



**TO:** All Mazda Dealership General Managers, Service Managers, and Parts Managers  
**DATE:** October 2015  
**SUBJECT:** 2015-2016 Mazda3  
Fuel Tank - Safety and Emission Recall 8615J

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2015-2016 Mazda3 vehicles built in Mexico from May 21, 2015 through August 24, 2015.

On certain 2015-2016 Mazda3 vehicles, a defect in the fuel shut-off valve may allow fuel to flow into the charcoal canister. With this condition, the check engine light may illuminate, and if the fuel exceeds the canister capacity, fuel leakage could occur, increasing the risk of a fire and/or engine stalling.

Owners of affected vehicles will be notified by first class mail beginning October 21, 2015.

This package contains important information about Safety and Emission Recall 8615J:

Attachment I	Dealer Service information
Attachment II	Repair procedure
Attachment III	Owner notification letter

**Important Emission Notice:** California Department of Motor Vehicles and the Commonwealth of Massachusetts, in conjunction with the California Air Resources Board and the Environmental Protection Agency for the State of Massachusetts, have implemented the Registration Renewal/Recall Tie-In Program, which requires the completion of Emission Recalls prior to registration renewal. Mazda dealers must provide customers a **Vehicle Emission Recall – Proof of Correction Certificate** (p/n 9999-95-ERPC-99 available in MStore) upon completion of the recall. Instruct customers to keep the certificate until needed for registration renewal.

**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 (Attachment I) and repair procedure (Attachment II) are available on eMDCS and the MS3 (Mazda Service Support System) websites via MXConnect.
2. For technical assistance, contact the Technical Assistance Hotline at (888) 832-8477, Option 3.
3. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
4. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626, Option 2.
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

**ATTACHMENT I - DEALER SERVICE INFORMATION**  
**Safety & Emission Recall 8615J**

**CONDITION OF CONCERN**

On certain 2015-2016 Mazda3 vehicles, a defect in the fuel shut-off valve may allow fuel to flow into the charcoal canister. With this condition, the check engine light may illuminate, and if the fuel exceeds the canister capacity, fuel leakage could occur, increasing the risk of a fire and/or engine stalling.

**SUBJECT VEHICLES**

Model	VIN Range	Build Date Range
2015-2016 Mazda3 (Mexico build)	3MZ BM**** FM 224274 – 237205 3MZ BM**** GM 228021 – 251896	May 21, 2015 through August 24, 2015

Note: The asterisk symbol \* can be any letter or number.

**OWNER NOTIFICATION**

Mazda will notify U.S. owners by first class mail beginning October 21, 2015.

**PARTS INFORMATION**

**Inspection Parts:** *When adequate supply of the gasket, nut and retainer is available, an initial order will be shipped to your dealership based on your affected UIO.*

Description	Part Number	Quantity	Notes
Gasket	PE23-40-305	1	For exhaust pipe
Nut	9994-61-000	2	For exhaust pipe
Retainer	CC43-42-693	1	For quick release connector

**Fuel Tank Replacement Parts (dealer inventory vehicles):** *In addition to the above parts used for inspection, the following parts are needed only for vehicles that fail the inspection procedure. Since Fuel Tank Kit orders are VIN-specific, this part is non-returnable.*

Description	Part Number	Quantity	Notes
Fuel Tank Kit	BJY6-42-100	1	Components: - Fuel tank Assy, BJT6-42-110D (1 pc) - Pad, BJT6-42-761 (5 pcs) - Pad, BJT6-42-765 (3 pcs) - Clip, GJ6A-42-631 (4 pcs) - O-Ring, BJT6-42-165 (1 pc)
Nut	9994-61-000	2	For exhaust pipe
Gasket	PE23-40-305	1	For exhaust pipe

**ATTACHMENT I - DEALER SERVICE INFORMATION  
Safety & Emission Recall 8615J**

**Fuel Tank & Canister Replacement Parts (customer vehicles): In addition to the above parts used for inspection, the following parts are needed only for vehicles that fail the inspection procedure. Since Fuel Tank Kit orders are VIN-specific, this part is non-returnable.**

