



mazda

Mazda North American Operations

Electronic Field Communication

Information

eFC Number: eFC-I-10-00584

Date: Wednesday, March 16, 2011

Subject: 2009-2010 Mazda6 2.5L Fuel Tank Voluntary Safety and Emission Recall 6211B - Campaign Launch

Originating

Name: Gaby Laur

Dept: TSD

Email ID: glaur@mazdausa.com

Phone: 949-442-6590

Summary: Announcing the launch of 2009-2010 Mazda6 Fuel Tank Voluntary Safety and Emission Recall 6211B. Dealers will be notified via email on March 16, 2011 and via USPS mail on March 17, 2011. Customers will be notified on March 21, 2011.

See Also eFC Number(s):

eFC-A-10-00008, eFC-I-10-00567, , , ,

Dealer Communication: Yes

Date Dealer Communication to be sent: 3/16/2011

Additional Contacts:

eFC Type:

Concur:

Sales Operations:

Mike Radulovich

Fixed Operations:

Communication:

This communication is to notify you of the launch of 2009-2010 Mazda6 Fuel Tank Voluntary Safety and Emission recall 6211B.

The attached notification will be e-mailed to all dealers on March 16th and a dealer letter and Repair Procedure will be mailed via USPS on March 17th. Owners will be notified via USPS mail on March 21st.

If you have any questions, please contact me at glaur@mazdausa.com or 949-442-6590.



Addressees – Check appropriate division, department, region or position

Executive Committee	<input type="checkbox"/> Regional General Manager	<input checked="" type="checkbox"/> Other:	<input checked="" type="checkbox"/>
Executive & Administrative Assistants	<input type="checkbox"/> Region Sales Managers	<input type="checkbox"/> Other:	<input type="checkbox"/>
Sales Operations (all)	<input type="checkbox"/> District Managers	<input type="checkbox"/> Other:	<input type="checkbox"/>
Fleet Operations	<input checked="" type="checkbox"/> Sales Operations Managers	<input type="checkbox"/> Other:	<input type="checkbox"/>
Logistics (Port Ops & Transportation)	<input type="checkbox"/> Sales Planning Managers	<input type="checkbox"/> Other:	<input type="checkbox"/>
National Sales Planning	<input type="checkbox"/> Marketing Managers	<input type="checkbox"/> Other:	<input type="checkbox"/>
Retail Development	<input type="checkbox"/> Region Customer Service & Parts Managers	<input checked="" type="checkbox"/> Other:	<input type="checkbox"/>
Sales Integration & Training	<input type="checkbox"/> Service Field Operations Managers	<input checked="" type="checkbox"/> Other:	<input type="checkbox"/>
Customer Service Operations (all)	<input checked="" type="checkbox"/> District Service Managers	<input checked="" type="checkbox"/> Other:	<input type="checkbox"/>
Customer Service Division (all)	<input type="checkbox"/> Service & Parts Marketing Managers	<input type="checkbox"/> Other:	<input type="checkbox"/>
Customer Service Planning (CAC, DAG, Mediation)	<input type="checkbox"/> Technical Operations Managers	<input checked="" type="checkbox"/> Other:	<input type="checkbox"/>
Inventory & Supply	<input type="checkbox"/> Technical Specialists	<input checked="" type="checkbox"/> Other:	<input type="checkbox"/>
PDC Operations & Transportation	<input type="checkbox"/> Dealer Development Managers	<input type="checkbox"/> Other:	<input type="checkbox"/>
Service Field Operations	<input type="checkbox"/> Business Development Managers	<input type="checkbox"/> Other:	<input type="checkbox"/>
Service Parts & Accessories Marketing	<input type="checkbox"/> Market Rep Managers	<input type="checkbox"/> Other:	<input type="checkbox"/>
Customer Mediation Department Mailbox	<input type="checkbox"/> All Gulf Region	<input type="checkbox"/> Other:	<input type="checkbox"/>
Parts & Service Finance	<input checked="" type="checkbox"/> All Midwest Region	<input type="checkbox"/> Other:	<input type="checkbox"/>
Technical Services Division (all)	<input checked="" type="checkbox"/> All Northeast Region	<input type="checkbox"/> Other:	<input type="checkbox"/>
Information & Publications	<input type="checkbox"/> All Southeast Region	<input type="checkbox"/> Other:	<input type="checkbox"/>
Field Technical Operations (Hotline)	<input type="checkbox"/> All Western Region	<input type="checkbox"/> Other:	<input type="checkbox"/>
Product Quality Engineering	<input type="checkbox"/> All McGaw	<input type="checkbox"/> Other:	<input type="checkbox"/>
Technical & Fixed Operations Training	<input type="checkbox"/> All Port Managers	<input type="checkbox"/> Other:	<input type="checkbox"/>
Warranty Operations (all)	<input checked="" type="checkbox"/> All Ports	<input type="checkbox"/> Other:	<input type="checkbox"/>
Dealer Affairs	<input type="checkbox"/> Employees Only – (Corp)	<input type="checkbox"/> Other:	<input type="checkbox"/>
Marketing Operations	<input type="checkbox"/> Employees Only – (All MNAO)	<input type="checkbox"/> Other:	<input type="checkbox"/>
Product Planning	<input type="checkbox"/> Other: Dan Ryan	<input checked="" type="checkbox"/> Other:	<input type="checkbox"/>
Audit	<input type="checkbox"/> Other: David Robertson	<input checked="" type="checkbox"/> Other:	<input type="checkbox"/>
Legal	<input checked="" type="checkbox"/> Other: Keigo Higaki	<input checked="" type="checkbox"/> Other:	<input type="checkbox"/>
Finance Division (all)	<input type="checkbox"/> Other: Rob Murdoch (MCI)	<input checked="" type="checkbox"/> Other:	<input type="checkbox"/>
Accounting, Tax, Customs & Payroll	<input type="checkbox"/> Other: Don MacPhee (MCI)	<input checked="" type="checkbox"/> Other:	<input type="checkbox"/>
Financial Analysis & Treasury	<input type="checkbox"/> Other: Pierre Hughes-Comiré (MCI)	<input checked="" type="checkbox"/> Other:	<input type="checkbox"/>
Human Resources	<input type="checkbox"/> Other: Hotline Specialists	<input checked="" type="checkbox"/> Other:	<input type="checkbox"/>
Public & Gov't Affairs	<input checked="" type="checkbox"/> Other: Masashi Yamaoka	<input checked="" type="checkbox"/> Other:	<input type="checkbox"/>
IT- Managers	<input type="checkbox"/> Other: tanada.h@mazda.co.jp	<input checked="" type="checkbox"/> Other:	<input type="checkbox"/>



