



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

**DATE:** February 2009

**SUBJECT:** 2009 Mazda B-Series 4x2 Front Spindle Voluntary Safety Recall 5109A

Mazda Motor Corporation has decided to conduct a Voluntary Safety Recall on certain 2009 Mazda B-Series trucks equipped with 2-wheel drive and produced from August 22, 2008 through October 13, 2008.

On certain 2009 Mazda B-Series trucks equipped with 2-wheel drive, the front spindle stem may crack due to an improper manufacturing process of the spindle. If a fracture of the spindle stem occurs, the wheel may separate from the axle, which may result in a loss of steering, increasing the risk of a crash without warning. The purpose of this campaign is to inspect and replace the front spindle if required.

**Owners of affected vehicles will be notified by first class mail beginning February 09, 2009.**

This package contains important information about Voluntary Safety Recall **5109A**:

Attachment I	Dealer Service and Parts information
Attachment II	Repair procedures
Attachment III	Owner notification letter

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

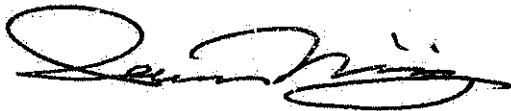
To help you effectively perform this recall, Mazda has developed the following resources:

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 Recall Reminder Report available in Web Reporting for 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.
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 3.

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.

Sincerely,



Susumu Niinai  
Director, Technical Services  
Mazda North American Operations

**Gaby Laur**

**From:** Technical Services Department  
**Sent:** Wednesday, January 21, 2009 3:42 PM  
**Subject:** STOP DELIVERY/HOLD - VOLUNTARY SAFETY RECALL 5109A - 2009 MAZDA B-SERIES 4X2 FRONT SPINDLE

Dear Mazda Dealer,

We regret to inform you that retail delivery of certain 2009 Mazda B-Series trucks in your inventory must immediately be suspended. Mazda Motor Corporation has decided to conduct a voluntary Safety Recall (#5109A) to inspect and/or replace the front spindle on certain Mazda B-Series trucks produced from August 22, 2008 through October 13, 2008.

On certain 2009 Mazda B-Series trucks equipped with 2-wheel drive, the front spindle stem may crack due to an improper manufacturing process of the spindle. If a fracture of the spindle stem occurs, the wheel may separate from the axle, which may result in a loss of steering.

**Action Required:**

**Beginning today, January 21, 2009, certain 2009 Mazda B-Series trucks produced from August 22, 2008 through October 13, 2008 in your inventory must be inspected and repaired prior to customer delivery.** Delivering subject vehicles without performing the necessary inspection and/or repair is prohibited. Failure to perform applicable recalls before delivery can result in extensive dealer fines and penalties from the Federal Government.

**SUBJECT VEHICLES**

<b>Model</b>	<b>VIN Range</b>	<b>Build Date Range</b>
2009 Mazda B2300 with 2-wheel drive	<b>4F4YR12D*9P M00032-M00984 4F4YR16D*9P M00553-M00985</b>	From August 22, 2008 through October 13, 2008
2009 Mazda B4000 with 2-wheel drive <b>(Canada only)</b>	<b>4F4YR46E*9P M00220-M00936</b>	From August 22, 2008 through October 13, 2008

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

Parts will be available for ordering at the PDC on January 29, 2008. Repair procedure will be available on MS3 and eMDCS no later than January 29, 2008.

**IMPORTANT NOTE:** Only 139 vehicles are affected by this recall. Please do not stock these parts. Only order what is necessary to address your inventory.

**Due Date:**

This action is effective immediately.

Once 2009 Mazda B-Series 4x2 truck dealer inventory has been inspected and repaired, customer delivery may begin. Mazda will initiate the recall campaign to address retail vehicles early February. We apologize for any inconvenience that this stop delivery may cause, and we appreciate your cooperation in the interest of safety and customer satisfaction.

Sincerely,

Eric Johnston  
Vice President, Sales, Service & Parts  
Mazda North American Operations

2/12/2009



**Electronic Field Communication** **Action**  
eFC Number: 08-00001 Date: Wednesday, January 21, 2009

**Subject: STOP DELIVERY/HOLD - VOLUNTARY SAFETY RECALL 5109A, 2009 MAZDA B-SERIES 4X2 FRONT SPINDLE**

**Originating**

**Name:** Gabriela Laur **Dept:** TSD  
**Email ID:** glaur@mazdausa.com **Phone:** 949-442-6590

**Summary:** Stop Delivery/Hold for 2009 Mazda B2300 trucks produced between August 22, 2008 and October 13, 2008 due to voluntary safety recall 5109A.