Description	Part Number	Quantity	Notes
Fuel Tank Kit	BJY6-42-100	1	Components: - Fuel tank assy, BJT6-42-110D (1 pc) - Pad, BJT6-42-761 (5 pcs) - Pad, BJT6-42-765 (3 pcs) - Clip, GJ6A-42-631 (4 pcs) - O-Ring, BJT6-42-165 (1 pc)
Canister Ass'y	<b><i>Check EPC for canister p/n depending on vehicle emissions</i></b>		
Nut	9994-61-000	2	For exhaust pipe
Gasket	PE23-40-305	1	For exhaust pipe
Retainer	CC43-42-693	1	For quick release connector

**For all subject vehicles:**

Campaign Label	9999-95-065A-06	1=50 labels	Obtain in MStore (no charge)
Vehicle Emission Recall – Proof of Correction Certificate *	9999-95-ERPC-99	1=50 certificates	Obtain in MStore (no charge)

\* California Department of Motor Vehicles and the Commonwealth of Massachusetts, in conjunction with the California Air Resources Board and the Environmental Protection Agency for the State of Massachusetts, have implemented the Registration Renewal/Recall Tie-In Program, which requires the completion of Emission Recalls prior to registration renewal. Mazda dealers must provide customers a **Vehicle Emission Recall – Proof of Correction Certificate** (p/n 9999-95-ERPC-99) upon completion of the recall.

**SPECIAL SERVICE TOOL**

Description	Part Number	Quantity	Notes
Inspection Kit (for fuel tank inspection)	---	1	1 kit per dealer

***Note: Instructions for reimbursement of flooring costs for dealer inventory vehicles that occurred before SST availability will be provided in a separate communication.***

**WARRANTY CLAIM PROCESSING INFORMATION**

**For Dealer Inventory Vehicles:**

	Fuel Tank Inspection Only	Inspection & Replacement of Fuel Tank (Includes fuel extraction)
Process Number	AF043A	AF043B
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause & Quantity	7777-SP-K52 & 0 pcs	BJY6-42-100 & 1 pc
Related Part Number & Quantity <i>As necessary</i>	PE23-40-305 & 1 pc 9994-61-000 & 2 pcs CC43-42-693 & 1 pc 7777-SP-K53 & 1 pc (*)	PE23-40-305 & 2 pcs 9994-61-000 & 4 pcs CC43-42-693 & 1 pc 7777-SP-K53 & 1 pc (*)
Labor Operation Number	XXL8SXCX	XXL8TXRX
Labor Hours	0.8H	2.4 H

(\*): Submit the “Nitrogen” as related part with the part number 7777-SP-K53 & Quantity 1, then the flat sum of \$5.00 will be reimbursed.

**For Customer vehicles:**

	Fuel Tank Inspection (Includes fuel extraction)	Inspection & Replacement of Fuel Tank and Charcoal Canister (Includes fuel extraction)
Process Number	AF043A	AF043B
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause & Quantity	7777-SP-K52 & 0 pcs	BJY6-42-100 & 1 pc
Related Part Number & Quantity	PE23-40-305 & 1 pc 9994-61-000 & 2 pcs CC43-42-693 & 1 pc 7777-SP-K53 & 1 pc (*)	PE23-40-305 & 2 pcs 9994-61-000 & 4 pcs CC43-42-693 & 2 pcs 7777-SP-K53 & 1 pc (*) <i>Canister-check EPC for p/n</i>
Labor Operation Number	XXL8UXCX	XXL8WXRX
Labor Hours	1.4H	3.7H (4SDN) 2.9H (5HB)

(\*): Submit the “Nitrogen” as related part with the part number 7777-SP-K53 & Quantity 1, then the flat sum of \$5.00 will be reimbursed.

**ATTACHMENT I - DEALER SERVICE INFORMATION**  
**Safety & Emission Recall 8615J**

**RENTAL CAR INFORMATION**

Mazda is offering alternative transportation to all affected customers and will authorize service loaner and rental and vehicles for this campaign. We are requesting dealers to proactively secure and provide a Mazda loaner vehicle or rental vehicle during the course of the repairs.

