



February 2011

## **2007-2009 Mazda3 and Mazda5 Power Steering Voluntary Safety Recall 6010H**

Dear Mazda Owner:

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

In September 2010 you received a notice regarding Voluntary Safety Recall 6010H, 2007-2009 Mazda3 and Mazda5 Power Steering and that Mazda would notify you when parts became available to perform the final repair.

We are pleased to inform you that service parts are now available to complete the final repair of your vehicle.

### **What is the problem?**

Certain 2007-2009 Mazda3 and Mazda5 vehicles may have a condition in which a sudden loss of power steering assist could occur at any time while driving the vehicle. If power steering assist is lost, steering is still possible but will require more physical effort, particularly while driving at lower speeds. Unless the driver compensates for the additional effort, the risk of a crash is increased.

### **What will Mazda do?**

Your Mazda dealer will replace the power steering pump and lines. The repair will be performed **free of charge**. The actual repair takes approximately an hour and a half to complete; however, the wait time may be longer depending on scheduling and service workload at your Mazda dealership.

### **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 power steering system repaired as soon as possible. Making an appointment provides the dealer the opportunity to reserve the necessary parts for your repair and plan their service activity, thus minimizing your wait time and inconvenience this recall may cause you. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

### **In case of a power steering assist malfunction:**

If power steering assist becomes inoperable, the power steering malfunction indicator light illuminates. Steering is still possible, but requires more physical effort. Should this situation occur, pull safely to the side of the road and turn off the engine. After a short period of time restart the engine. The power steering malfunction indicator light may go out, and power steering assist may return. Should you experience this condition, please contact an authorized Mazda dealer.

**What if you already paid for power steering assist repairs?**

If you have already paid for the inspection, repair or replacement of the power steering system due to a defect 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](http://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**

