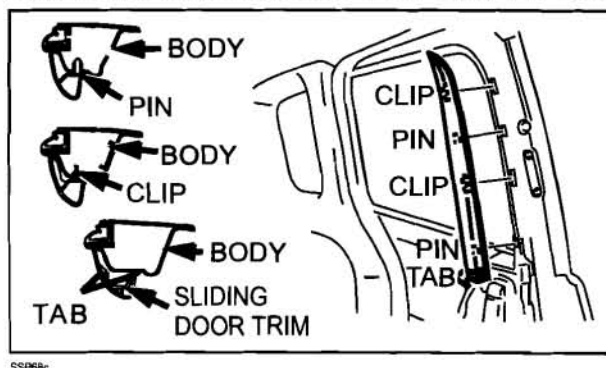
1. Record the radio presets.
2. Disconnect the negative battery cable.
3. While sitting in the second row of the vehicle, unlatch the left rear sliding door and open about 4 to 6 inches.
4. Move the inner lock knob to the LOCK position.



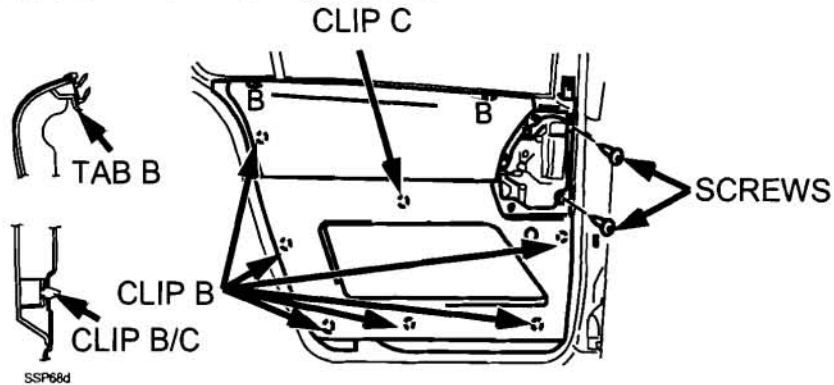
5. Using a fastener remover tool wrapped in tape, remove the rear side trim by detaching clips A and B, pin C, and tabs D.



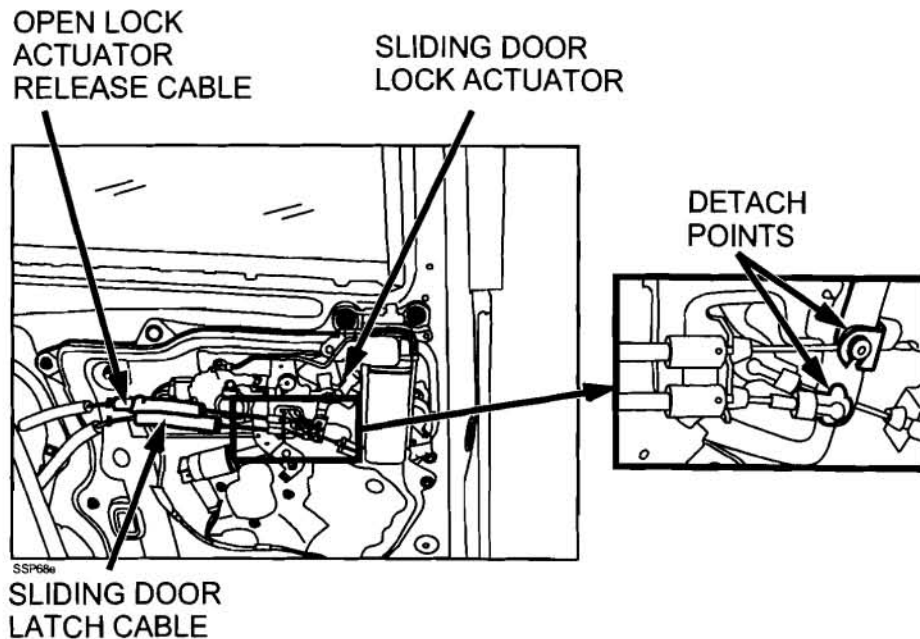
- Using masking tape, place a mark on the locations of clips A (3 points) by referring to the illustration.
 - Remove the clips A in the order shown (1, 2, then 3). Replace the clips A with new ones if needed (P/N C235-68-AD3A).
6. Disconnect the power window subswitch connector and remove the rear side trim (vehicle with power windows).
 7. Pull the side door garnish outward and detach clips, pins, and lower tab, then remove garnish.



