

Mazda North American Operations



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

DATE: February 2009

SUBJECT: 2009 MAZDA6 Outer Door Handle Voluntary Safety Recall 5209A

Dear Mazda Dealer:

Mazda Motor Corporation has determined that a defect, which relates to motor vehicle safety, exists on certain 2009 Mazda6 vehicles built between April 8, 2008 and November 7, 2008.

On certain Mazda6 vehicles the outer door handles may stick which may prevent the door from latching. This situation may allow the door to open while the vehicle is in motion. Driving the vehicle with the door unlatched could lead to an unbelted occupant being ejected and could result in death or injury. The purpose of this campaign is to inspect the outer door handles and replace them with a modified one when necessary.

Owners of affected vehicles will be notified by first class mail beginning February 13, 2009.

This package contains important information about recall campaign 5209A:

Attachment I	Dealer Service and Parts information
Attachment II	Recall 5209A Repair procedure
Attachment III	Owner notification letter

Important Safety Notice: The National Traffic and Motor Vehicle Safety Act prohibits the delivery of any subject vehicles 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), were e-mailed to your Service Department, and are also available on eMDCS and the MS3 (Mazda Service Support System) 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, for example). 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 substantial fines and other penalties.** 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 (select option 3).

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 DSM.

As a reminder, owners may request information about their eligibility for a rental car. Rental car reimbursements are available only on vehicles within the mileage and time limitations under the Mazda New Vehicle Limited Warranty or Powertrain Limited Warranty for 2007 and newer model years as stated in the Rental Car Reimbursement Program (Policy No. 12.0).

We apologize for any inconvenience this recall may cause you and your customers. Your understanding and support in carrying out this campaign are greatly appreciated.

Sincerely,

Susumu Niinai
Director, Technical Services
Mazda North American Operations

ATTACHMENT I – DEALER INFORMATION

CONDITION OF CONCERN

On certain Mazda6 vehicles the outer door handles may stick which may prevent the door from latching. This situation may allow the door to open while the vehicle is in motion. Driving the vehicle with the door unlatched could lead to an unbelted occupant being ejected and could result in death or injury.

SUBJECT VEHICLES

Model	VIN Range	Build Date Range
2009 Mazda6	1YV HP8*** 95 M00057 – M36656	April 8, 2008 through November 7, 2008

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

Please note that some vehicles have already been repaired at the Ports.

OWNER NOTIFICATION

Owners of affected vehicles will be notified by first class mail beginning February 13, 2009.

PARTS INFORMATION

Description	Part Number	Quantity	Note
Left Side Door Handle (Front and Rear)	GSRC-68-082 -xx (Where xx is the suffix)	1	Suffix (xx) Color Codes: 09- Smokestone Mica 11- Light Ice Blue Metallic 42- Sangria Red Mica 50- Kona Blue Mica 60- Black Cherry Metallic 91- Comet Gray Mica 93- Brilliant Silver Metallic NN- Ebony Black UK- Performance White
Right Side Door Handle (Front and Rear)	GSRC-68-072 -xx (where xx is the suffix)	1	
Handle Bracket (Right)	GS3L-58-42XC	1	
Handle Bracket (Left)	GS3L-59-42XC	1	
Go/No-Go Gauge	SSTE-RC-001	1	Order replacement in Mstore
Thickness Gauge	Obtain locally	1	
Fiber stick or similar plastic tool	Obtain locally	1	
Campaign Label	9999-95-065A-05	1=50 labels	Obtain in Mstore

PARTS ORDERING

Go/No-Go Gauge (SSTE-RC-001)

Automatic shipping of the Go/No-Go gauge will start on February 3, 2009. Additional Go/No-Go Gauges may be ordered through Mstore.

Door Handles and Handle Brackets

An initial shipment of door handles based on a percentage of dealer sales and customer preferred colors will start on February 3, 2009. The parts in this pre-shipment are to be used to repair customer vehicles only.

Please follow these instructions to order additional handles or brackets:

Orders will only be accepted through the Dealer Assistance Group (DAG) website “eMail Inquiries” page as follows:

1. Go to the Dealer Assistance Group web page, or click on the link below:
https://portal.mazdausa.com/dealershome/service_parts/dag/index.htm
2. Click on “eMail Inquiries” at the top of the screen
3. Click on “Corporate Dealer Assistance Group”
4. Fill in the following required fields:
 - First name
 - Last name
 - Phone Number
 - Email Address
 - MNAO Sales Order: (enter the PO number you would like to use for the order or simply enter N/A)
 - Part Number
 - Techline Ref #: (Leave Blank)
 - Comments: Enter the VIN(s) of the vehicle(s) requiring the part(s). VIN is required for the order to be placed. Also, if you require more than one part number, enter the additional part numbers here.

