

Mazda North American Operations



February 16, 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 related to campaign 5209A – 2009 Mazda6 Outer Door Handle Voluntary Safety Recall.

This recall launched on February 13, 2009.

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

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)

A Go/No-Go gauge was shipped to your dealership and should arrive no later than 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 started 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.

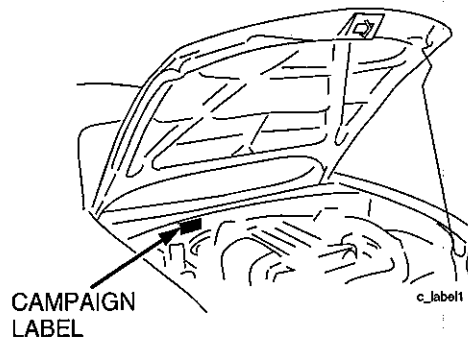
If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 5209A OPEN	Present	Contact the Mazda Corporate Dealer Assistance Group at (877) 727-6626, option 3, to update vehicle history
	Not present	Proceed to "REPAIR PROCEDURE"
RECALL 5209A CLOSED	Present	Return vehicle to inventory or customer
	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.

2009 MAZDA6 - Outer Handle Recall Campaign [5209A]**A. VEHICLE INSPECTION PROCEDURE**

1. Verify that the vehicle is within the following range:
 - 2009 Mazda6 vehicles built from April 8, 2008 through November 7, 2008
 - VIN Range: 1YVHP8***95 M00057 - M36656
 - If the vehicle is within the above ranges, proceed to Step 2.
 - If the vehicle is not within the above ranges, 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 5209A** attached to the vehicle's bulkhead. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

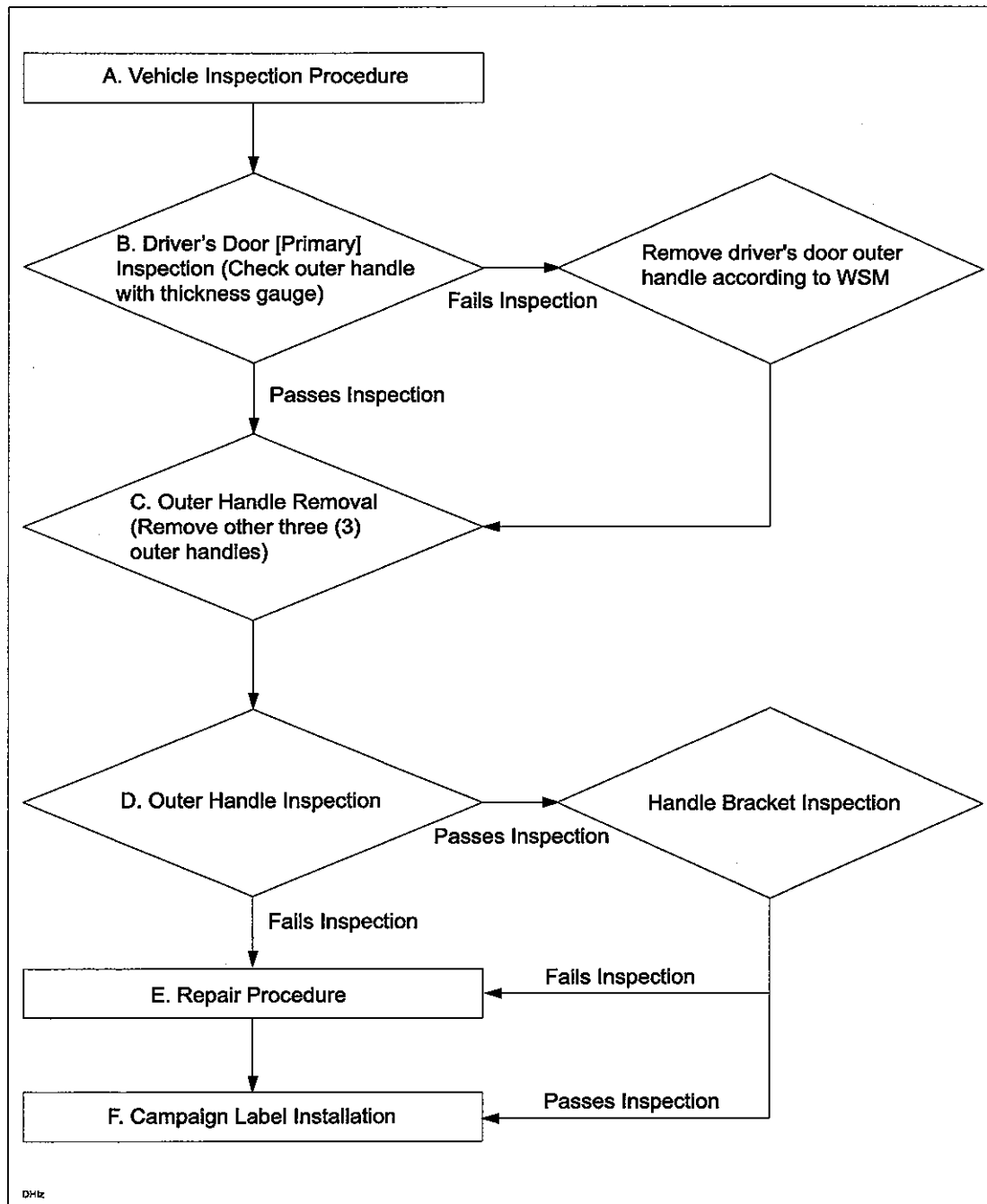
NOTE: Verify Recall number as the vehicle may have multiple recalls.