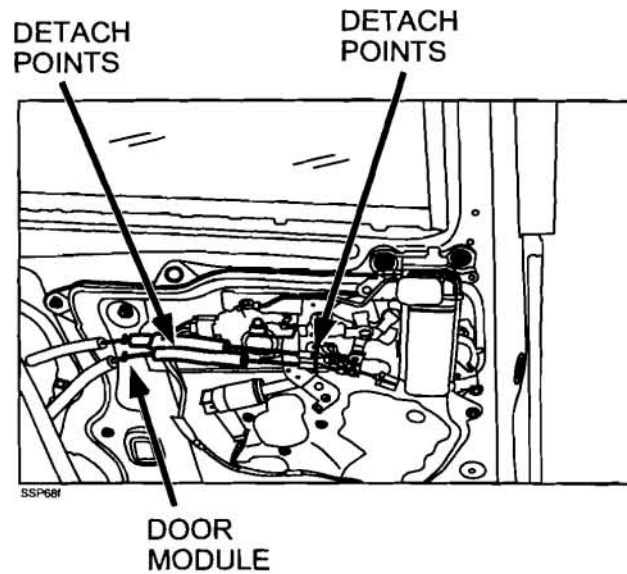
8. Remove the two screws for the rear sliding door trim.



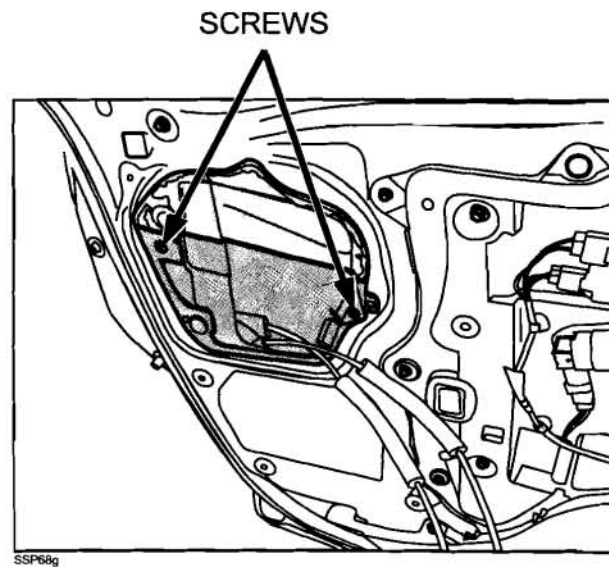
9. Detach clips B and C from the sliding door using a fastener remover tool.
10. Pull the sliding door trim upward and detach tabs B from the sliding door and remove the sliding door trim.
11. Inspect the sliding door for any B and C clips that remained in the door and remove them.
12. Inspect the B and C clips for damage or if any or missing and replace them (P/N Clip B: GJ6A-68-AB1, Clip C: GJ6R-68-ABX).
13. Detach the sliding door latch cable end and open lock actuator cable end from the sliding door lock actuator.



14. Detach the sliding door latch cable and open lock actuator release cable from the door module and sliding door lock actuator.



