

Mazda North American Operations



April 2, 2009

NHTSA

1200 New Jersey Ave SE
Washington, DC 20590
Attn.: Assoc. Admin. for Enforcement

To Whom It May Concern:

Attached you will find documents mailed to dealers and field personnel about returning parts for recall 5209A – 2009 Mazda6 Outer Door Handle Voluntary Safety Recall.

Thank you,

A handwritten signature in black ink, appearing to read 'G Laur', with a stylized flourish at the end.

Gabriela Laur
Program Manager, Recalls and Compliance
Mazda North American Operations
(949) 442-6590
glaur@mazdausa.com



mazda

Mazda North American Operations

Electronic Field Communication

Information

eFC Number: eFC-I-08-00668

Date: Monday, March 23, 2009

Subject: Parts Collection for Recall 5209A -2009 MAZDA6 Outer Door Handle

Originating

Name: Gaby Laur

Dept: TSD

Email ID: glaur@mazdausa.com

Phone: 949-442-6590

Summary: All door handles and brackets replaced for this recall must be collected for inspection and to negotiate warranty recovery with the vendor.

See Also eFC Number(s):

Dealer Communication: Yes ☒

Additional Contacts:

eFC Type:

Concur:

Sales Operations: ☐

Kara Hudson

Fixed Operations: ☒

Communication

The Warranty Parts Collection system has been set up to flag all parts replaced in this recall for shipment to QRB. However, due to limitations in the Parts Collection system, we have only received a handful of the total parts replaced.

The attached email will be sent to all dealers today. We need assistance from all DSMs to pass the message to the dealers and ensure these parts are returned every 2 weeks to below address. The collection of these parts needs to be used to recover warranty costs from the vendor, thus reducing the warranty expenses to MNAO.

Dealers must return all replaced handles and brackets, every 2 weeks, properly tagged, with a copy of the RO and the attached Inspection Results Sheet to:

MAZDA QUALITY RESEARCH BUILDING
26900 HALL ROAD
WOODHAVEN, MI 48183

Thank you in advance for your support.