**Rental Car Warranty Claim Information**

Please submit rentals on a separate claim problem number as follows:

	<b>Rental Agency Vehicle</b>	<b>Dealer Loaner Car Fleet Vehicle</b>
Warranty Type Code	<b>A</b>	<b>A</b>
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause	<b>5555-86-15JR</b>	<b>5555-86-15JL</b>
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:

<b>Model</b>	<b>VIN Range</b>	<b>Build Date Range</b>
2015-2016 Mazda3 (MMVO production)	3MZ BM**** FM 224274 – 237205 3MZ BM**** GM 228021 – 251896	May 21, 2015 through August 24, 2015

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, return it to inventory or the customer.
2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for an Authorized Campaign Label RECALL 8615J attached to the vehicle’s hood or bulkhead.

**ATTACHMENT I - DEALER SERVICE INFORMATION**  
**Safety & Emission Recall 8615J**

**eMDCS System – Warranty Vehicle Inquiry Results**

<b>If eMDCS displays:</b>	<b>Campaign Label is:</b>	<b>Action to perform:</b>
RECALL 8615J	Present	Contact the Warranty Hotline at (877) 727-6626, option 3, to update vehicle history
	Not present	Proceed to "REPAIR PROCEDURE".
RECALL 8615J CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a label and apply to vehicle's hood or bulkhead.
RECALL 8615J is not displayed	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

**Note:** Verify the recall number, as the vehicle may have multiple labels.

**REPAIR PROCEDURE**

Please refer to Attachment II.

2015-16 MAZDA3 - FUEL TANK SAFETY RECALL 8615J

**RECALL NOTE**

- The **VEHICLE REPAIR PROCEDURE** was revised on 10/15/15.
- Changes are noted below in red beside the change bar.

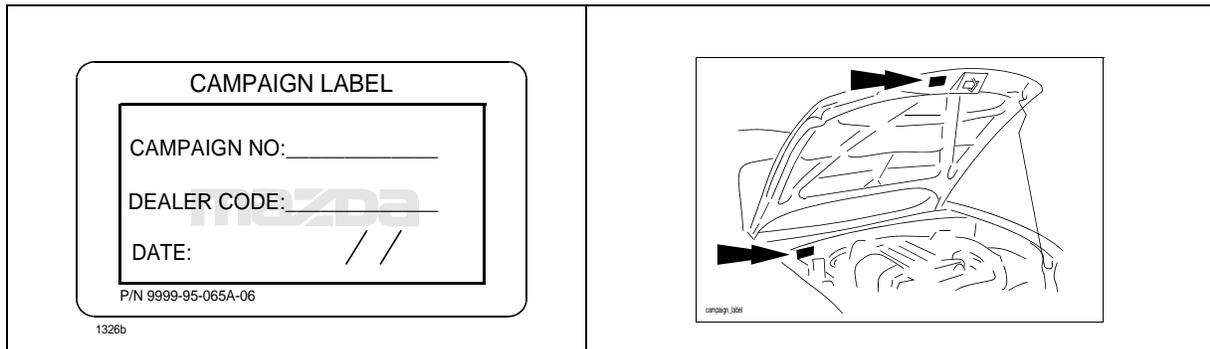
**A. VEHICLE INSPECTION PROCEDURE**

1. Verify that the vehicle is within the following ranges:

Model	VIN Range	Build Date Range
2015-16 Mazda3	3MZ BM**** FM 224274 – 237205 3MZ BM**** GM 228021 – 251896	May 21, 2015 through August 24, 2015

- If the vehicle is within the above ranges, proceed to Step 2.
  - If the vehicle is not within the above ranges, return vehicle to the customer or inventory.
2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for Campaign Labels **Recall 8615J** 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 8615J OPEN	Present	Contact the Warranty Hotline at (877) 727-6626 option 3 to update vehicle history.
	Not present	Proceed to "B. REPAIR PROCEDURE".
RECALL 8615J CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Proceed to "C. CAMPAIGN LABEL INSTALLATION".
RECALL 8615J is not displayed	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

## B. REPAIR PROCEDURE

**NOTE:** When performing the test, the fuel tank vent port on the tank has to be plugged (by dropping the fuel tank) in order to get an accurate reading. DO NOT plug the system at the canister.

