



TO: All Mazda Dealership General Managers, Service Managers, and Parts Managers
DATE: October 2013
SUBJECT: 2009-2013 Mazda6 Door Latch Mounting Screws Safety Recall 7013I

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2009-2013 Mazda6 vehicles produced from February 4, 2008 through August 24, 2012.

On certain 2009-2013 model year Mazda6, the door latch mounting screws may become loose due to lack of torque during manufacturing and/or unevenness of the door shell in the latch mounting area. This condition may cause the screw to loosen while the vehicle is in use. If all three door latch mounting screws become excessively loose and fall out, the door latch mechanism would not engage when the door is closed, and the door ajar warning light will illuminate. However, if the warning light goes unnoticed and the vehicle is driven, the door might open while the vehicle is in motion, increasing the risk of accident or injury.

On all subject vehicles, dealers are to remove the door latch mounting screws on all doors, replace any missing screws, apply a thread locking adhesive, and re-tighten the screws.

Owners of affected vehicles will be notified by first class mail this month. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

This package contains important information about Safety Recall 7013I:

Attachment I	Parts and Service Information
Attachment II	Repair Procedure
Attachment III	Owner Notification Letter and Reimbursement Form

The National Traffic and Motor Vehicle Safety Act prohibits the delivery of any subject vehicle without performing the necessary repair for defects or failures. Failure to perform applicable recalls before delivery can result in extensive dealer fines and penalties from the Federal Government. Therefore, you must complete this recall for all affected vehicles in your inventory prior to delivery.



To help you effectively perform this recall, Mazda has developed the following resources:

1. The attached service information (Attachment I) and repair procedure (Attachment II) were emailed to your Service Department and are also available on eMDCS and MS3 (Mazda Service Support System) websites via MXConnect.
2. For technical assistance, contact the Technical Assistance Hotline at (888) 832-8477, Option 3 for an English speaking Hotline Specialist, Option 4 for a Spanish speaking Hotline Specialist.
3. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626, Option 2.
4. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
5. We recommend using the Recall Reminder Report #JS30R165-1 and Recall Reminder Labels available in Web Reporting to encourage customers to come in for the recall (with recall reminder postcards). Dealers may use such owner information for the sole purpose of conducting and performing this recall, and for no other purpose. **Using it for marketing activities is strictly prohibited and could subject your dealership to serious fines.** The information in the report is protected by state privacy and other applicable laws regarding disclosure of personal and/or confidential, restricted or blocked information. It is the dealer's responsibility to protect the confidentiality of owner records and prevent the release of information to other parties.

Please make certain 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.

We apologize for any inconvenience this recall may cause you and your customers. Your understanding and support in carrying out this campaign is greatly appreciated.

Sincerely,



Satoshi Takahashi
Director, Technical Services Division
Mazda North American Operations

CONDITION OF CONCERN

On certain 2009-2013 model year Mazda6, the door latch mounting screws may become loose due to lack of torque during manufacturing and/or unevenness of the door shell in the latch mounting area. This condition may cause the screw to loosen while the vehicle is in use. If all three door latch mounting screws become excessively loose and fall out, the door latch mechanism would not engage when the door is closed, and the door ajar warning light will illuminate. However, if the warning light goes unnoticed and the vehicle is driven, the door might open while the vehicle is in motion, increasing the risk of accident or injury.

Dealers are instructed to remove the door latch mounting screws on all doors, apply a thread locking adhesive, and re-tighten the screws to the specified torque. Replace any missing door latch mounting screws.

Recall repairs must be performed on all subject vehicles at no charge to the vehicle owner. Refer to Attachment II for repair instructions.

SUBJECT VEHICLES

Model	VIN Ranges	Build Date Range
All 2009-2013 Mazda6	2009: 1YVHP8*** 9* M00001 - M52259 2010: 1YVHZ8*** A* M00013 - M58889 2011: 1YVHZ8*** B* M00001 - M30741 2012: 1YVHZ8*** C* M00001 - M44241 2013: 1YVHZ8*** D* M00004 - M17345	February 4, 2008 through August 24, 2012

The asterisk symbol “*” can be any letter or number.

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail in October 2013. Dealers should inspect any subject vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PARTS INFORMATION

Only a small percentage of door latches will require a replacement screw. An initial order of door latch mounting screws, based on a percentage of dealer sales, should arrive at your dealership no later than October 15, 2013. A second shipment of screws will be sent to your dealership shortly after the initial shipment. Details for the second shipment will be provided in a separate communication.

Description	Part Number	Quantity	Notes
Door Latch Mounting Screw	9YAF-00-603	As required	2009-2013 Mazda6
Loctite® Threadlocker Red 271™	N/A	A 6mL bottle services 16 vehicles	<i>Please source locally</i>
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in MStore (no charge)

WARRANTY CLAIM PROCESSING INFORMATION

	2009-2013 Model Year Mazda6 Door Latch Mounting Screw
Warranty Type	R
Process Number	J1302A
Symptom Code	99
Damage Code	99
Part Number Main Cause	9YAF-00-603
Quantity	As needed – maximum 12
Labor Operation Number	YY753XRX
Labor Hours	0.3 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 is covered if customer has no alternative means of transportation.