**eMDCS System - Warranty Vehicle Inquiry Results**

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 "B: DRIVER'S DOOR (PRIMARY) INSPECTION".
RECALL 5209A CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Proceed to "F. CAMPAIGN LABEL INSTALLATION". Complete a label and apply to vehicle's bulkhead.
RECALL 5209A is not displayed	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

Inspection and Repair Overview:

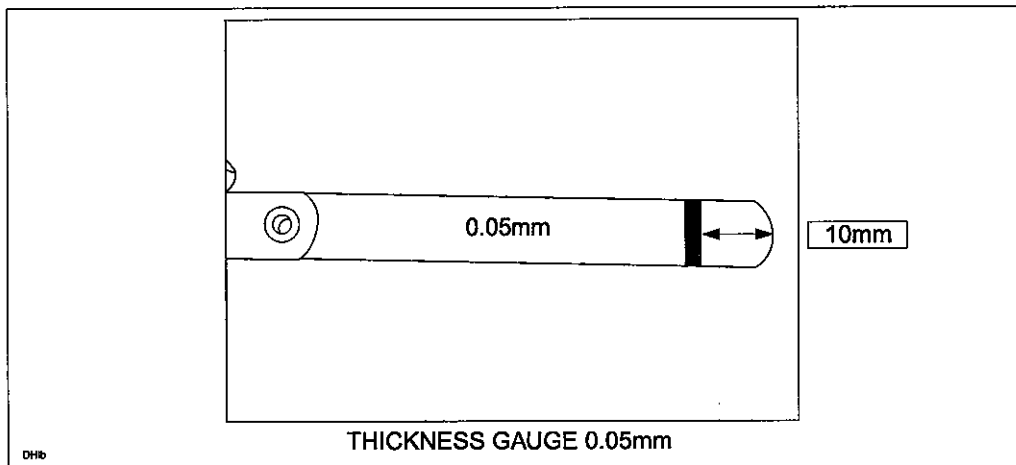
NOTE: All four (4) doors must be inspected on every vehicle. Procedures for inspection and/or repair are to be defined by the door position and outer handle type (Standard Keyless Entry or Advance Keyless Entry).



