



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

DATE: November 2014

SUBJECT: 2008 Tribute Hybrid Motor Electronics Coolant Pump Replacement Safety Recall 7814I

Mazda Motor Corporation has determined that in certain 2008 Tribute Hybrid vehicles, produced from October 10, 2006 through May 23, 2008, the Motor Electronics Coolant Pump (MECP) may fail and cause the motor electronics cooling system to overheat. An overheating condition in the motor electronics cooling system can result in reduced or loss of motive power. A loss of motive power while driving may increase the risk of a crash. The vehicle's braking and steering systems are not affected.

On all subject vehicles, dealers are to inspect each vehicle to determine if the brush-type MECP is installed, and if so, replace it. Some vehicles may have already been repaired using the brushless-type MECP service kit, and these vehicles may be returned to the owner after the inspection verifies that the brushless-type MECP has been installed. Only brush-type MECPs should be replaced. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: This recall supercedes TSB # 01-023/12.

PARTS INFORMATION

Description	Part Number	Quantity	Notes
Motor Electronics Coolant Pump Kit	ZZCB-15-010A	1	
Mazda Premium Gold Coolant	0000-77-507E-03	1 Gallon	
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in MStore (no charge)

Owners of affected vehicles will be notified by first class mail beginning November 4, 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 7814I:

Attachment I	Dealer Service information
Attachment II	Repair Procedure
Attachment III	Owner Notification Letter

Important Safety Notice: 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 and repair procedure are 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 English speaking Hotline Specialist, Option 4 for Spanish speaking Hotline Specialist.
3. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
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

Mazda Motor Corporation has determined that in certain 2008 Tribute Hybrid vehicles, produced from October 10, 2006 through May 23, 2008, the Motor Electronics Coolant Pump (MECP) may fail and cause the motor electronics cooling system to overheat. An overheating condition in the motor electronics cooling system can result in reduced or loss of motive power. A loss of motive power while driving may increase the risk of a crash. The vehicle’s braking and steering systems are not affected.

On all subject vehicles, dealers are to inspect each vehicle to determine if the brush-type MECP is installed, and if so, replace it. Some vehicles may have already been repaired using the brushless-type MECP service kit, and these vehicles may be returned to the owner after the inspection verifies that the brushless-type MECP has been installed. Only brush-type MECPs should be replaced. This service must be performed on all affected vehicles at no charge to the vehicle owner.

NOTE: This recall supercedes TSB # 01-023/12.

SUBJECT VEHICLES

Model	VIN Range	Build Date Range
2008 Tribute Hybrid	4F2CZ4***8KM 00017 – 32146 4F2CZ5***8KM 00019 - 31877	October 1, 2006 through May 23, 2008

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

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail beginning November 4, 2014.

PARTS INFORMATION

Description	Part Number	Quantity	Notes
Motor Electronics Coolant Pump Kit	ZZCB-15-010A	1	
Mazda Premium Gold Coolant	0000-77-507E-03	1 Gallon	
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in MStore (no charge)

WARRANTY CLAIM PROCESSING INFORMATION

Recall 7814I - Motor Electronics Coolant Pump	
Applicable Model 2008 Tribute Hybrid	Condition #1 Inspect MECP. Brushless-type MECP was previously installed - no replacement necessary
Warranty Type	R
Process Number	J1406A
Symptom Code	99
Damage Code	99
Part Number Main Cause / Quantity	ZZCB-15-010A & Qty - 0
Labor Operation Number	YY771ARX
Labor Hours	0.2 hours
Applicable Model 2008 Tribute Hybrid	Condition #2 Inspect and replace the MECP (includes check DTCs)
Warranty Type	R
Process Number	J1406B
Symptom Code	99
Damage Code	99
Part Number Main Cause / Quantity	ZZCB-15-010A & Qty - 1
Related Part Number & Quantity	0000-77-507E-03 & Qty - 1
Labor Operation Number	YY771BRX
Labor Hours	1.1 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 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	5555-78-14I <u>R</u>	5555-78-14I <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 – 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
2008 Tribute Hybrid	4F2CZ4***8KM 00017 – 32146 4F2CZ5***8KM 00019 - 31877	October 1, 2006 through May 23, 2008