Once all the fields have been entered, click on the “Submit” button. This sends an email to DAG. Your order will be placed as a CSO order with the freight charge waived, and you will be contacted with confirmation of the order and the order number. You do not need to call DAG once this email request has been sent.

For parts ordering assistance, contact the Corporate Dealer Assistance Group at (877) 727-6626, option 2.

WARRANTY CLAIM PROCESSING INFORMATION

For Mazda6 vehicles WITHOUT Advanced Keyless Entry

	Driver’s Door Primary Inspection and Other Doors Inspection And/Or Replacement as necessary	Driver’s Door Secondary Inspection and Other Doors Inspection And/Or Replacement as necessary
Warranty Type Code	A	A
Symptom Code	99	99
Damage Code	99	99
Process Number	J0901A	J0901B
Part Number Main Cause	5555-09-001A	5555-09-001A
Quantity	0	0
Related Parts/Qty	GSRC-68-082 / 0-1 GSRC-68-072 / 0-2	GSRC-68-082 / 0-1 GSRC-68-072 / 0-2 GS3L-59-42XC / 0-1
Labor Operation Code	YY558ARX	YY558BRX
Labor Hours	0.3 Hrs.	0.9 Hrs.

**For Mazda6 vehicles WITH Advanced Keyless Entry
Right Front Door passed inspection**

	Driver's Door Primary Inspection and Other Doors Inspection And/Or Replacement as necessary	Driver's Door Secondary Inspection and Other Doors Inspection And/Or Replacement as necessary
Warranty Type Code	A	A
Symptom Code	99	99
Damage Code	99	99
Process Number	J0901C	J0901D
Part Number Main Cause	5555-09-001A	5555-09-001A
Quantity	0	0
Related Parts/Qty	GSRC-68-082 / 0-1 GSRC-68-072 / 0-1	GSRC-68-082 / 0-1 GSRC-68-072 / 0-1 GS3L-59-42XC / 0-1
Labor Operation Code	YY558CRX	YY558DRX
Labor Hours	0.3 Hrs.	0.9 Hrs.

Right Front Door requires bracket replacement

	Driver's Door Primary Inspection and Other Doors Inspection And/Or Replacement as necessary	Driver's Door Secondary Inspection and Other Doors Inspection And/Or Replacement as necessary
Warranty Type Code	A	A
Symptom Code	99	99
Damage Code	99	99
Process Number	J0901E	J0901F
Part Number Main Cause	5555-09-001A	5555-09-001A
Quantity	0	0
Related Parts/Qty	GSRC-68-082 / 0-1 GSRC-68-072 / 0-1 GS3L-58-42XC / 0-1	GSRC-68-082 / 0-1 GSRC-68-072 / 0-1 GS3L-58-42XC / 0-1 GS3L-59-42XC / 0-1
Labor Operation Code	YY558ERX	YY558FRX
Labor Hours	0.9 Hrs.	1.5 Hrs.

IMPORTANT NOTE: The Warranty Department will be collecting and inspecting all handles and brackets replaced.

RENTAL CAR

As a reminder, owners may request information about their eligibility for a rental car. Rental car reimbursements are available only on vehicles within the mileage and time limitations under the Mazda New Vehicle Limited Warranty as stated in the Rental Car Reimbursement Program (Policy No. 12.0).

	Rental Agency Vehicle	Dealer Loaner Car Fleet Vehicle
Warranty Type Code	A	A
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause	5555-RE-NTAL	5555-LO-ANER
Part Quantity	0	Number of days loaner car was used Mazda pays \$35.00/day
Labor Operation Code	MM012XRX	MM012XRX
Labor Hours	0.0	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 expenses exceeding the two-day limit will require prior DSM Authorization, as outlined in the Rental Car Reimbursement Program policy.

VERIFY THE VEHICLE NEEDS THE RECALL

1. Verify the vehicle is within the following ranges:

Model	VIN Range	Build Date Range
2009 Mazda6	1YV HP8*** 95 M00057 – M36656	April 8, 2008 through November 7, 2008

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

If the vehicle is within the above ranges, go to step 2.

If vehicle is not within the above ranges, return it to inventory or the customer.

2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for Campaign Label RECALL **5209A** attached to the vehicle's hood or bulkhead.

eMDCS System - Vehicle Status Inquiry Results

Note: Verify the recall number as the vehicle may have multiple labels.

If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 5209A OPEN	Present	Contact the Mazda Corporate Dealer Assistance Group at (877) 727-6626, option 3, to update vehicle history
	Not present	Proceed to "REPAIR PROCEDURE"
RECALL 5209A CLOSED	Present	Return vehicle to inventory or customer
	Not present	Complete a label and apply to vehicle's hood or bulkhead
RECALL 5209A is not displayed	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer

REPAIR PROCEDURE: Please refer to Attachment II.