Mazda Technical Services



Addressees – Check appropriate division, department, region or position

<u>MNAO</u>	<u>REGION</u>	<u>OTHER</u> (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)
Executive Committee Assistants (EC Asst)	<input type="checkbox"/> Executive Assistants (Admin-Exec Asst)	<input type="checkbox"/> Port Employees (All Ports)
Sales Operations Division	<input type="checkbox"/> Region Sales Managers (RSM)	<input type="checkbox"/> Other: Charles Kim
Sales	<input type="checkbox"/> Sales Operations Manager (SOM)	<input type="checkbox"/> Other: Ken Funabashi
Fleet	<input checked="" type="checkbox"/> District Operations Manager (ALL DOM)	<input checked="" type="checkbox"/> Other: Jerome Noble
Distribution	<input type="checkbox"/> District Sales Manager (ALLDM)	<input type="checkbox"/> Other: CJ Martin
Logistics (Logistics Department)	<input type="checkbox"/> All Sales Operations Specialists	<input type="checkbox"/> Other: Sean Ratkewicz
Dealer Operations Division	<input type="checkbox"/> Region Customer Service & Parts Manager (RCSPM/formerly RSPM)	<input checked="" type="checkbox"/> Other: Midori Brunackey
Dealer Profitability	<input type="checkbox"/> Service Field Operations Manager (SFOM)	<input checked="" type="checkbox"/> Other: Dave Girolamo
Retail Development	<input type="checkbox"/> Parts Operations Manager (POM/formerly ASPM)	<input checked="" type="checkbox"/> Other: Ed Marck
Customer Service & Parts Mgmt (CS&P mgmt)	<input checked="" type="checkbox"/> District Service Manager (DSM)	<input checked="" type="checkbox"/> Other: John Crowe
Customer Service & Parts Misc. (CS&P Misc)	<input type="checkbox"/> Area Parts Manager (APM)	<input checked="" type="checkbox"/> Other: Ichiro Ohtoshi
Service & Parts Marketing (Svc & Parts Mkt)	<input checked="" type="checkbox"/> Technical Operations Manager (TOM)	<input checked="" type="checkbox"/> Other:
L.I.D. (Corp. Only)	<input type="checkbox"/> Technical Specialist	<input checked="" type="checkbox"/> Other:
Accessory	<input type="checkbox"/> Technical Training	<input checked="" type="checkbox"/> Other:
Warranty & Service Assurance	<input type="checkbox"/> Cust Satisfaction Mgr (CSM)	<input checked="" type="checkbox"/> Other:
Cust Satisfaction & Loyalty	<input type="checkbox"/> Fixed Ops Process Managers	<input checked="" type="checkbox"/> Other:
CAC Management	<input checked="" type="checkbox"/> Sales Process Manager (Sales Pro Mgr)	<input type="checkbox"/> Other:
Customer Mediation Department	<input checked="" type="checkbox"/> Dealer Development Managers (DDM)	<input type="checkbox"/> Other:
Dealer Affairs (DLR Affairs)	<input type="checkbox"/> Business Development Mgrs (BDM)	<input type="checkbox"/> Other:
Marketing Operations Division	<input type="checkbox"/> Market Rep. Managers (Mkt Rep Mgr)	<input type="checkbox"/> Other:
Product Planning (Product Planning)	<input type="checkbox"/> Market Rep. Coordinator/Specialist	<input type="checkbox"/> Other:
Audit (Internal Audit)	<input type="checkbox"/> Sales Planning Manager (ALLSPM)	<input type="checkbox"/> Other:
Legal	<input type="checkbox"/> Sales Planning Coordinator/Specialist	<input type="checkbox"/> Other:
Finance Division (Finance)	<input type="checkbox"/> Marketing Manager (Marketing Mgr)	<input type="checkbox"/> Other:
Human Resources (HR)	<input type="checkbox"/> Marketing Coordinator/Specialist	<input type="checkbox"/> Other:
Public Relations (Public Affairs)	<input type="checkbox"/> Midwest Region (All Midwest)	<input type="checkbox"/> Other:
Dealer Assistance Group-All	<input checked="" type="checkbox"/> Northeast Region (All Northeast)	<input type="checkbox"/> Other:
Dealer Assistance Group-Corp	<input type="checkbox"/> Southeast Region (All Southeast)	<input type="checkbox"/> Other:
Dealer Assistance Group-Field	<input type="checkbox"/> Western Region (All Western Region)	<input type="checkbox"/> Other:
Employees Only – (Corp)	<input type="checkbox"/> Gulf Region (All Gulf)	<input type="checkbox"/> Other:
Employees Only – (All MNAO)	<input type="checkbox"/> McGaw (All McGaw)	<input checked="" type="checkbox"/> Other:
IT- Helpdesk	<input type="checkbox"/> Mazda Parts Operation Guide	<input type="checkbox"/> Other:



MAZDA DEALER EMAIL

Subject: Parts Collection for Recall 5209A – 2009 Mazda6 Outer Door Handle

Attention Mazda Service Managers:

Due to the claim processing information in the recall notice, we are unable to request parts for this recall through our normal channels.

Please ship all replaced door handles and brackets, appropriately tagged and including the R.O. and Inspection Results Sheet every 2 weeks to the address below.

**MAZDA QUALITY RESEARCH BUILDING
26900 HALL ROAD
WOODHAVEN, MI 48183**

Thank you,

Mazda Technical Services

Attachment A

2009 MAZDA6 - Outer Handle Recall Campaign [5209A]

Door Handle Inspection Results Sheet.

Note: This sheet must be attached to the warranty parts return tag along with the RO (Repair order)

VIN No. _____

Repair Order No. _____

Vehicle Type				Door Location	Inspection Results			
					Handle		Bracket	
					Pass	Fail	Pass	Fail
Advanced Keyless	—	Standard Keyless	—	LF				
				RF				
				LR				
				RR				

Example

VIN No. 1YVHP82B495M11024

Repair Order No. XYZ123

Vehicle Type				Door Location	Inspection Results					
					Handle		Bracket			
					Pass	Fail	Pass	Fail		
Advanced Keyless	_X_	Standard Keyless	___	LF		X	X			
				RF	X		X			
				LR	X		X			
				RR	X		X			

Required replacement parts for the example vehicle as noted above would be to replace the LF door bracket and the LR handle