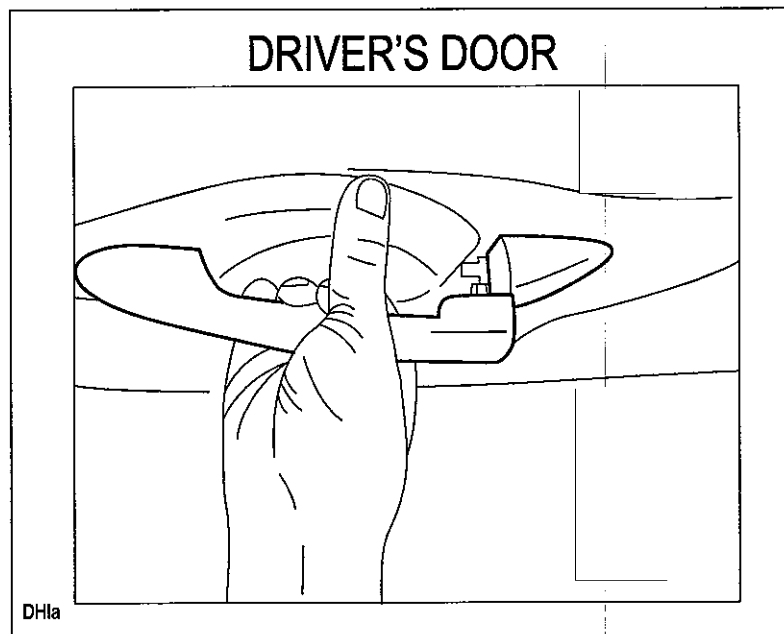
B. DRIVER'S DOOR (PRIMARY) INSPECTION

Perform inspection on **(driver's door only)**.

1. Turn ignition to ON position.
2. To prevent door from opening during inspection, lower window and lock door.
3. Mark 0.05mm thickness gauge with black marker 10mm from tip.

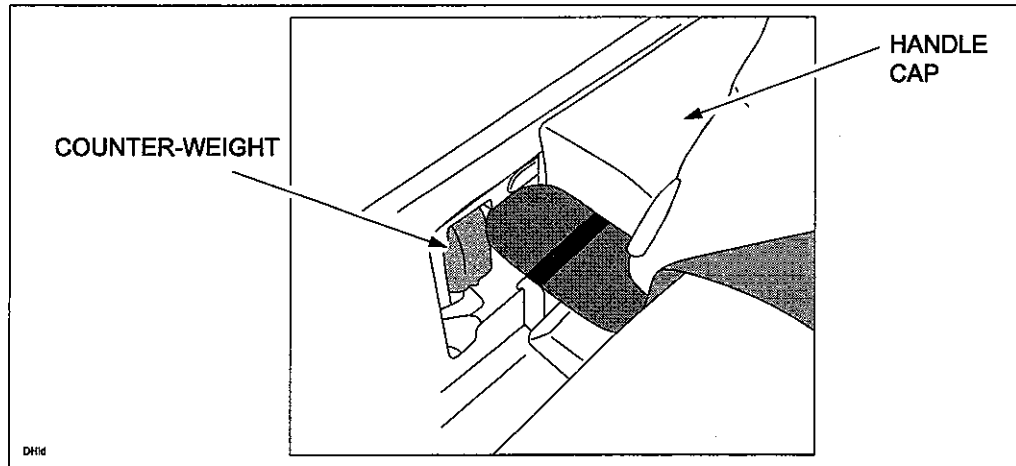


4. Pull driver's outer handle to full open position.

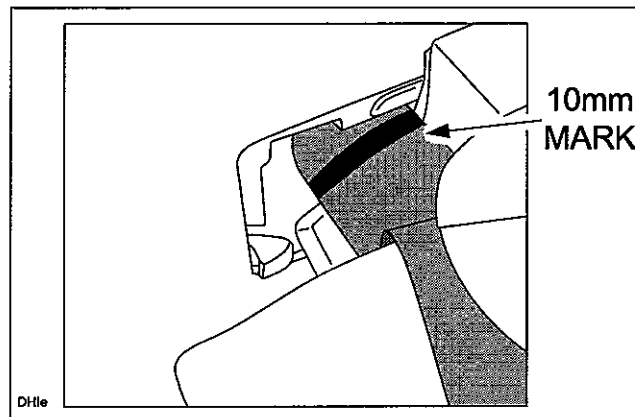


5. Position thickness gauge (0.05mm) at lever sliding area as indicated below.

NOTE: Tip of gauge touches counter weight (metal part - gray) and side is parallel to handle cap.