1. Verify that the fuel level is 1/2 tank or less. If not, drain the tank until the fuel level is 1/2 tank or less.
2. Remove the fuel pump relay, then start the vehicle and run until the engine stops.
3. Turn the ignition OFF.
4. Write down the customer's radio presets.
5. Disconnect the negative battery cable.



6. Remove the hose from the fuel pump unit.
  - a. Remove the fuel cap from the filler pipe to release tank pressure.
  - b. Remove the back seat.



- c. Remove the service hole cover.



d. Disconnect the hose clipped to the fuel pump module and then plug the fuel pump outlet.

**CAUTION:** A small amount of fuel will spray out when the hose is disconnected.

e. Cover the fuel pump module tube with the black cap provided in the Inspection Kit.



7. Lower the fuel tank.

a. Remove the under covers.



- b. Disconnect the exhaust pipe.

**NOTE:** The exhaust gasket cannot be reused when installing in reverse.

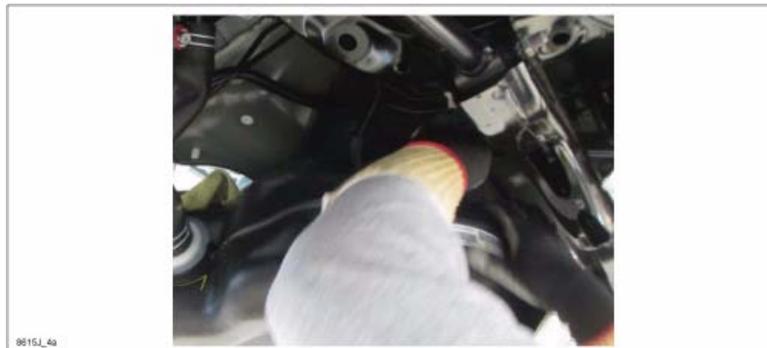


- c. Loosen the the straps in order to lower the fuel tank.



- 8. Disconnect the purge line from the fuel tank vent port using an unclipping tool.

**NOTE:** Install a new retainer to the quick release connector as it cannot be reused when installing in reverse.



9. Install the test device.
  - a. Cover the vent port with the red cap provided in the Inspection Kit.



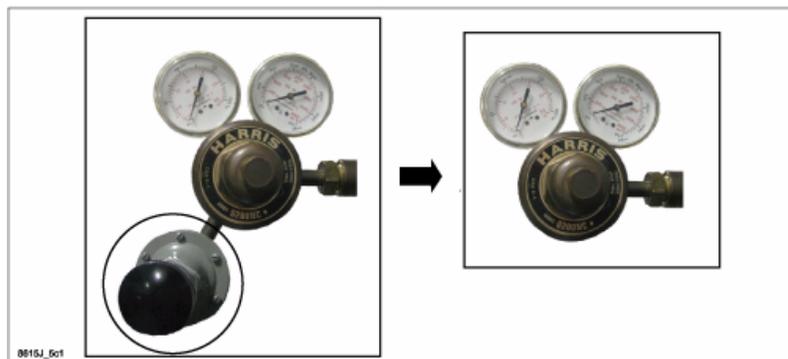
- b. Connect the pressure output of the device to the filler pipe.



- c. Plug the device in to turn it on and then open the pressure valve of the nitrogen supply to the device.



**NOTE:** In order for the device to work properly, the low pressure regulator needs to be removed.



10. Run the test.

- a. Press and hold the red button (or push the rocker to on) until the pressure on the display reads 3.5 PSI.

**NOTE:** If you accidentally release the button, the inspection must be restarted and the tank must be depressurized.



- b. After 3.5 PSI is reached, keep holding down the red button for 10 more seconds to over fill the system, then release the red button (or push the rocker to off).

**NOTE:** In this phase, the numbers on the display will change from green to red



- c. Once you release the red button (or push the rocker to off), remove the red cap from the vent port. It is expected that the pressure will drop and some vapor will go out from the fuel tank through the stub piercing.



d. Follow these steps :

- After  $10 \pm 2$  seconds opened, seal the vent port using your thumb.
- Wait for  $10 \pm 2$  seconds and open it again to validate the pressure is not dropping.
- After  $10 \pm 2$  seconds opened, seal again and repeat the sequence until you have closed and opened the vent port with your thumb 3 times.