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

- If the vehicle is within the above ranges, go to Step 2.
 - If the vehicle is not within the above ranges, Recall 7814I is not applicable.
2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect the vehicle for an Authorized Campaign Label RECALL 7814I attached to the vehicle’s hood or bulkhead.

eMDCS System – Warranty Vehicle Inquiry Results:

If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 7814I	Present	Contact the Warranty Hotline at (877) 727-6626, option 3, to update vehicle history.
	Not present	Proceed to “REPAIR PROCEDURE”.
RECALL 7814I CLOSED	Present	Return vehicle to customer.
	Not present	Complete a label and apply to vehicle's hood or bulkhead.
RECALL 7814I is not displayed	Does not apply	Recall does not apply to this vehicle. Return vehicle to customer.

REPAIR PROCEDURE

Please refer to Attachment II.

2008 TRIBUTE HYBRID - MOTOR ELECTRONICS COOLANT PUMP REPLACEMENT

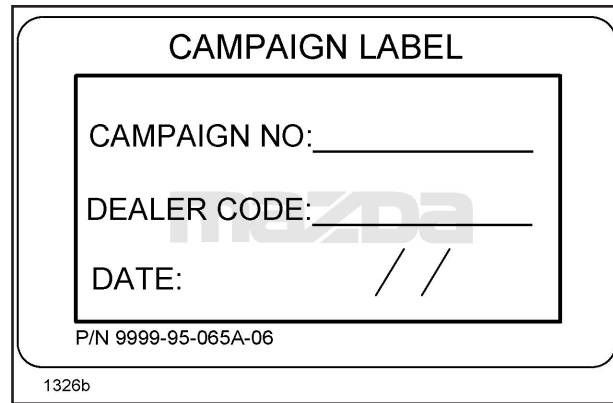
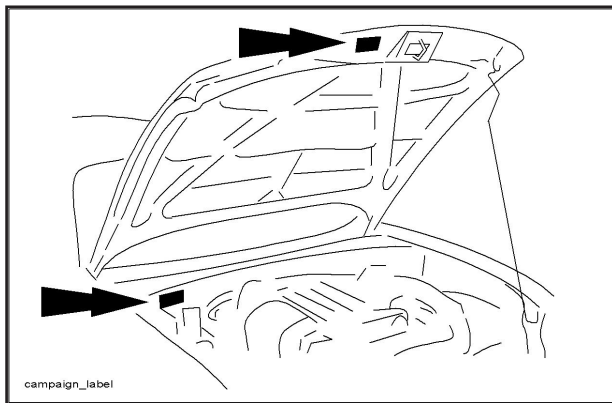
A. VEHICLE INSPECTION PROCEDURE

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

Model	Year	VIN Range	Build Date Range
Tribute Hybrid	2008	4F2CZ4***8K M00017 – M32146 4F2CZ5***8K M00019 – M31877	October 10, 2006 through May 23, 2008

- 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 7814I 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:
7814I OPEN	Present	Contact the Warranty Hotline at (877) 727-6626 to update vehicle history.
	Not Present	Proceed to "C. REPAIR PROCEDURE".
7814I CLOSED	Present	Return vehicle to inventory or customer.
	Not Present	Proceed to "G. CAMPAIGN LABEL INSTALLATION".
7814I is not displayed	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

B. OVERVIEW

In some of the affected vehicles, the Motor Electronics Coolant Pump (MECP) may fail and cause the motor electronics cooling system to overheat. An overheat condition in the motor electronics cooling system can result in audible and visual warnings in the instrument cluster accompanied by a reduction or loss of motive power without affecting the vehicle's braking and steering systems. Dealers are to inspect each vehicle to determine if the brush-type MECP is installed, and if so, replace it. Only brush-type MECPs should be replaced.