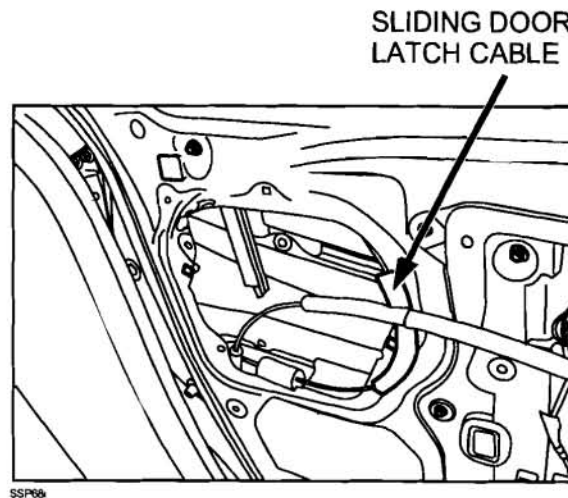
15. Remove the two screws for the sliding door service hole cover.



16. Remove the service hole cover, and feed the two release cable through the hole.

NOTE: The cover has a black sticky adhesive on it. Be careful not to get this adhesive on any of the interior or exterior panels.

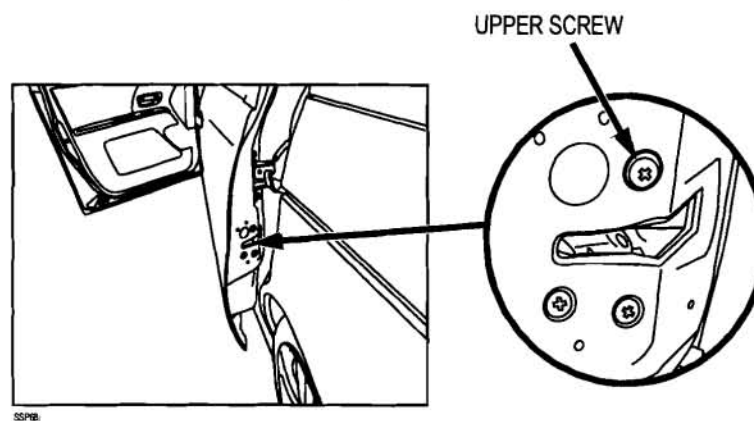
17. Place the sliding door latch cable in the sliding door service hole so it prevents the open lock actuator release cable from rubbing against the exterior of the vehicle when opening the sliding door.



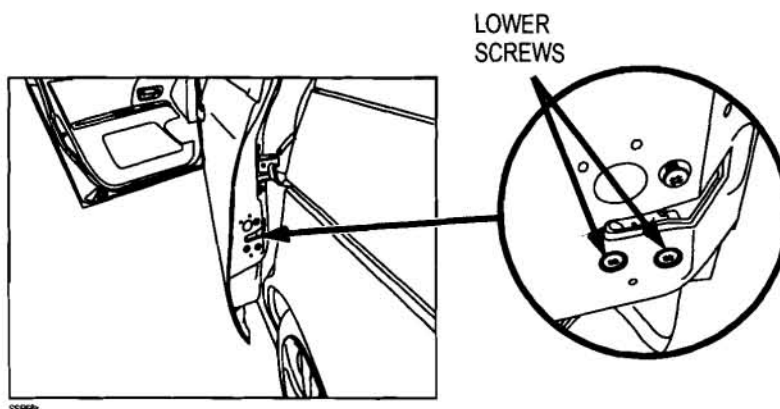
18. Open the rear sliding door to the full open position.

NOTE: Be careful not to drop any of the mounting screws or other items in the sliding door as this will require additional component removal to retrieve them.

