



TO: All Mazda Dealership General Managers, Service Managers, and Parts Managers

DATE: May 2014

SUBJECT: 2001-2004 Tribute Front Subframe Corrosion - Safety Recall 7514D

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2001-2004 Tribute vehicles. In some affected vehicles, a corrosion-related separation of the forward attachment of the lower control arm from the subframe may occur when the vehicle is operated for an extended period in high-corrosion environments. Separation of the lower control arm from the subframe may result in diminished vehicle directional control, increasing the risk of a crash.

This recall applies to 2001-2004 Tribute vehicles originally sold in, or currently registered in the following high-corrosion states:

Connecticut	Delaware	Illinois	Indiana	Iowa
Maine	Maryland	Massachusetts	Michigan	Minnesota
Missouri	New Hampshire	New Jersey	New York	Ohio
Pennsylvania	Rhode Island	Vermont	West Virginia	Wisconsin
District of Columbia				

Perform a Warranty Vehicle Inquiry using your eMDCS System to determine whether a vehicle is involved in Safety Recall 7514D.

Owners of affected vehicles will be notified by first class mail the week of May 26, 2014. 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 7514D:

Attachment I	Dealer Service and Parts Information
Attachment II	Repair procedure
Attachment III	Owner letter and reimbursement form



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

The attached service information (Attachment I) and repair procedure (Attachment II) were e-mailed to your Service Department, and are also available on eMDCS and the MS3 (Mazda Service Support System) websites via MXConnect.

1. 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.
2. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
3. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.
4. 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

In some affected vehicles, a corrosion-related separation of the forward attachment of the lower control arm from the subframe may occur when the vehicle is operated for an extended period in high-corrosion environments. Separation of the lower control arm from the subframe may result in diminished vehicle directional control, increasing the risk of a crash.

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
2001-2004 Tribute originally sold in, or currently registered in high corrosion states	4F2*U****1KM 00042 – 72203 4F2*U****2KM 00001 – 66668 4F2*U****3KM 00001 – 56713 4F2*U****4KM 00012 – 34822	May 2, 2000 through December 19, 2003

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

High-corrosion states:

Connecticut	Delaware	Illinois	Indiana	Iowa
Maine	Maryland	Massachusetts	Michigan	Minnesota
Missouri	New Hampshire	New Jersey	New York	Ohio
Pennsylvania	Rhode Island	Vermont	West Virginia	Wisconsin
District of Columbia				

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail the week of May 26, 2014. Dealers should repair any subject vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PARTS INFORMATION

Description	Part Number	Quantity	Notes
Crossbrace Kit	ZZCT-34-088	1	Install crossbrace if lower control arm is not separated from the front subframe.
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in MStore (no charge)

If subframe replacement is required:

Description	Part Number	Quantity	Notes
Subframe	EC01-34-800F	1	
Subframe mounting bolt	9XG0-77-36X1	2	
Crossmember bolts	9XF0-06-44L9	4	
<i>2.0L engine only:</i>			
Front gasket	YF01-40-581C	1	Exhaust parts – 2.0L engine only
Spring - front fastener	YF01-40-582D	1	Exhaust parts – 2.0L engine only
Nut – front & rear	9XG0-39-333H	4	Exhaust parts – 2.0L engine only
Rear gasket	YF01-40-305B	1	Exhaust parts – 2.0L engine only
<i>3.0L engine only:</i>			
Front & rear crossover gasket	YF01-40-305B	2	Exhaust parts – 3.0L engine only
Nut	9XF2-01-033H	4	Exhaust parts – 3.0L engine only
<i>AWD vehicles only:</i>			
CV joint bolts & washers	SA55-25-18Y	3	AWD vehicles only
Bolt for U Joint	9YA0-20-633A	4	AWD vehicles only
Retainer/strap for U Joint	SA55-25-065	2	AWD vehicles only

Orders for the **Subframe (P/N EC01-34-800F)** must be authorized by Mazda Technical Hotline (see Attachment II).

