

Schuler, Kelly (NHTSA)

From: Technical Services Division
Sent: Tuesday, December 21, 2010 2:19 PM
Subject: Recall 6010H - Second Notification, December 29th, 2010



MAZDA DEALER EMAIL

zoom-zoom

zoom-zoom

zoom-zoom

Attention Mazda Service and Parts Managers:

On September 15, 2010 Mazda Motor Corporation launched Voluntary Safety Recall 6010H, 2007-2009 Mazda3 and Mazda5 Power Steering Pump. At that time we notified you that a preliminary letter would be sent to all customers on September 15, 2010, and a follow-up letter would be sent to customers as parts become available.

This notice is to inform you that the attached Second Notification letter will be mailed to customers in the following states on December 29th, 2010 via USPS mail:

Florida, Illinois, Minnesota, Mississippi, Nebraska, and Texas

PARTS PRE-SHIPMENT

An initial order of power steering pumps (P/N BBM4-32-68ZR), pipes (P/N BPY1-32-410) and gaskets (P/N 9956-21-400), was placed for your dealership on December 20, 2010.

These parts should arrive at your dealership no later than December 27, 2010. A debit memo of "Recall 6010H" will appear on your parts statement for the pre-shipped parts.

Core Returns:

Availability and timely delivery of the Power Steering Pump Cores (P/N BBM4-32-68ZR) is critical to the success of this campaign.

Upon receiving the replacement Power Steering Pump (P/N BBM4-32-68ZR), the original pump core must be returned **the same day the repair is performed. Do not wait for Warranty Claim Entry or Warranty Parts Requests.**

Failure to follow the above steps will result in a Warranty Claim Debit.

Please ensure the pump core is drained and properly sealed in the bag provided.

Detailed Pump Core Return Instructions can be found on MS3 and on the Dealer Assistance Group website.

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.

Your understanding and support in carrying out this campaign are greatly appreciated.

Mazda Technical Services