



IMPORTANT SAFETY RECALL

**2008-2011 Tribute
Electric Power-Assisted Steering - Safety Recall 7614E
NHTSA Campaign No. 14V-282**

July 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 2008-2011 Tributes.

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

What is the problem?

On affected vehicles, an Electric Power-Assisted Steering (EPAS) system fault will result in loss of power steering assist, and the steering system will default to manual steering mode. An unexpected loss of power assist during low speed vehicle maneuvers could potentially increase the risk of a crash.

What will Mazda do?

Your Mazda dealer will reprogram the Power Steering Control Module and Instrument Cluster module, free of charge.

The repair will take less than one-half day to complete; however, it may take longer depending on the service workload at your Mazda dealership.

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 repairs?

If you have already paid for steering column or torque sensor replacement *due to loss of power steering assist*, 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.

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 2008-2011 Tribute.
2. You have paid for steering column or torque sensor replacement due to loss of power steering assist, 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
 - Steering column or torque sensor 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 steering column or torque sensor replaced due to loss of power steering assist 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 steering column or torque sensor replacement due to loss of power steering assist.

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.