Orders for both the **Crossbrace Kit (P/N ZZCT-34-088)** and **Subframe (P/N EC01-34-800F)** 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. All of the following fields must be completed to process your order:
 - First name
 - Last name
 - Phone Number
 - Email Address
 - MNAO Sales Order: (enter the PO number you would like to use for the order or enter N/A)
 - Part Number
 - Techline Ref #: (required for subframe orders)
 - Comments: Enter the VIN(s) of the vehicle(s) requiring the part. VIN is required for the order to be placed. If you require more than one part number, enter 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.

WARRANTY CLAIM PROCESSING INFORMATION

	Inspect front subframe Install crossbrace kit	Inspect front subframe Replace front subframe 2WD models	Inspect front subframe Replace front subframe 4WD models
Warranty Type	R	R	R
Process Number	J1402A	J1402C	J1402B
Symptom Code	99	99	99
Damage Code	99	99	99
Part Number Main Cause	ZZCT-34-088	EC01-34-800F	EC01-34-800F
Quantity	1	1	1
Labor Operation Number	YY765XRX	YY766ARX	YY766BRX
Labor Hours	0.3 hrs	3.1 hrs	3.5 hrs

NOTE: When replacing the front subframe, labor time includes inspection, alignment, and toe setting.

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	5555-75-14DR <u>R</u>	5555-75-14DL <u>L</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
2001-2004 Tribute originally sold in, or currently registered in high corrosion states	4F2*U****1KM 00042 – 72203 4F2*U****2KM 00001 – 66668 4F2*U****3KM 00001 – 56713 4F2*U****4KM 00012 – 34822	May 2, 2000 through December 19, 2003

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 7514D attached to the vehicle’s hood or bulkhead.

eMDCS System – Vehicle Status Inquiry Results:

If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 7514D	Present	Contact the Warranty Hotline at (877) 727-6626, option 3, to update vehicle history.
	Not present	Proceed to “REPAIR PROCEDURE”.
RECALL 7514D CLOSED	Present	Return vehicle to customer.
	Not present	Complete a label and apply to vehicle's hood or bulkhead.
RECALL 7514D is not displayed	Does not apply	Recall does not apply to this vehicle.

REPAIR PROCEDURE

Please refer to Attachment II.

2001-2004 TRIBUTE - FRONT SUBFRAME CROSSBRACE INSTALLATION

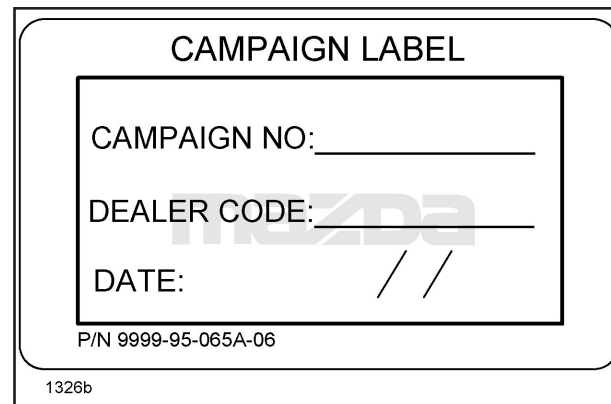
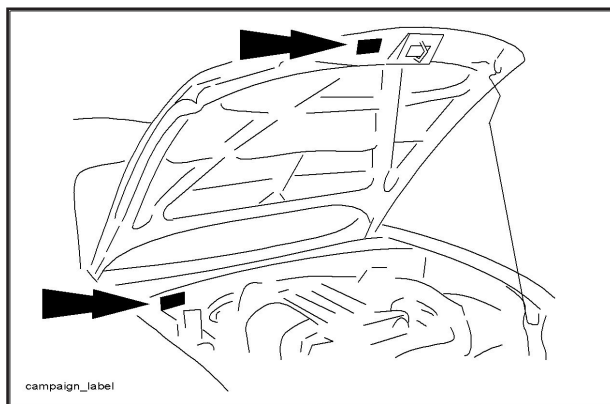
A. VEHICLE INSPECTION PROCEDURE

1. Verify that the vehicle is within one of the following year ranges:

Model	Year
Tribute	2001-2004

- If the vehicle is within one of the above year ranges, proceed to step 2.
 - If the vehicle is not within one of the above year ranges, return the vehicle to the customer or inventory.
2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for a Campaign Label 7514D attached to the vehicle's hood or bulkhead. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