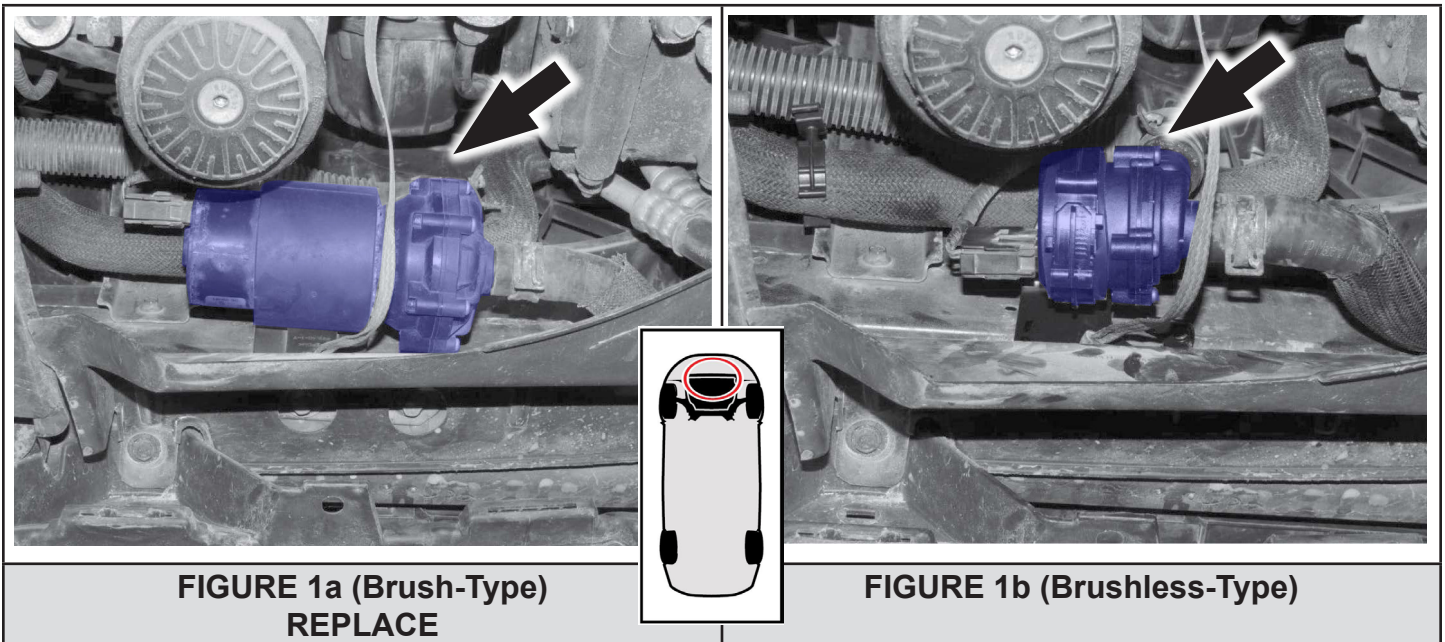
NOTE: This recall supercedes TSB 01-023/12.