6. Slowly return driver's outer handle to 10mm mark.

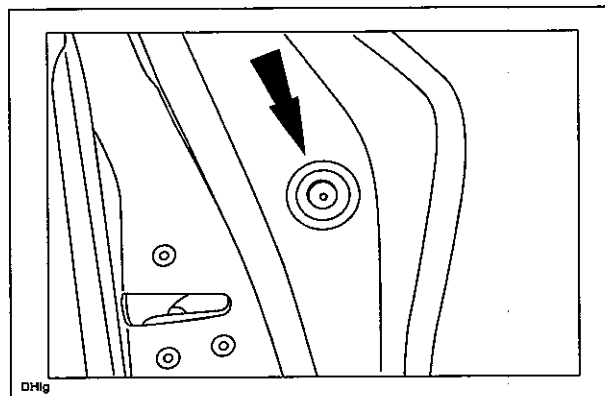


7. Check if thickness gauge can be moved freely.
 - If gauge is stuck and force is required to remove it, outer handle is "Suspect", document outer handle type (Standard Keyless Entry or Advanced Keyless Entry) on Repair Order. Proceed to Step 8.
 - If gauge is not stuck, outer handle is "Good". Proceed to Step 8.
8. Remove thickness gauge and slowly return outer handle.
9. Pull outer handle to full open position again and return with fingers firmly on outer handle. Ensure there is no sticking feeling.
 - **If driver's outer handle does not stick, outer handle passes inspection.** Proceed to "C. OUTER HANDLE REMOVAL" to remove the other three (3) outer handles.
 - **If driver's outer handle does stick,** remove outer handle according to Workshop Manual (section 09-14 FRONT OUTER HANDLE REMOVAL/INSTALLATION). After driver's outer handle removal, proceed to "C. OUTER HANDLE REMOVAL" to remove the other three (3) outer handles.

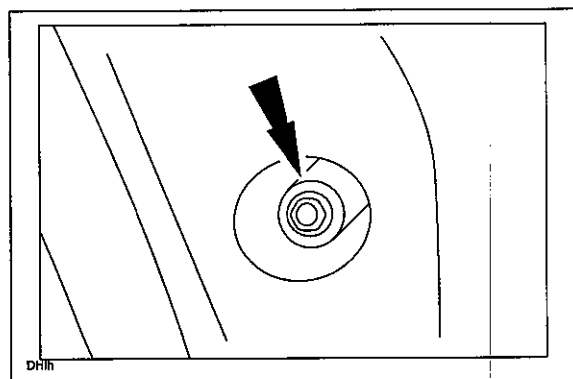
C. OUTER HANDLE REMOVAL

Outer Handle Removal for Inspection (**front passenger and rear doors only**).