NOTE: Verify Recall number as the vehicle may have multiple Recalls.



eMDCS System - Warranty Vehicle Inquiry Results

If eMDCS displays:	Campaign Label is:	Action to perform:
7514D OPEN	Present	Contact the Warranty Hotline at (877) 727-6626 to update vehicle history.
	Not Present	Proceed to "B. FRONT SUBFRAME INSPECTION PROCEDURE".
7514D CLOSED	Present	Return vehicle to inventory or customer.
	Not Present	Proceed to "E. CAMPAIGN LABEL INSTALLATION".
7514D is not displayed	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

OVERVIEW

In some of the affected vehicles, a corrosion-related separation of the forward attachment of the lower control arm from the front subframe may occur when vehicles are operated for an extended period in high-corrosion environments. See Figure 1.

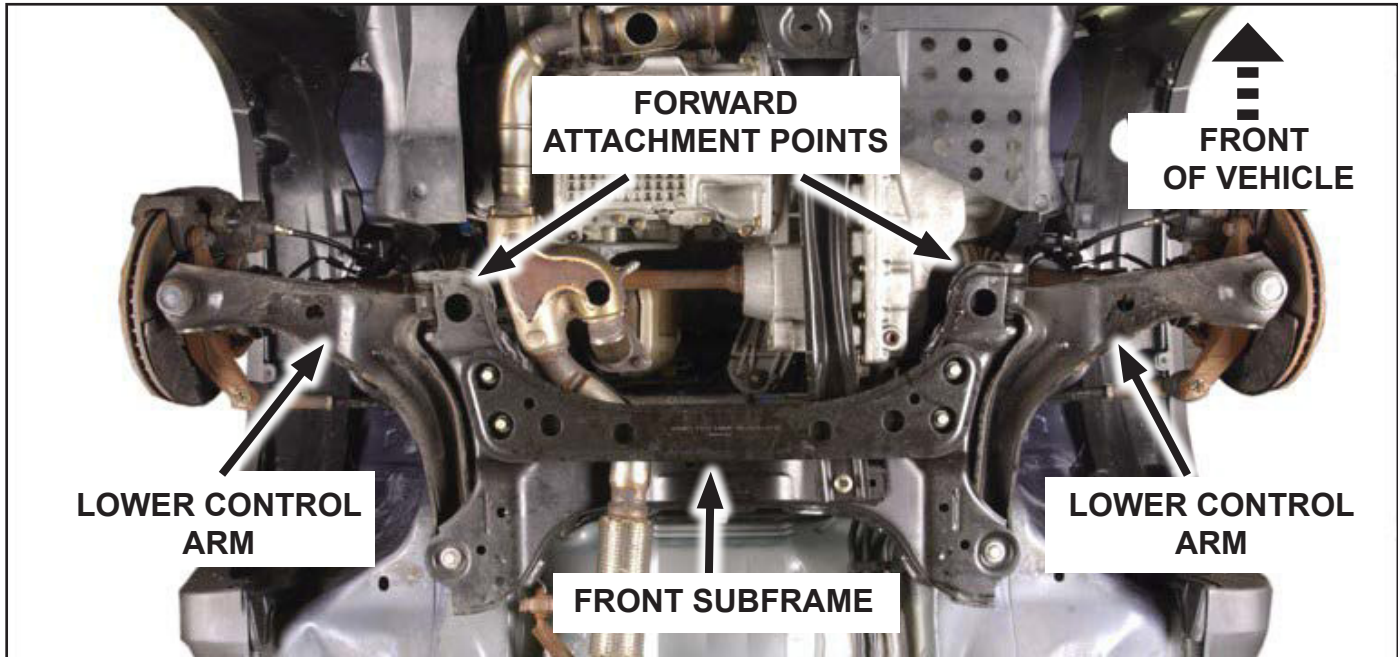


FIGURE 1

Install a reinforcement crossbrace on the front subframe (figure 2) or replace the front subframe (figure 3).