C. REPAIR PROCEDURE

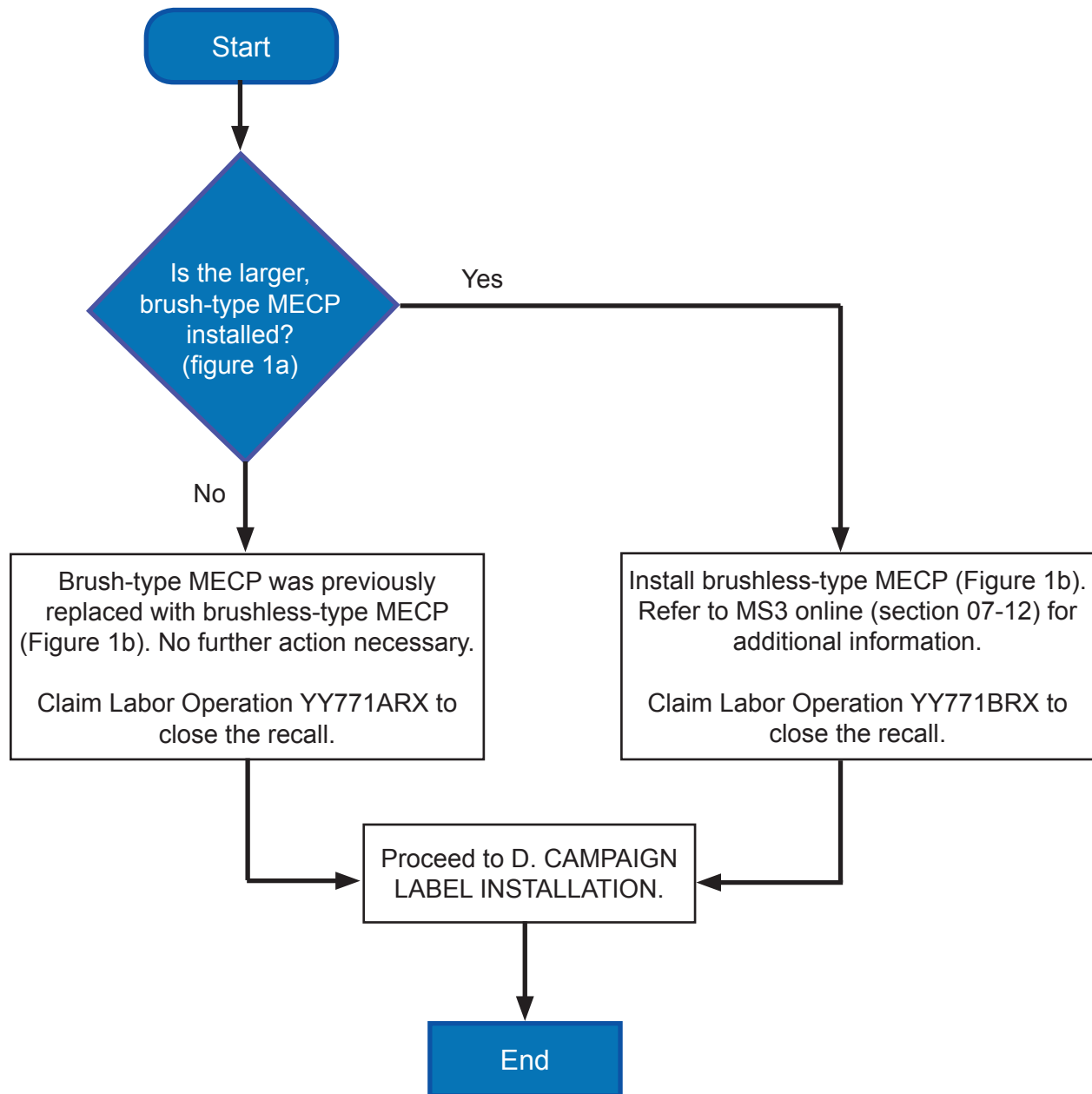
1. Disconnect the 12V battery.
2. Remove the key from the ignition.

IMPORTANT NOTE: Failure to perform steps 1-2 may cause the MECP to turn on during the repair.

3. Position the vehicle on a hoist. Refer to MS3 online (section 00-00 LIFTING).
4. Inspect the MECP located behind the radiator support near the oil filter (see Figure 1a and 1b). Reference the flowchart on Page 3 for inspection and repair criteria.



