



## **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](http://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.

## REIMBURSEMENT APPLICATION FORM

### 2008 Tribute Hybrid Motor Electronics Coolant Pump Replacement - Safety Recall 7814I

(Please type or print)

Name: \_\_\_\_\_  

First
Middle
Last

Address: \_\_\_\_\_  

Street Address

\_\_\_\_\_

City State Zip Code

Phone Number: Home: \_\_\_\_\_  
 Work: \_\_\_\_\_

Vehicle Identification Number (VIN): \_\_\_\_\_  

(17 digits in length)

Total Amount of Reimbursement Requested: \_\_\_\_\_  

Dollars
Cents

**INSTRUCTIONS FOR GENERAL RELEASE DESCRIBED BELOW:**

- Please read thoroughly
- Fill in vehicle identification number
- Sign the General Release (below)

### General Release

I am submitting to Mazda Motor Corporation ("Mazda") a claim for reimbursement for MECP replacement performed to date. The vehicle identification number (VIN) is:

VIN: \_\_\_\_\_

**In exchange for Mazda's payment of that claim, I hereby release Mazda, its agents, and its related entities from all claims for such inspection/repair costs. This release shall benefit Mazda and its authorized agent Mazda North American Operations, its regions/distributors (foreign and domestic), its authorized dealerships, and all their respective directors, officers, agents, employees, divisions, subsidiaries, and affiliated companies. This release shall bind my heirs, successors and assigns.**

Dated: \_\_\_\_\_ Signed: \_\_\_\_\_