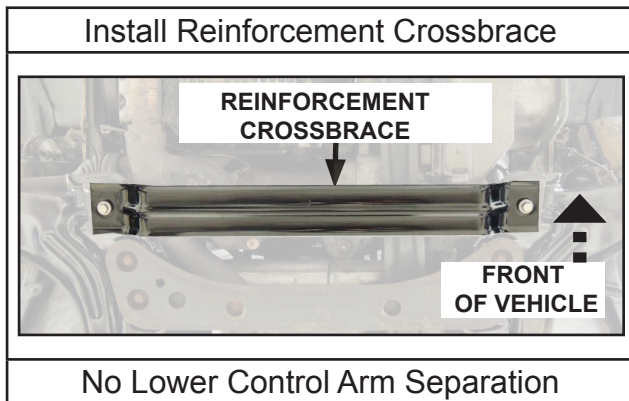


FIGURE 2

or

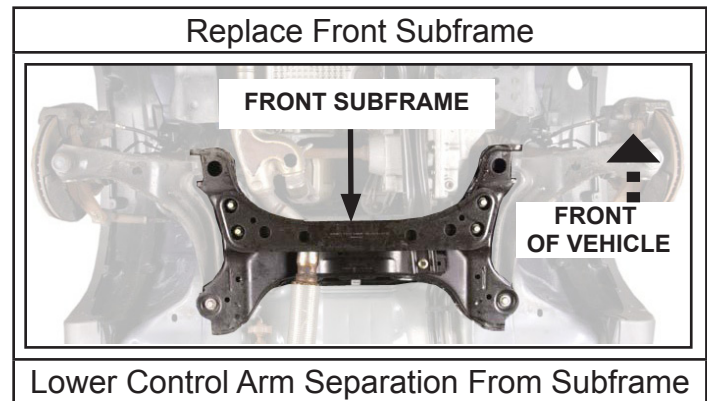


FIGURE 3

B. FRONT SUBFRAME INSPECTION

1. With the vehicle in NEUTRAL, position it on a hoist. For additional information, refer to MS3 online or Workshop Manual section 00-00.
2. Inspect the front lower control arms for separation from the front subframe in the areas indicated. See Figure 4.