INSPECTION AND REPAIR CRITERIA FLOWCHART



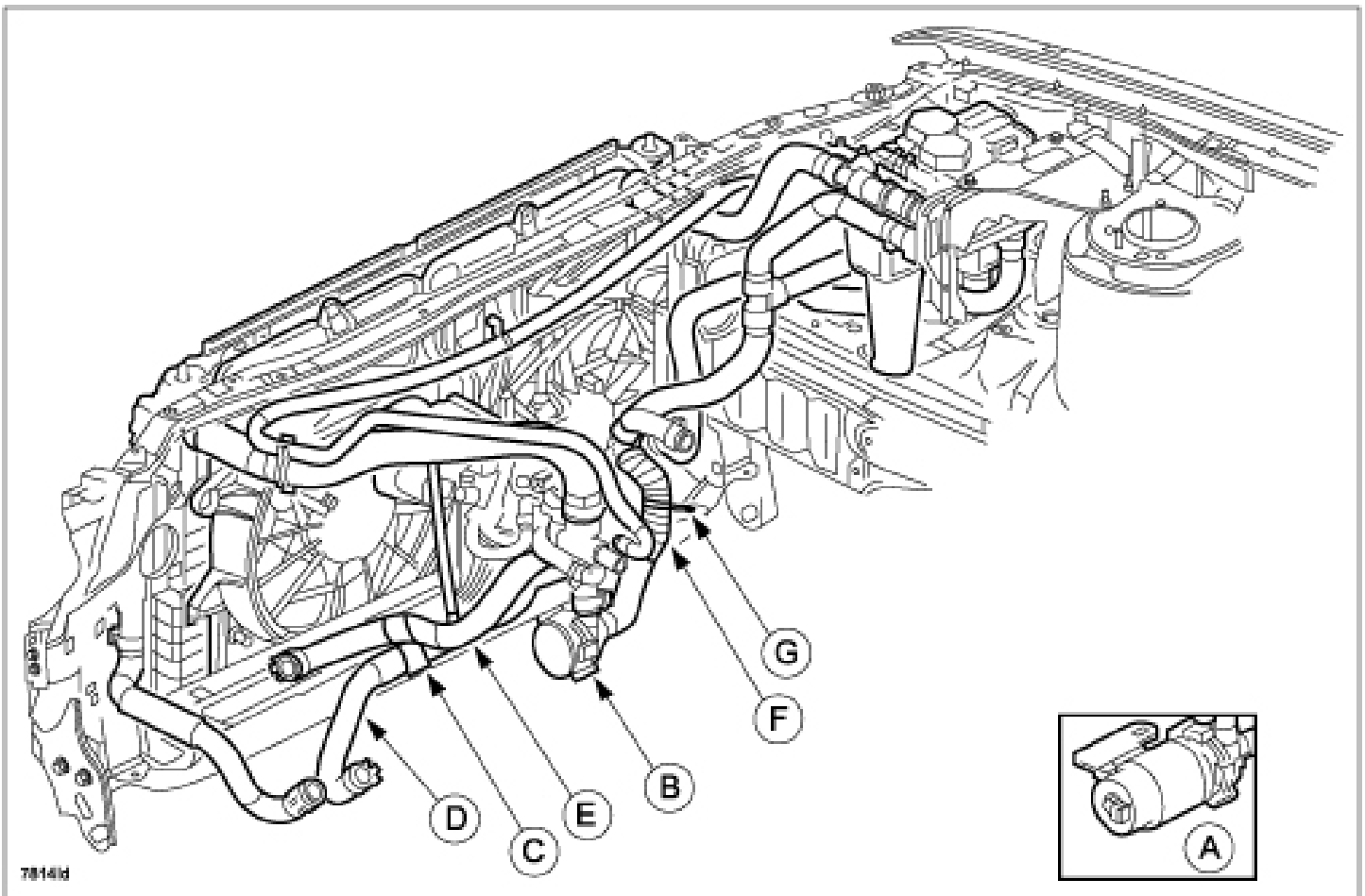
5. If directed by the flowchart, install the updated brushless-type MECP (Figure 1b) using the MECP service kit. For additional information, refer to MS3 online (section 05-17 MOTOR ELECTRONICS PUMP REMOVAL/INSTALLATION — HYBRID).