1. Remove hole cover.

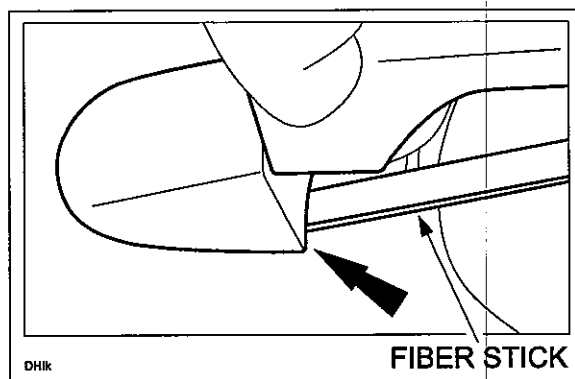


2. Loosen torx T-25 screw completely (screw does not fall off/stays in base).

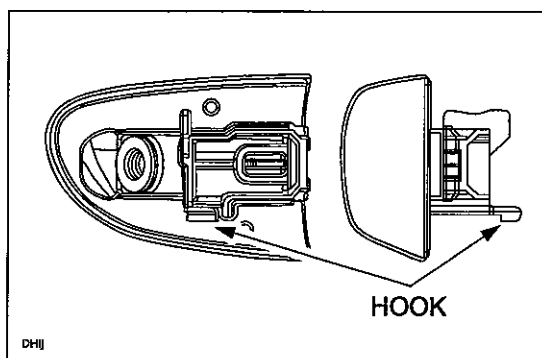


3. Pull outer handle with one hand and insert fiber stick (or equivalent plastic tool).

NOTE: Do not use metal tools (i.e. screwdriver), otherwise paint may be damaged.

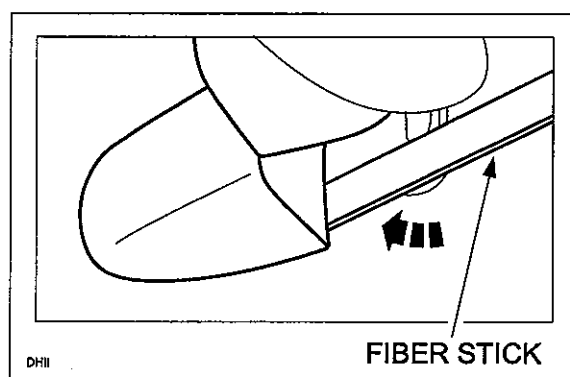


Note position of cap hook.

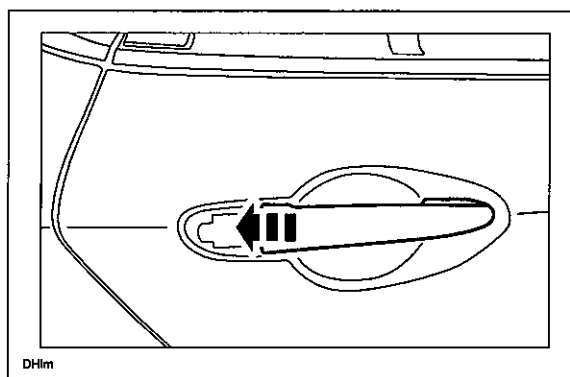


4. Twist fiber stick (or equivalent plastic tool) to pop out outer handle cap.

NOTE: Use care when removing handle cap to avoid breakage.



5. Slowly pull outer handle rearward to remove outer handle.



NOTE: (Advanced Keyless Entry Only): Passenger front outer handle can be inspected using this procedure without disconnecting electrical connector.

6. Proceed to "D. OUTER HANDLE AND HANDLE BRACKET (SECONDARY) INSPECTION".

D. OUTER HANDLE AND HANDLE BRACKET (SECONDARY) INSPECTION

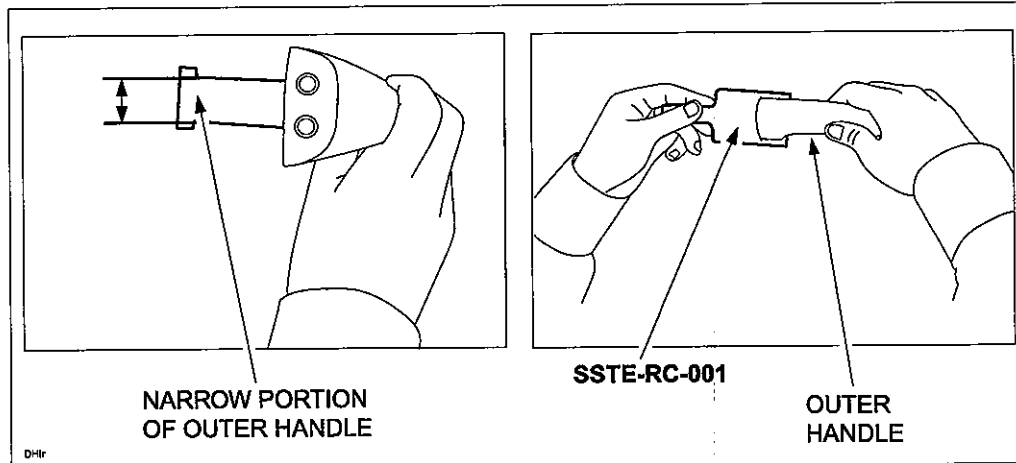
Perform inspection on RF, LR, and RR outer handles (and driver's outer handle if found to be suspect).