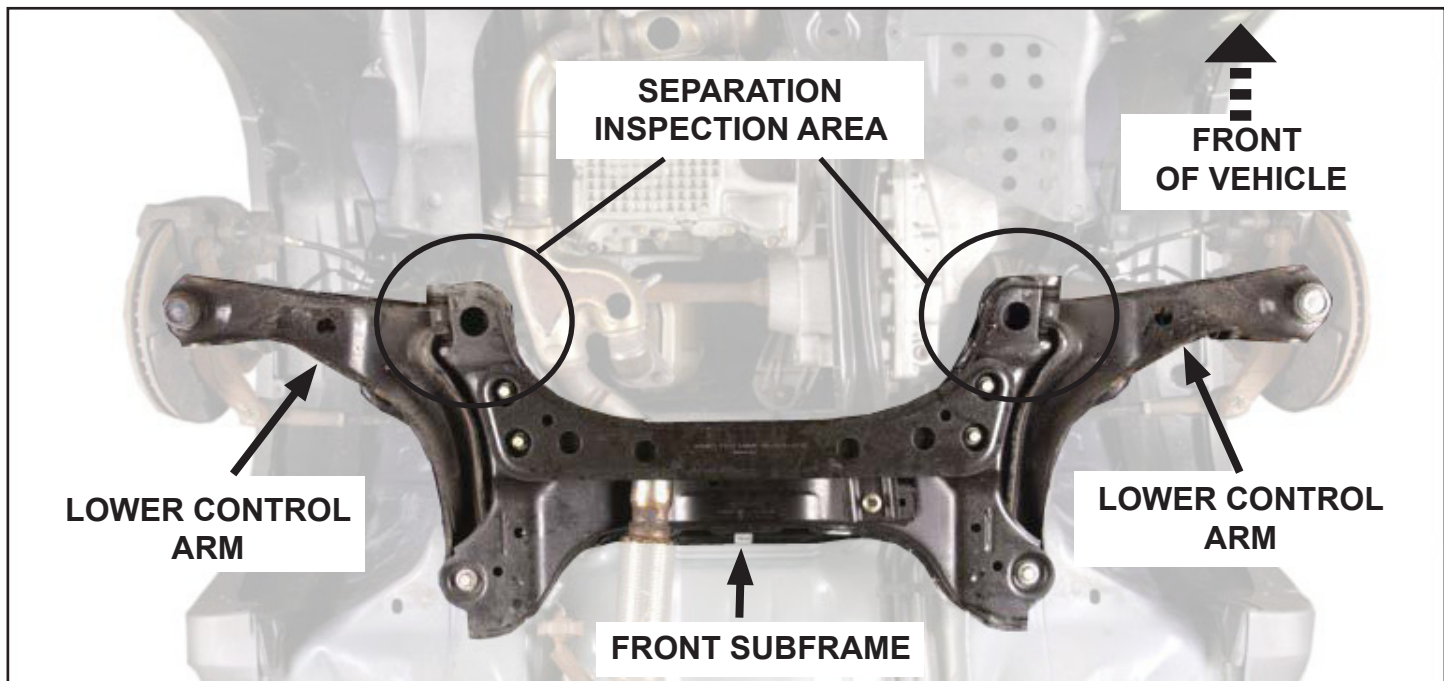


FIGURE 4

INSPECTION RESULTS:

- **NO LOWER CONTROL ARM SEPARATION:**
Proceed to D. CROSSBRACE INSTALLATION on page 4.
- **LOWER CONTROL ARM SEPARATION FROM SUBFRAME:**

REQUIRED TOOLS

- Digital camera with minimum 1 MP resolution (Smartphone cameras are acceptable).
 - Digital camera memory card and hardware (cable/card reader) to upload photos to a computer.
 - Vehicle hoist for clear underbody photo access.
- a. Take the following photographs:
 1. Vehicle VIN plate (Driver's door jam).
 2. Lower control arm/subframe separation.
 - b. Contact the Technical Hotline at 1-888-832-8477. Provide vehicle VIN and mileage. Include your name, contact information, dealer location, and photograph date.
 - c. If authorized by the Technical Hotline, provide alternate transportation for the customer until subframe parts are available.
 - d. Order subframe through the Dealer Assistance Group (DAG) . Refer to Attachment I for ordering details. When parts arrive, proceed to C. FRONT SUBFRAME REPLACEMENT on page 4.

C. FRONT SUBFRAME REPLACEMENT

1. Replace the front subframe. Refer to MS3 online or Workshop Manual (section 09-10 SUBFRAME - FRONT).
2. Proceed to E. CAMPAIGN LABEL INSTALLATION on page 6.

D. CROSSBRACE INSTALLATION

1. With the vehicle in NEUTRAL, position it on a hoist. For additional information, refer to MS3 online or Workshop Manual section 00-00.
2. Install the two crossbrace attachment nuts into the RH and LH forward attachment points on the subframe. See Figure 5.