MAZDA DEALER EMAIL

Attention Mazda Service and Parts Managers:

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2009-2010MY Mazda6 vehicles, equipped with a 2.5L engine and produced from April 8, 2008 through February 8, 2010.

On certain Mazda6 vehicles, a certain type of spider may weave a web in the evaporative canister vent line and this may cause a restriction in the line. If this occurs, the fuel tank pressure may become excessively negative when the emission control system works to purge the vapors from the canister. As the canister is purged repeatedly during normal operation, the stress on the fuel tank may eventually result in a crack, potentially leading to fuel leakage and an increased risk of fire. Mazda is not aware of any fires related to this condition.

TIMING

Dealer mailing date: **March 17, 2011**

Owner notification: **March 21, 2011**

SUBJECT VEHICLES

Model	VIN Range	Build Date Range
2009-2010 Mazda6 with 2.5L engine	1YV HP**** 95 M00057 – M52255 1YV HZ**** A5 M00013 – M33391	From April 8, 2008 through February 8, 2010

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

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail beginning **March 21, 2011**.

PARTS INFORMATION

Description	Part Number	Quantity	Notes
Spring/Spacer	GS3L-42-297	1	Necessary for every repair
Hose Clip	GS3L-42-556	0 - 1	If necessary (when damaged during inspection/repair)
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in MStore (no charge)

Necessary parts when the spider web is found at inspection:

Description	Part Number	Quantity	Notes
Fuel Tank Kit	GSYL-42-100	1	Components: - Fuel Tank (GS3L-42-110D), 1 - Pad (GS3L-42-761), 4 - Pad (GS3L-42-762), 4 - Fuel Tank Pad (GS3L-42-763A), 1 - 'O' Ring (GS3L-42-165), 1
Evaporative Chamber Check Valve	GS3L-42-910	1	
Seal Ring	L315-40-581	1	
Exhaust Pipe Gasket	L505-40-305B	1	
Retaining Clip	NC49-42-694	1	
Retaining Clip	CC43-42-693	1 - 2	Quantity will depend on the type of tool used for the repair.