Rental Car Warranty Claim Information

Please submit rentals on a separate 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	5555-70-13 <u>IR</u>	5555-70-13 <u>IL</u>
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		
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 Ranges	Build Date Range
All 2009-2013 Mazda6	2009: 1YVHP8*** 9* M00001 - M52259 2010: 1YVHZ8*** A* M00013 - M58889 2011: 1YVHZ8*** B* M00001 - M30741 2012: 1YVHZ8*** C* M00001 - M44241 2013: 1YVHZ8*** D* M00004 - M17345	February 4, 2008 through August 24, 2012

The asterisk symbol “*” can be any letter or number.

If the vehicle is not within the above ranges, return it to the customer.

2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for an Authorized Campaign Label **RECALL 7013I** attached to the vehicle’s hood or bulkhead.

eMDCS System – Vehicle Status Inquiry Results:

If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 7013I	Present	Contact the Warranty Hotline at (877) 727-6626, option 3, to update vehicle history.
	Not present	Proceed to “REPAIR PROCEDURE”.
RECALL 7013I CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a label and apply to vehicle's hood or bulkhead.
RECALL 7013I is not displayed	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

REPAIR PROCEDURE

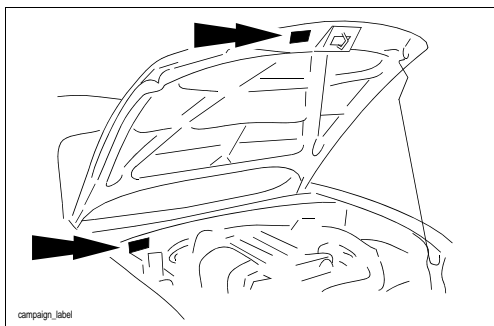
Please refer to Attachment II.

2009 - 2013 MAZDA6 DOOR LATCH MOUNTING SCREWS [RECALL 7013I]

A. VEHICLE INSPECTION PROCEDURE

1. Verify the vehicle is within the following ranges:
 - 2009-2013 Mazda6 vehicles
 - If the vehicle is within the above range, proceed to step 2.
 - If the vehicle is not within the above range, return vehicle to the customer or inventory.
2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for an Authorized Modification Label **Recall 7013I** attached to the vehicle's hood or bulkhead. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

NOTE: Be sure to verify RECALL number as the vehicle may have multiple Recall labels.



eMDCS System - Warranty Vehicle Inquiry Results:

If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 7013I OPEN	Present	Contact the Warranty Hotline at (877) 727-6626 option 3 to update vehicle history.
	Not present	Proceed to "B. REPAIR PROCEDURE".
RECALL 7013I CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a label and apply to vehicle's hood or bulkhead.
RECALL 7013I is not displayed	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

B. REPAIR PROCEDURE

PREPARATION

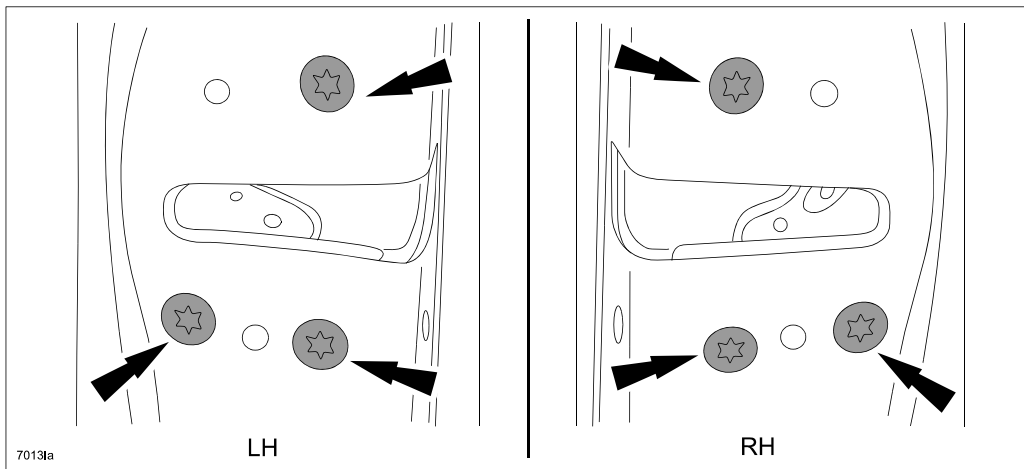
Prepare the following:

- 1) Loctite #271 red (locally sourced)
- 2) T-30 Torx socket
- 3) Inch-pound torque wrench

REPAIR PROCEDURE

1. Remove the 3 door latch mounting screws one at a time from the driver front door using the T-30 Torx socket and apply red Loctite #271 to the threads (apply a bead to leading threads on screws, leaving first thread free), then reinstall the screws hand-tight. After all 3 screws are installed hand-tight, tighten them to 38-54 in-lbs.