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

**Dealer Communication:** Yes

**Additional Contacts:**

**eFC Type:**

**Sales Operations:**

**Fixed Operations:**

**Concur:**

Lance Rabun

**Communication:**

The following information will be e-mailed to dealers on Wednesday January 21, 2008.

Dear Mazda Dealer,

We regret to inform you that retail delivery of certain 2009 Mazda B2300 trucks in your inventory must immediately be suspended. Mazda Motor Corporation has decided to conduct a voluntary Safety Recall (#5109A) to inspect and/or replace the front spindle on certain Mazda B2300 trucks produced from August 22, 2008 through October 13, 2008.

On certain 2009 Mazda B-Series trucks equipped with 2-wheel drive, the front spindle stem may crack due to improper manufacturing process of the spindle. If a fracture of the spindle stem occurs, the wheel may separate from the axle, which may result in a loss of steering.



Action Required:

Beginning today, January 21, 2009, certain 2009 Mazda B-Series trucks produced from August 22, 2008 through October 13, 2008 in your inventory must be inspected and repaired prior to customer delivery. Delivering subject vehicles without performing the necessary inspection and/or repair is prohibited. Failure to perform applicable recalls before delivery can result in extensive dealer fines and penalties from the Federal Government.

SUBJECT VEHICLES

Model	VIN Range	Build Date Range
2009 Mazda B2300 with 2-wheel drive	4F4YR12D*9P M00032-M00984 4F4YR16D*9P M00553-M00985	From August 22, 2008 through October 13, 2008
2009 Mazda B4000 with 2-wheel drive (Canada only)	4F4YR46E*9P M00220-M00936	From August 22, 2008 through October 13, 2008

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

Parts will be available for ordering at the PDC on January 26, 2008. Repair procedures will be available on MS3 and eMDCS no later than January 26, 2008.

**This action is effective immediately**

Once 2009 Mazda B-Series 4x2 truck dealer inventory has been inspected and repaired, customer delivery may begin. Mazda will initiate the recall campaign to address retailed vehicles early February. We apologize for any inconvenience that this stop delivery may cause, and we appreciate your cooperation in the interest of safety and customer satisfaction.

Sincerely,

Eric Johnston  
Vice President, Sales, Service & Parts  
Mazda North American Operations