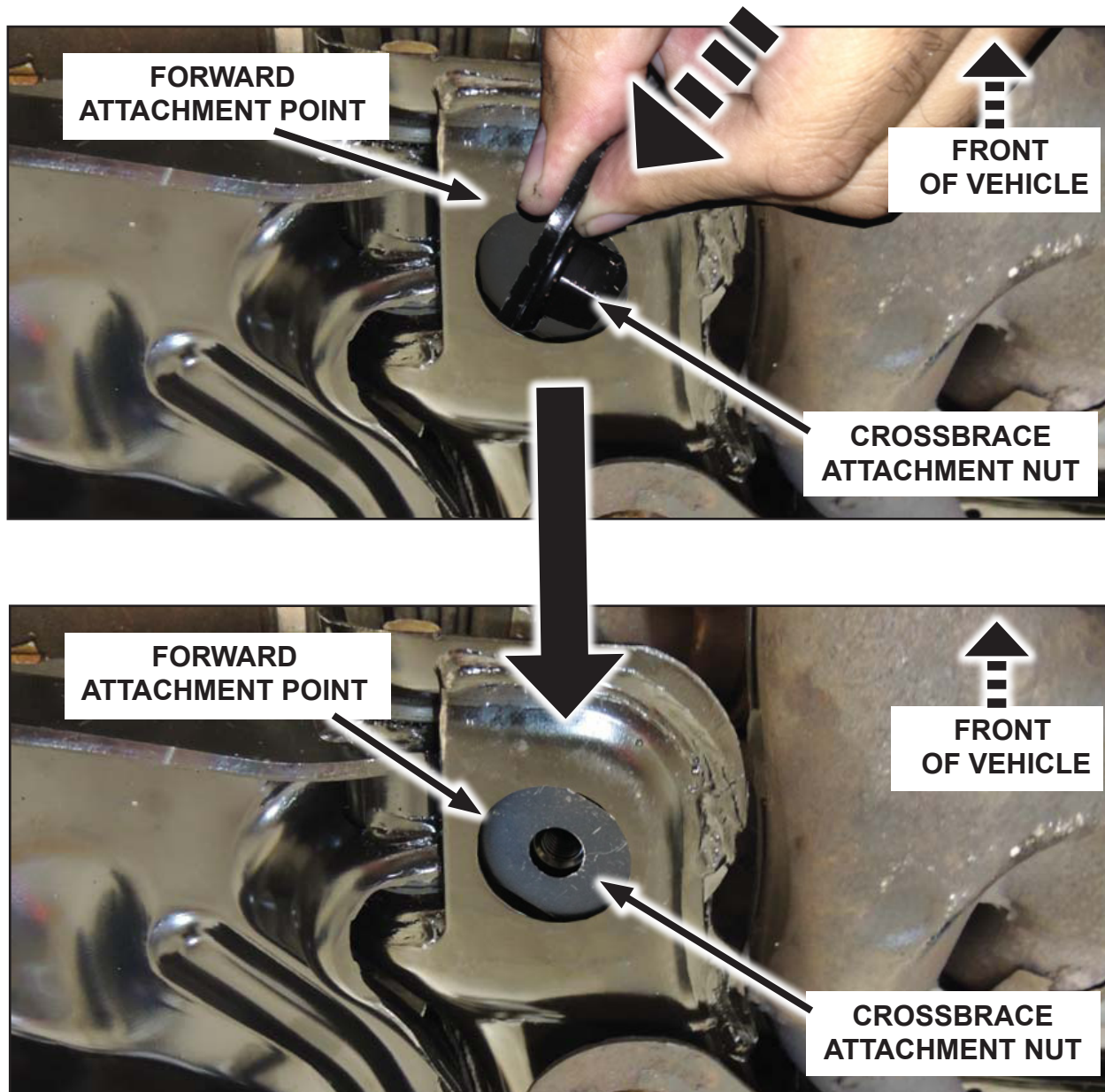


FIGURE 5

3. Check the crossbrace bolts for a thread lock patch. If the patch is not present, apply threadlock and sealer.*

* Locally sourced - Use Loctite® Threadlocker Blue 242® or equivalent.

**ATTACHMENT II
SAFETY RECALL 7514D**

4. Install the crossbrace and the two bolts onto forward attachment points on the subframe. See Figures 6 and 7.
 - a. Position the crossbrace onto the forward attachment points and loosely install the two bolts.
 - b. **Position the crossbrace toward the rear of the vehicle.**
 - c. **Use a 24" straight blade prybar (Snap-on P/N MPBS24 or equivalent) to prevent the nut plate from turning while tightening the crossbrace bolts.** See Figure 6.

IMPORTANT! Ensure that the crossbrace attachment nuts are centered within the forward attachment points. Also ensure that the attachment nut plate does not extend outside of the forward attachment points. See Figure 7.

- d. Tighten the bolts to 103 Nm (75 lb-ft).

