



MAZDA DEALER EMAIL

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Attention Mazda Service Managers:

Subject: Safety Recall 6812G – Service Concerns

The following instructions address vehicle conditions that may be encountered during 6812G repairs:

The engine cover is missing or incorrect:

1. Advise customer of missing cover and the potential risks with not having an engine cover. Strongly urge the customer to purchase a new cover.
2. Perform recall repair (and trim new cover if required).
3. If customer declines to purchase new cover, document both the customer's denial and the detailed warnings you provided on the repair order.
4. Submit recall claim to close recall.

Improper non-dealer repair was previously made to speed control cable or existing parts damage prior to recall repair:

1. Advise customer of improper repair and the potential risks with leaving the improper repair in place. Strongly urge the customer to have the improper repair corrected with new parts.
2. Perform recall repair.
3. If customer declines to purchase required parts, document both the improper previous repair and the detailed warnings you provided on the repair order. If possible, include photos of the improper repair.
4. Submit recall claim to close recall.

Existing parts or system damage (such as broken speed control cable, engine cover or crankcase vent hose) were found prior to recall repair:

1. Advise customer of damage and the potential risks with leaving the damaged parts in place. Strongly urge the customer to have the damaged parts replaced with new parts.
2. Perform recall repair.
3. If customer declines to purchase required parts, document both the existing damage and the detailed warnings you provided on the repair order.
4. Submit recall claim to close recall.

While performing the recall repair, the speed control cable, throttle cable, engine cover, throttle body, or PCV hose is damaged without any fault or negligence by the technician.

If this occurs, email a picture of the damaged part(s) to Technical Assistance at Hotline@Mazdausa.com with the VIN. An auto reply email will confirm the email was received. Once the auto reply is received, please contact the Technical Assistance Hotline at (888) 727-6626, Option 2 for **prior authorization** from MASH to replace the damaged components. Photos of the damaged parts are required.

NOTE: The revised engine cover stud w/spacer for 2006.5 - 2008 model years will be available by mid-November. We will inform you as soon as these parts are available.

For technical assistance with this recall repair, contact the Technical Assistance Hotline at (888) 832-8477, Option 3 for English speaking Hotline Specialist, option 4 for Spanish speaking

Hotline Specialist.

Mazda Technical Services