Addressees – Check appropriate positions, regions or activity

MNAO	REGION	OTHER (include GAL listing or email)
Executive Committee (Executive Committee)	<input checked="" type="checkbox"/> Regional General Manager (ALLRGM)	<input checked="" type="checkbox"/> Port Managers (All Port Mgrs) <input type="checkbox"/>
Executive Committee Assistants (EC Asst)	<input type="checkbox"/> Executive Assistants (Admin-Exec Asst)	<input type="checkbox"/> Port Employees (All Ports) <input type="checkbox"/>
Sales Operations Division	<input checked="" type="checkbox"/> Region Sales Managers (RSM)	<input checked="" type="checkbox"/> Other: Charles Kim <input checked="" type="checkbox"/>
Sales	<input type="checkbox"/> Sales Operations Manager (SOM)	<input checked="" type="checkbox"/> Other: Dan Ryan <input checked="" type="checkbox"/>
Fleet	<input type="checkbox"/> District Operations Manager (ALL DOM)	<input checked="" type="checkbox"/> Other: Rod Matheson (MCI) <input checked="" type="checkbox"/>
Distribution	<input type="checkbox"/> District Sales Manager (ALLDM)	<input checked="" type="checkbox"/> Other: Jim Sailer <input checked="" type="checkbox"/>
Logistics (Logistics Department)	<input type="checkbox"/> All Sales Operations Specialists	<input checked="" type="checkbox"/> Other: <input type="checkbox"/>
Dealer Operations Division	<input type="checkbox"/> Region Customer Service & Parts Manager (RCSPM/formerly RSPM)	<input checked="" type="checkbox"/> Other: <input type="checkbox"/>
Dealer Profitability	<input type="checkbox"/> Service Field Operations Manager (SFOM)	<input checked="" type="checkbox"/> Other: <input type="checkbox"/>
Retail Development	<input type="checkbox"/> Parts Operations Manager (POM/formerly ASPM)	<input checked="" type="checkbox"/> Other: <input type="checkbox"/>
Customer Service & Parts Mgmt (CS&P mgmt)	<input checked="" type="checkbox"/> District Service Manager (DSM)	<input checked="" type="checkbox"/> Other: <input type="checkbox"/>
Customer Service & Parts Misc. (CS&P Misc)	<input type="checkbox"/> Area Parts Manager (APM)	<input checked="" type="checkbox"/> Other: <input type="checkbox"/>
Service & Parts Marketing (Svc & Parts Mkt)	<input type="checkbox"/> Technical Operations Manager (TOM)	<input checked="" type="checkbox"/> Other: <input type="checkbox"/>
L.I.D. (Corp. Only)	<input type="checkbox"/> Technical Specialist	<input checked="" type="checkbox"/> Other: <input type="checkbox"/>
Accessory	<input type="checkbox"/> Technical Training	<input checked="" type="checkbox"/> Other: <input type="checkbox"/>
Warranty & Service Assurance	<input checked="" type="checkbox"/> Cust Satisfaction Mgr (CSM)	<input checked="" type="checkbox"/> Other: <input type="checkbox"/>
Cust Satisfaction & Loyalty	<input type="checkbox"/> Fixed Ops Process Managers	<input checked="" type="checkbox"/> Other: <input type="checkbox"/>
CAC Management	<input checked="" type="checkbox"/> Sales Process Manager (Sales Pro Mgr)	<input checked="" type="checkbox"/> Other: <input type="checkbox"/>
Customer Mediation Department	<input type="checkbox"/> Dealer Development Managers (DDM)	<input type="checkbox"/> Other: <input type="checkbox"/>
Dealer Affairs (DLR Affairs)	<input checked="" type="checkbox"/> Business Development Mgrs (BDM)	<input type="checkbox"/> Other: <input type="checkbox"/>
Marketing Operations Division	<input type="checkbox"/> Market Rep. Managers (Mkt Rep Mgr)	<input type="checkbox"/> Other: <input type="checkbox"/>
Product Planning (Product Planning)	<input type="checkbox"/> Market Rep. Coordinator/Specialist	<input type="checkbox"/> Other: <input type="checkbox"/>
Audit (Internal Audit)	<input type="checkbox"/> Sales Planning Manager (ALLSPM)	<input checked="" type="checkbox"/> Other: <input type="checkbox"/>
Legal	<input checked="" type="checkbox"/> Sales Planning Coordinator/Specialist	<input checked="" type="checkbox"/> Other: <input type="checkbox"/>
Finance Division (Finance)	<input type="checkbox"/> Marketing Manager (Marketing Mgr)	<input type="checkbox"/> Other: <input type="checkbox"/>
Human Resources (HR)	<input type="checkbox"/> Marketing Coordinator/Specialist	<input type="checkbox"/> Other: <input type="checkbox"/>
Public Relations (Public Affairs)	<input checked="" type="checkbox"/> Midwest Region (All Midwest)	<input type="checkbox"/> Other: <input type="checkbox"/>
Dealer Assistance Group-All	<input checked="" type="checkbox"/> Northeast Region (All Northeast)	<input type="checkbox"/> Other: <input type="checkbox"/>
Dealer Assistance Group-Corp	<input type="checkbox"/> Southeast Region (All Southeast)	<input type="checkbox"/> Other: <input type="checkbox"/>
Dealer Assistance Group-Field	<input type="checkbox"/> Western Region (All Western Region)	<input type="checkbox"/> Other: <input type="checkbox"/>
Employees Only – (Corp)	<input type="checkbox"/> Gulf Region (All Gulf)	<input type="checkbox"/> Other: <input type="checkbox"/>
Employees Only – (All MNAO)	<input type="checkbox"/> McGaw (All McGaw)	<input checked="" type="checkbox"/> Other: <input type="checkbox"/>
IT- Helpdesk	<input type="checkbox"/> Mazda Parts Operation Guide	<input type="checkbox"/> Other: <input type="checkbox"/>