NOTE: Special Service Tool (SST) measures the dimension of mating surfaces of the outer handle and handle bracket to verify a 0.05mm clearance.

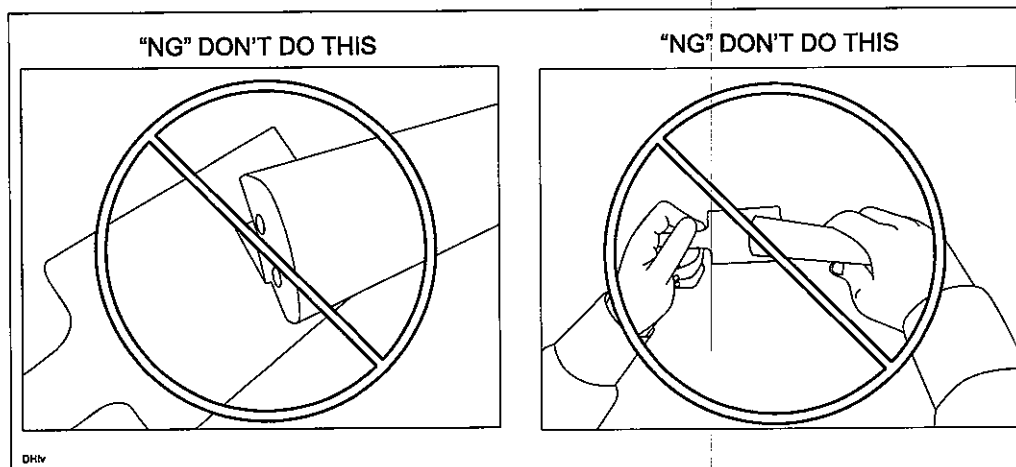
CAUTION: Use care not to damage the measurement surfaces (male and female ends) of the SST when handling and using the tool. If the tool is damaged, it could lead to incorrect inspection results.

1. Using **SST SSTE-RC-001**, check the outer handle by inserting it into the female end of the SST (holding both outer handle and SST horizontally) until flat surface of outer handle meets flat surface of SST.

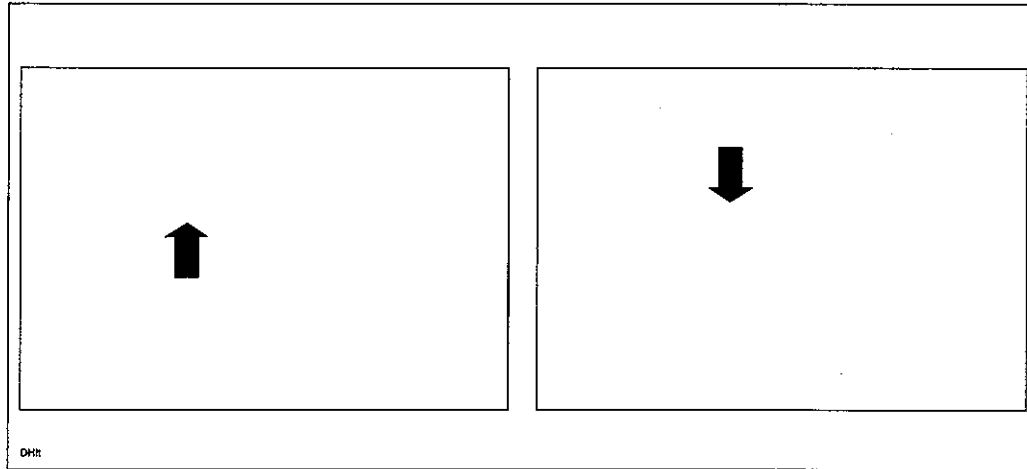
NOTE: Inspection checks dimensions of narrow portion of outer handle.