NOTE: The MECP service kit comes with a short length of convolute tubing and a Double C-clip. Refer to instructions on page 4 about the installation of these pieces.

MOTOR ELECTRONICS COOLANT PUMP SERVICE KIT

Instructions

1. Remove the old pump (A).
2. Install new pump (B).
3. Install Double C-clip (C) between the motor electronics pump outlet hose (D) and heater hose (E).
4. Install convoluted tubing around hose (F) and use a dealer supplied tie strap, 180 mm length (G), to secure the tubing.



The kit includes:

Description	Quantity
Motor Electronics Coolant Pump	1
Double C-clip	1
Convolute Tubing	1
Instruction Sheet	1

D. CAMPAIGN LABEL INSTALLATION

1. Fill out a blue "Campaign Label" (9999-95-065A-06) with Campaign No: "7814I", your dealer code, today's date.

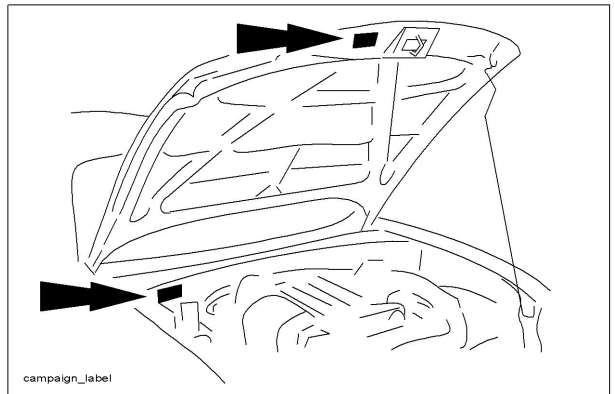
CAMPAIGN LABEL

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

**2008 Tribute Hybrid Vehicles
Motor Electronics Coolant Pump Replacement - Recall 7814I
NHTSA Campaign No. 14V-552**

November 2014

This notice applies to your vehicle: 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 certain 2008 Tribute Hybrid vehicles, produced from October 10, 2006 through May 23, 2008.

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

What is the problem?

On affected vehicles equipped with a brush-type Motor Electronics Coolant Pump (MECP), the pump may fail and cause the motor electronics cooling system to overheat. An overheating condition in the motor electronics cooling system can result in audible and visual warnings in the instrument cluster accompanied by a reduction or loss of motive power. A loss of motive power, resulting in a stall-like condition, while driving may increase the risk of a crash. The vehicle's braking and steering systems are not affected.

What will Mazda do?

Your Mazda dealer will inspect your vehicle to determine if it is equipped with a brush-type MECP. If so, the dealer will replace it with brushless-type MECP. The repair will be performed **free of charge**. The repair should take approximately one and a half hours 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?

We encourage you to make an appointment with any authorized Mazda dealer to have the Motor Electronics Coolant Pump (MECP) inspected 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 MECP replacement?

If you have already paid for MECP replacement 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 2008 Tribute Hybrid vehicle.
2. You have paid for Motor Electronics Coolant Pump (MECP) replacement, 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
 - MECP replacement
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 MECP replaced prior to the launch of the recall campaign, you may apply for reimbursement by doing the following:

NOTE: If you have sold your 2008 Tribute Hybrid, please contact the Mazda Customer Experience Center at (800) 222-5500, option #6 for reimbursement instructions.

1. Complete the Reimbursement Application Form found on the reverse side of this page.
2. **Visit your authorized Mazda dealer to have your recall performed first. Proof of recall completion is required for reimbursement.**
3. Once your vehicle has been inspected and repaired according to the recall instructions, 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.
4. **Retain copies** of the paid repair order or invoice and this application form for your records.
5. You will be reimbursed for the amount you have paid for MECP replacement.

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.