WARNING: DO NOT over-tighten the screws. Over-tightening may result in screw breakage.



2. Perform same procedure for the remaining three doors working in a CCW direction around the car until the last door (passenger front) is completed.

NOTE: If any screws are missing, replace with part number 9YAF-00-603, and proceed as indicated above.

C. CAMPAIGN LABEL INSTALLATION

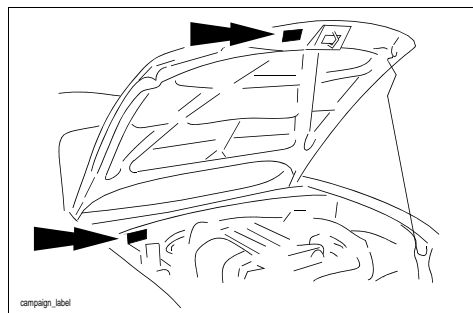
1. Fill out a blue "Campaign Label" (9999-95-065A-06) with Campaign No: "7013I", your dealer code, and today's date.

CAMPAIGN LABEL	
CAMPAIGN NO:	_____
DEALER CODE:	_____
DATE:	/ /

P/N 9999-95-065A-06

1326b

2. Affix it to the hood or bulkhead as shown.



3. Return the vehicle to the customer.



**2009-2013 Mazda6 Door Latch Mounting Screws Safety Recall 7013I
NHTSA Campaign No. 13V-425**

October 2013

Dear Mazda Owner:

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN 1YVHxxxxxxxxxxxxx.

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

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2009-2013 model year Mazda6 vehicles produced from February 4, 2008 through August 24, 2012.

If you are a recipient of this notice, your vehicle is included in this recall.

What is the problem?

On certain 2009-2013 model year Mazda6 vehicles, the door latch mounting screws may become loose. If all three door latch mounting screws become loose and fall out, the door latch mechanism will not engage when the door is closed, and the door ajar warning light will illuminate. If the warning light goes unnoticed and the vehicle is driven, the door might open while the vehicle is in motion, increasing the risk of accident or injury.

What will Mazda do?

Your Mazda dealer will remove the door latch mounting screws on all doors, replace any missing screws, apply a thread locking adhesive, and re-tighten the screws. This repair will be performed **free of charge**, and will take approximately one half hour to complete; however, it may take longer depending on service workload at your Mazda dealership.

As a reminder, Mazda may provide alternate transportation when your vehicle is at an authorized Mazda dealership for a warranty repair. To be eligible for alternate transportation, your vehicle must be within the mileage and time limitations under the Mazda New Vehicle Limited Warranty or Powertrain Limited Warranty for 2007 and newer model years, and adhere to the Rental Car Reimbursement policy. Ask your dealer for details about the Mazda Rental Car Reimbursement Program.



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 door latch mounting screws re-tightened with the thread locking adhesive as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

What if you already paid for tightening or replacing the door latch mounting screws?

If you have already paid for tightening or replacing the door latch mounting screws 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 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 Experience 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



REIMBURSEMENT PLAN

Requirements for Reimbursement

If you meet **all** of the following requirements, you are eligible to receive reimbursement under this plan:

1. You own or have owned a 2009-2013 Mazda6 built between February 4, 2008 and August 24, 2012.
2. You have paid for tightening or replacement of door latch mounting screws prior to the launch of this campaign.
3. You have an original or legible copy of the paid repair order or invoice receipt showing:
 - Vehicle model and year, and vehicle identification number (VIN)
 - Your name and address at the time of repair
 - Description of the concern reported
 - Tightening or replacement of door latch mounting screws
4. Mail this reimbursement application form with the applicable payment receipts in the enclosed envelope to:

Mazda North American Operations
Attn: Recall Reimbursement Dept
P.O. Box 57085
Irvine, CA 92619-7085

Procedure for Reimbursement Request

If your vehicle has had the door latch mounting screws tightened or replaced prior to the launch of this campaign, you may apply for reimbursement by doing the following:

1. Complete the Reimbursement Application Form found on the reverse side of this page.
2. Mail the Reimbursement Application Form with a legible copy of the paid repair order and/or invoice using the enclosed envelope. Include any applicable payment receipts, i.e. credit card receipt, cancelled check, etc.
3. **Retain copies** of the paid repair order or invoice and this application form for your records.
4. You will be reimbursed for the amount you have paid for tightening or replacing the door latch mounting screws.

If you wish to correspond with Mazda regarding this reimbursement plan, please write to the above address and refer to your vehicle identification number (VIN).

Any reimbursement application form that is incomplete, illegible, or sent without the legible copy of the paid repair order or invoice will be returned for completion. If Mazda has any questions concerning your application for reimbursement, you may be contacted. Please allow 6-8 weeks for processing.