NOTE: Be careful not to insert or hold outer handle at an angle, otherwise, it could bind and lead to a false failure.



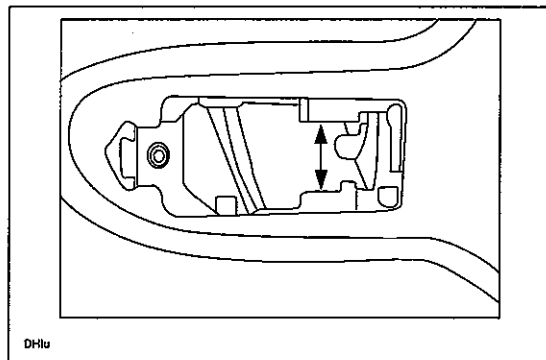
2. Slide the SST across the narrow area of the outer handle.
3. Slide the SST end-to-end (full stroke) over the entire surface of the outer handle.
 - If the outer handle does not fit into the SST, it fails the inspection.
 - If it takes excessive effort to slide the outer handle through the SST (SST should move freely with some resistance), it fails the inspection.



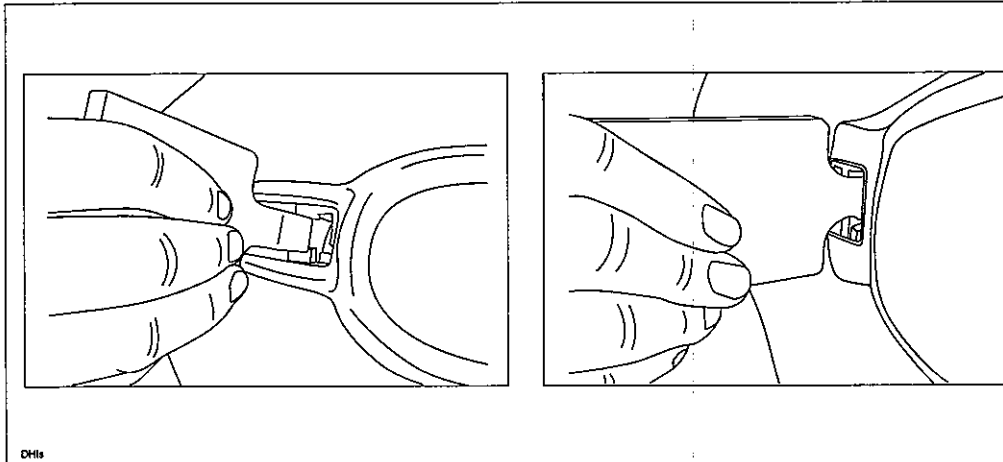
- If outer handle fails inspection, document outer handle type (Standard Keyless Entry or Advanced Keyless Entry) and location (LF, RF, LR, RR) on Repair Order. Proceed to "E. REPAIR PROCEDURE".
- If outer handle passes inspection, proceed to "**Handle Bracket Inspection**" to check handle bracket with male end of SST.

Handle Bracket Inspection:

NOTE: Inspection checks dimension of handle bracket.



4. Using **SST SSTE-RC-001**, check the handle bracket mating surface. Insert the male end of the SST into handle bracket at the position shown below.
- If the SST does not fit into the handle bracket, it fails the inspection.
 - If the SST does not slide fully into the handle bracket (minimal resistance is okay), it fails the inspection.