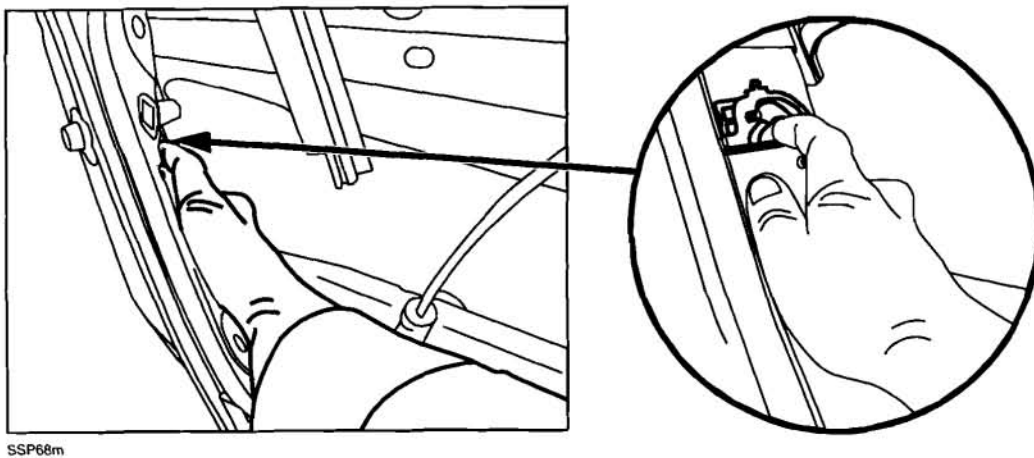
19. Loosen the upper mounting screw for the sliding door latch, but do not remove it.



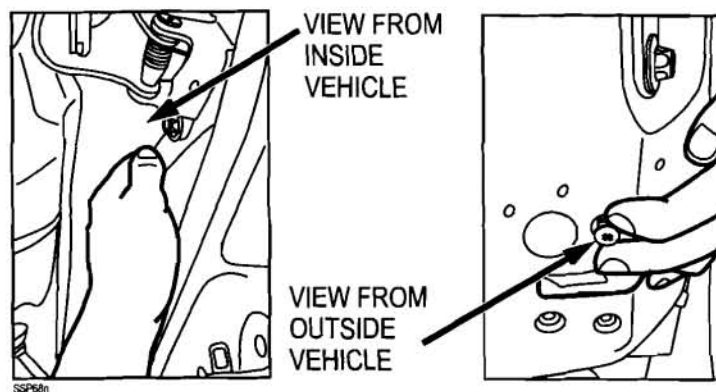
20. Remove the two lower mounting screws.



21. While inside the vehicle, pull on the open lock actuator release cable to move the door so it is between 4 to 6 inches from being latched, but do not latch to the closed position.
22. With one hand (right hand on the driver's side and left hand on the passenger's side), reach into the service hole and hold the sliding door latch in place.



23. With the other hand (left hand on the driver's side and right hand on the passenger's side), reach through the gap between the door and the C-pillar and remove the upper mounting screw.



24. Remove the sliding door latch.
 25. Replace the sliding door latch with a modified one.
 26. Install in the reverse order of removal.
- NOTE:** After reinstalling the rear side trim, confirm that the rear side trim is firmly fixed with no lifting or looseness. If there is any lifting or looseness, replace all three of the clips A.
27. Verify sliding door is operating correctly.
 28. Repeat steps 3 through 27 for the right rear sliding door.
 29. Connect the negative battery cable.
 30. Set the radio presets and the clock.
 31. Verify repair (making sure the rear power windows work).

C. CAMPAIGN LABEL INSTALLATION

Complete an "Campaign Label" with the Recall/SSP number written on the sticker and affix it to the vehicle's hood or bulkhead. Refer back to the illustration under "A. VEHICLE INSPECTION PROCEDURE".



December 2006

**2006 Mazda5 Sliding Door Latch
Recall 4306K**

Dear Mazda Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mazda Motor Corporation has decided that a defect, which relates to motor vehicle safety, exists in 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 campaign.**

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. Driving the vehicle with the sliding door unlatched could lead to an unbelted occupant being ejected and could result in death or injury.

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**. 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 safety, 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 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, 400 Seventh Street, SW., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Your safety 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 voluntary Recall Campaign 4306K.
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 Recall 4306K

(Please type or print)

Name:	<div style="display: flex; justify-content: space-between; font-size: small;"> First Middle Last </div>
Address:	<div style="text-align: center; font-size: small;">Street Address</div>
	<div style="display: flex; justify-content: space-between; font-size: small;"> City State Zip Code </div>
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)



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. Driving the vehicle with the sliding door unlatched could lead to an unbelted occupant being ejected and could result in death or injury.

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

Home: _____
 Phone Number: _____
 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)