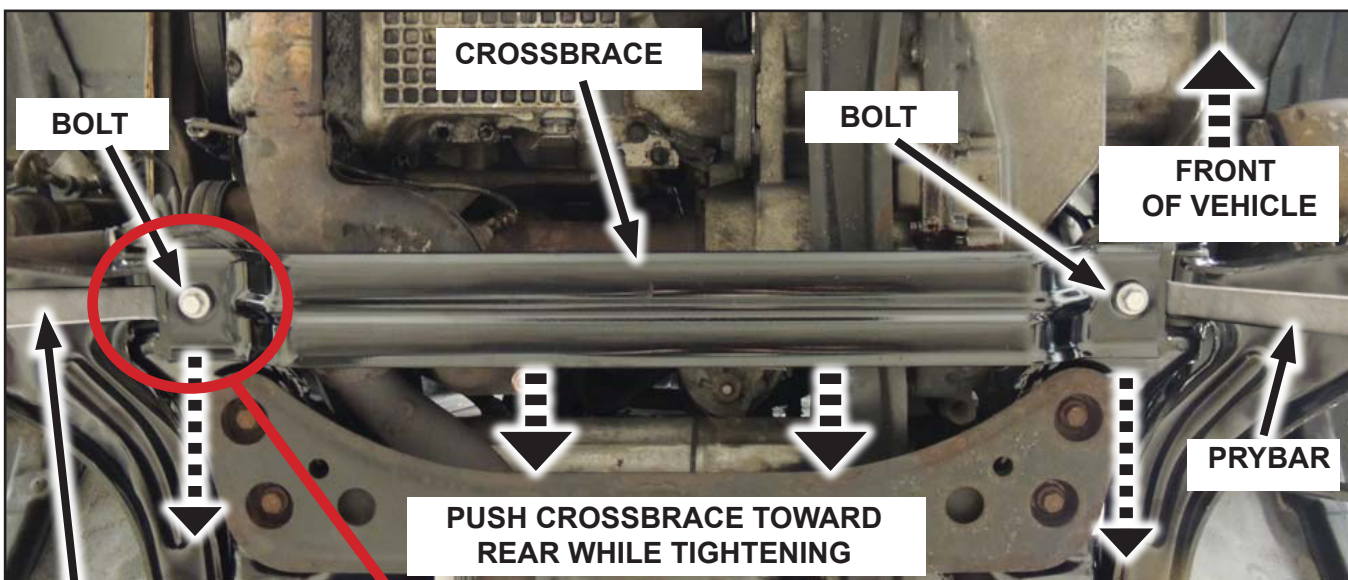


FIGURE 6

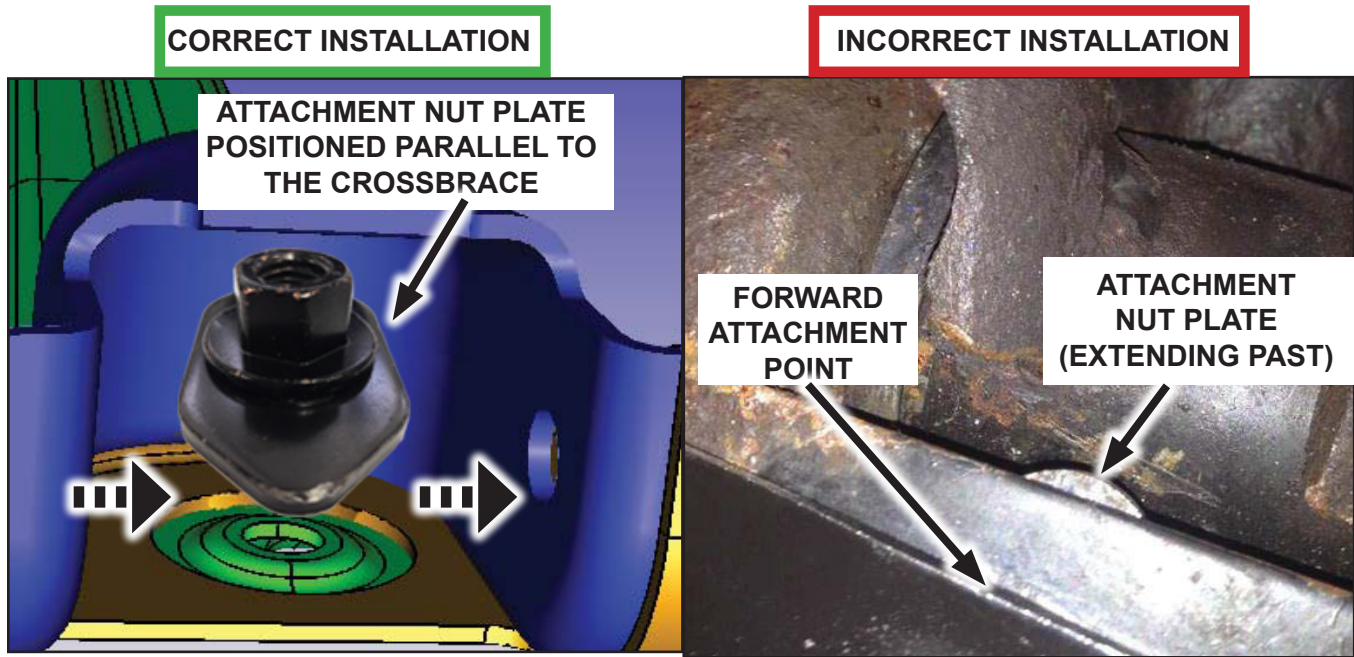


FIGURE 7

5. Proceed to E. CAMPAIGN LABEL INSTALLATION below.

E. CAMPAIGN LABEL INSTALLATION

1. Fill out a blue "Campaign Label" (9999-95-065A-06) with Campaign No: "7514D", your dealer code, today's date.

CAMPAIGN LABEL

CAMPAIGN NO: _____

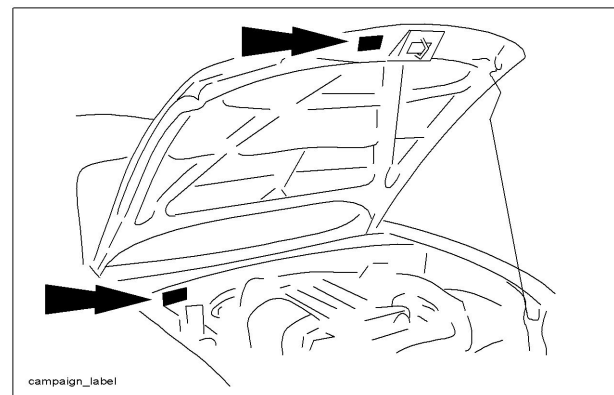
DEALER CODE: _____

DATE: // /

P/N 9999-95-065A-06

1326b

2. Affix the Campaign Label to the hood or bulkhead as shown:



3. Return the vehicle to the customer.



IMPORTANT SAFETY RECALL

2001-2004 Tribute Subframe Corrosion - Safety Recall 7514D NHTSA Campaign No. 14V-174

May 2014

VIN _____

Dear Mazda Owner:

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 2001-2004 Tributes operated in high corrosion areas for extended periods.

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

What is the problem?

The forward attachment of the lower control arm may separate from the subframe after operating in high corrosion areas (where salt is used on the roadways during winter months) for an extended period of time. Separation of the lower control arm from the subframe may result in diminished vehicle directional control, increasing the risk of a crash.

What will Mazda do?

Your Mazda dealer will install a reinforcement crossbrace on the subframe so that steering control can be maintained in the event of a separation of the forward attachment of the lower control arm.

The inspection and repair will be performed free of charge, and will take approximately 30 minutes to complete; however, it may take longer depending on the service workload at your Mazda dealership.

If your dealer determines that subframe replacement is required because the lower control arm is separated, and needs to keep your vehicle overnight, your dealer is authorized to provide a rental vehicle for your personal transportation at no charge (except for fuel) while your vehicle is at the dealership for repairs.

What should you do?

Mazda is concerned about your safety. Please contact an authorized Mazda dealer to schedule an appointment to have this recall completed 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 subframe replacement due to corrosion?

If you have already paid for subframe replacement *due to subframe breakage caused by corrosion*, 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 use 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 2001-2004 Tribute.
2. You have paid for subframe replacement due to subframe breakage **caused by corrosion**, prior to launch of the recall 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
 - Subframe replacement **due to subframe corrosion**
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 subframe replaced **due to corrosion** prior to the launch of the recall 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 subframe replacement **due to subframe corrosion**.

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.