- If handle bracket fails inspection, document outer handle type (Standard Keyless Entry or Advanced Keyless Entry) and location (LF, RF, LR, RR) on Repair Order. Proceed to "E. REPAIR PROCEDURE".
- If handle bracket passes inspection, reinstall original outer handle. Proceed to "F. CAMPAIGN LABEL INSTALLATION".

E. REPAIR PROCEDURE

CAUTION: IF PARTS NEED TO BE ORDERED, DOORS WITHOUT OUTER HANDLES CANNOT BE LEFT EXPOSED TO THE ELEMENTS. POTENTIAL INTERNAL DOOR DAMAGE COULD OCCUR. BE SURE TO COVER/SEAL ALL EXPOSED DOOR OPENINGS.

1. Replace failed outer handle, or replace handle bracket (front door with Advanced Keyless Entry only).

Doors WITHOUT Advanced Keyless Entry:

- FRONT PASSENGER DOOR AND REAR DOORS: Install new outer handle in reverse order of "C. OUTER HANDLE REMOVAL" procedure.
- DRIVER'S DOOR: Replace outer handle according to Workshop Manual (section 09-14 FRONT OUTER HANDLE REMOVAL/INSTALLATION).

Doors WITH Advanced Keyless Entry:

- FRONT DOORS ONLY: Replace handle bracket according to Workshop Manual (section 09-14 FRONT OUTER HANDLE REMOVAL/INSTALLATION).

NOTE: After all repairs are completed, ensure that no outer handle sticking is present and keyless entry and power windows operate correctly.

Repair Parts:

Door	Outer Handle Type	Replace Outer Handle	Replace Handle Bracket
LF	WITHOUT Advanced Keyless Entry	X	---
RF	WITHOUT Advanced Keyless Entry	X	---
LR	WITH or WITHOUT Advanced Keyless Entry	X	---
RR	WITH or WITHOUT Advanced Keyless Entry	X	---
LF	WITH Advanced Keyless Entry	---	X
RF	WITH Advanced Keyless Entry	---	X

F. CAMPAIGN LABEL INSTALLATION

1. Fill out a blue "Campaign Label" (9999-95-065A-05) with Campaign No: "5209A", your dealer code, today's date, and affix it to the vehicle's bulkhead as shown in "A. VEHICLE INSPECTION PROCEDURE".

CAMPAIGN LABEL	
CAMPAIGN NO:	_____
DEALER CODE:	_____
DATE:	__/__/__
P/N 9999-95-065A-05	

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2. Return vehicle to customer.



February 2009

2009 MAZDA6 Outer Door Handle Voluntary Safety Recall 5209A

Dear Mazda Owner:

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

Mazda Motor Corporation has decided that a defect, which relates to motor vehicle safety, exists on certain 2009 Mazda6 vehicles built from April 8, 2008 through November 7, 2008. **If you are the recipient of this notice, your vehicle is included in this recall.**

What is the problem?

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.

What will Mazda do?

Your Mazda dealer will inspect the door handles in your vehicle, and if necessary, repair or replace the handles **free of charge**. The inspection and repair may take between 20 minutes to 2 hours to complete depending on the necessary repair; however, it may take longer depending on the service workload at your Mazda dealership.

As a reminder, Mazda 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 within the mileage and time limitations under the Mazda New Vehicle Limited Warranty or Powertrain Limited Warranty for 2007 and newer model years, 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 door handles inspected as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

What if you already paid for a repair for any door handle?

If you have already paid for the inspection/repair or replacement of the door handles, prior to receiving this notice, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards.

Please complete the enclosed "Reimbursement Application Form", include 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 Mazda vehicle, 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 #6.

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, 1200 New Jersey Ave., SE., 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>.

We actively work to improve our products and search for solutions to improve your ownership experience. Please accept our apologies for any inconvenience this recall may have caused you.

Sincerely,

Mazda North American Operations