SPECIAL SERVICE TOOL

Description	Part Number	Notes
Long-handled Brush	MAZ6BRUSH	Available in MStore

PARTS PRE-SHIPMENT

An initial order of spring/spacers (P/N GS3L-42-297) and hose clips (P/N GS3L-42-556) will be placed for your dealership on March 16, 2011.

These parts should arrive at your dealership no later than March 23, 2011. A debit memo of "Recall 6211B" will appear on your parts statement for the pre-shipped parts.

PARTS ORDERING

Orders for the **Fuel tank Kit (P/N GSYL-42-100)** and for the **Evaporative Chamber Check Valve (P/N GS3L-42-910)** 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" – Recall and Restricted Parts Orders
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 emailed 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

	No Spider web found	Spider web found
	<ul style="list-style-type: none"> - Canister Vent Line Inspection & Cleaning - Spring Installation - PCM Reprogramming 	<ul style="list-style-type: none"> - Canister Vent Line Inspection & Cleaning - Spring Installation - PCM Reprogramming - Replacement of Fuel Tank & Evaporative Chamber
Warranty Type	R	R
Symptom Code	99	99
Damage Code	99	99
Process Number	AB008A	AB008B
Part Number Main Cause & Quantity	GS3L-42-297 / 1	GSYL-42-100 / 1
Related Part Number & Quantity	GS3L-42-556 / 0-1	GS3L-42-297 / 1 GS3L-42-556 / 0-1 GS3L-42-910 / 1 L315-40-581 / 1 L505-40-305B / 1 NC49-42-694 / 1 CC43-42-693 / 1-2
Labor Operation Number	XXG1JARX	XXG1JBRX
Labor Hours	0.6 hrs	2.5 hrs

RENTAL CAR INFORMATION

Mazda will authorize rental and service loaner vehicles on a limited basis. We are requesting dealer understanding and partnership regarding rental and loaner vehicle utilization. **Please make every effort to utilize alternative transportation solutions in place of rental use.**

Rental Vehicle Quick Reference Chart

Condition	Parts Available	Parts not Available from Mazda
A. Customers returning vehicles for recall	Rental is covered if customer has no alternative means of transportation (1 day limit)	Rental is covered until parts arrive if customer refuses to drive their vehicle, and customer has no alternative means of transportation
B. Experienced recall symptoms	Rental is covered until repair completed if customer has no alternative means of transportation	

Rental Car Warranty Claim Information

Please submit rentals on a separate claim problem number as follows:

	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	5555-62-11BR	5555-62-11BL
Part Quantity	0	Number of days loaner car was used Mazda pays \$35.00/day
Labor Operation Code	MM024XRX	MM024XRX
Labor Hours	0.0	0.0
Sublet – Rental Car		
Sublet Invoice Number	Number from Rental Invoice or Dealer Purchase Order	
Sublet Type Code	Enter "Z9" (other)	
Sublet Amount	Up to \$30.00 per day for the number of days customer had rental car	
Sublet Text	Number of days rental car was supplied to customer	

Rental expenses exceeding the two-day limit will require prior DSM Authorization, as outlined in the Mazda 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
2009-2010 Mazda6 with 2.5L engine	1YV HP**** 95 M00057 – M52255 1YV HZ**** A5 M00013 – M33391	From April 8, 2008 through February 8, 2010

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

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

2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for an Authorized Campaign Label RECALL **6211B** attached to the vehicle's hood or bulkhead.

eMDCS System - Vehicle Status Inquiry Results

If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 6211B	Present	Contact the Warranty Hotline at (877) 727-6626, option 3, to update vehicle history
	Not present	Proceed to "REPAIR PROCEDURE".
RECALL 6211B CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a label and apply to vehicle's hood or bulkhead.
RECALL 6211B is not displayed	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

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

Inspection and repair procedures are available on the Mazda Service Support System (MS3) website and on eMDCS. **Warranty Vehicle Inquiry will not display affected vehicles until after customer notification on March 21st.**

For technical assistance, call the Technical Assistance Hotline at (888) 832-8477, Option 3 for English speaking Hotline Specialist, option 4 for Spanish speaking Hotline Specialist. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2. For warranty questions, contact the Warranty Hotline at (877) 727-6626 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 DSM.

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.

Mazda Technical Services