

Mazda North American Operations

10V-374  
(3 Pages)

Mr. Daniel C. Smith  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Attention: Recall Management Division (NVS-215)  
Room W46-425  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590



August 12, 2010

Dear Mr. Smith:

Re.: Submission of Part 573 report for 2007-2009 MY Mazda3 and Mazda5 vehicles

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, "Defect and Noncompliance Reports," Mazda North American Operations (MNAO), on behalf of Mazda Motor Corporation of Hiroshima, Japan (Mazda), submits the following information concerning a voluntary recall action that it is initiating.

Sec. 573.6 (c)(1) - Manufacturer's Name:

Mazda Motor Corporation with Designated Agent:

David G. Robertson, Group Manager  
Environmental, Safety and Powertrain Engineering  
Mazda North American Operations  
1500 Enterprise Drive, Allen Park  
Michigan 48101-2053

Sec. 573.6 (c)(2) – Potentially Affected Vehicles:

2007-2009 Model Year Mazda3 and Mazda5 vehicles equipped with electro-hydraulic power assist steering (EHPAS), built from April 2, 2007 through November 30, 2008. Plant information and the VIN range are as follows;

	Mazda3* (built at Hofu Plant)	Mazda5 (built at Hiroshima Plant)
2007MY	JM1BK**** 71 742201 - 774382	JM1CR**** 70 155460 - 162975
2008MY	All 2008MY vehicles	All 2008MY vehicles
2009MY	JM1BK**** 91 187372 – 257722	JM1CR**** 90 327438 – 351393

\* Mazdaspeed3 vehicles are excluded since they are not equipped with EHPAS.

Sec. 573.6 (c)(3) – Estimated Population of Vehicles Potentially Affected:

Approximately 215,000 vehicles in the United States and federalized territories are potentially affected.

Sec. 573.6 (c)(4) – Estimated Percentage of Affected Vehicles with the Defect Condition:

Unknown

Sec. 573.6 (c)(5) – Description of the Defect:

On certain Mazda3 and Mazda5 vehicles with EHPAS, rust had formed inside the high-pressure pipe on the power steering system during manufacturing due to improper processing. Rust particles may detach from the pipe walls and enter the motorized power steering pump, causing damage to the pump bearings. As a result, gear lubrication may be reduced, leading to an increased load on the motor. Should this happen, there is the potential for the power steering system to enter the fail safe mode in order to prevent overheating, resulting in the power steering warning lamp to light and the motorized pump to stop. When the motorized pump stops there will be a loss of power assist and the required steering effort will increase.

Sec. 573.6 (c)(6) – Chronology of Events:

In March 2008, a customer reported the complaint firstly in Japanese market. Afterwards, similar customer complaints were continuously reported and an investigation began in July 2008 by collecting defective parts.

By summer 2009, it was found that the root cause was rust at the inner surface of the high-pressure pipe in power steering system. The rust had formed because the pipe had been exposed to air for certain time during production process due to frequent facility stoppage. Also, it was found that facility stoppage had occurred very frequently between April 2007 and November 2008. In the Japanese market, due to a high occurrence rate of this problem, Mazda initiated an improvement campaign to repair vehicles. For the other market, since occurrence rate was low, Mazda decided to issue Technical Service Bulletin (TSB) to dealers and to continue monitoring the markets.

In spring 2010, we realized that the occurrence rate was increasing in the North American market and then we began to study further field action for the market.

In June 2010, NHTSA opened a Preliminary Evaluation (PE) 10-021 for 2007-2009 Mazda EHPAS steering assist loss.

In August 2010, however Mazda recognizes that there is no unreasonable safety risk via internal verification, but we decided to conduct as voluntary recall, since we do not want any delay for field action on this issue.

Sec. 573.6 (c)(7) – Basis of Non-Compliance Determination:

Not applicable.

Sec. 573.6 (c)(8) – Service Program:

Owner notification will be performed in two steps, due to limited supply of repair parts. Owners of record will be notified of the issue with an initial letter. When the repair parts are available, Mazda will send each owner the 2nd letter in which the owners will be instructed to take their vehicles to a Mazda dealer to have the power steering system flushed and repaired. These repairs will be performed at no cost to the vehicle owner. We are planning to send the second letter in stages, from certain areas where the problem occurred more frequently, over the course of approximately 6 months.

A copy of the reimbursement application form to be sent to owners and dealers as an attachment to the owner notification letter is attached on this report. With respect to reimbursement, customers will be reimbursed based on the submission of a receipt indicating the amount paid by the customer to remedy this problem.

Dealers will be notified of the voluntary recall on September 8, 2010.

The 1st phase mailing of owner notification letters by first class mail will begin on September 15th, 2010 and be completed within that day. The 2nd phase mailing instructing owners to take their vehicles to Mazda dealer and have repaired will begin in September, 2010 and be completed in February, 2011.

Sec. 573.6 (c)(9) – Service Program for Tire Replacement:

Not applicable.

Sec. 573.6 (c)(10) – Copy of notification letters:

A Copy of the notification letter to be sent to owners is attached on this report. For the notification to dealers, a copy of the letter will be sent when it becomes available.

Sec. 573.6 (c)(11) – The Manufacturer's Campaign Number:

Mazda has assigned recall number 6010H to this action.

Sincerely yours,

A handwritten signature in black ink, appearing to read 'D. G. Robertson', is written over the 'Sincerely yours,' text.

David G. Robertson, Group Manager,  
Environmental, Safety & Powertrain Engineering  
Mazda North American Operations