**NOTE:** Remember use intervals of  $10 \pm 2$  seconds between every close/open.

11. Use the following instructions to determine if the tank is OK or NOT GOOD.

- **RESULT OF AN OK TANK:** After the sequence is completed, the pressure will remain on the fuel tank and the display will show a value between 3.5 and 2.90 PSI. An OK tank means that the FLVV inside the tank closes correctly, so the pressure remains on the system.

**NOTE:** To depressure an OK fuel tank, open the filler cap.

- **RESULT OF A NOT GOOD TANK:** After the sequence is completed, the pressure on the system will reduce significantly and the display will show a value under 2.9 PSI. The pressure reduction time may differ depending on how many tabs of the FLVV are opened.
  - Dealer inventory vehicle: Replace the TANK to established service parts kit (TANK kit). Refer to MS3 online instructions or Workshop Manual (section 01-14 FUEL TANK REMOVAL/INSTALLATION).
  - Customer vehicle: Replace the TANK and CHARCOAL CANISTER with established service parts kit (TANK kit) and new charcoal canister. Refer to MS3 online instructions or Workshop Manual (section 01-14 FUEL TANK REMOVAL/INSTALLATION and section 01-16 CHARCOAL CANISTER REMOVAL/INSTALLATION).

12. The device must be depressurized before starting a new inspection.



13. Reassemble the vehicle in the reverse order of removal.

14. Re-enter the customer's preset radio stations.

15. Proceed to "C. CAMPAIGN LABEL INSTALLATION".

**C. CAMPAIGN LABEL INSTALLATION**

1. Fill out a blue "Campaign Label" (9999-95-065A-06) with Campaign No: "8615J", your dealer code, today's date.

**CAMPAIGN LABEL**

CAMPAIGN NO: \_\_\_\_\_

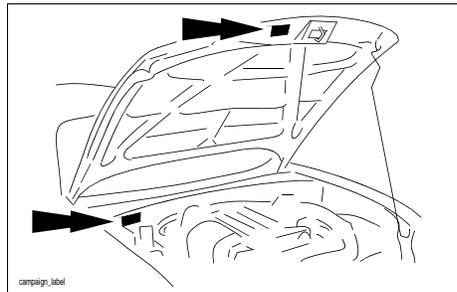
DEALER CODE: \_\_\_\_\_

DATE:            //  //

P/N 9999-95-065A-06

1326b

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



3. If the vehicle is registered in the state of California or Massachusetts, provide the customer a Vehicle Emission Recall - Proof of Correction Certificate (p/n 9999-95-ERPC-99).

<b>mazda</b> Vehicle Emission Recall - Proof of Correction			
Vehicle Identification Number			
<input style="width: 100%; height: 15px;" type="text"/>			
Licence Number	Make	Year Model	Body Type
Recall Number _____			
Dealer's Name	Address, City State and Zip		
Date	Dealership's Authorized Signature		
Retain this certificate and return to the Department of Motor Vehicle (DMV) which is required by the DMV.			

9999-95-ERPC-99

**NOTE:** California Department of Motor Vehicles and the Commonwealth of Massachusetts, in conjunction with the California Air Resources Board and the Environmental Protection Agency for the State of Massachusetts, have implemented the Registration Renewal/Recall Tie-In Program, which requires the completion of Emission Recalls prior to registration renewal. Mazda dealers must provide customers a Vehicle Emission Recall - Proof of Correction Certificate (p/n 9999-95-ERPC-99) upon completion of the recall.

4. Return the vehicle to customer.



## **IMPORTANT SAFETY AND EMISSION RECALL**

**2015-2016 Mazda3  
Fuel Tank Safety & Emission Recall 8615J  
NHTSA Campaign No. 15V-621**

October 2015

**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 2015-2016 Mazda3 vehicles produced from May 21, 2015 through August 24, 2015

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

### **What is the problem?**

On certain 2015-2016 Mazda3 vehicles, a defect in the fuel shut-off valve may allow fuel to flow into the charcoal canister. With this condition, the check engine light may illuminate, and if the fuel exceeds the canister capacity, fuel leakage could occur, increasing the risk of a fire and/or engine stalling.

### **What should you do?**

***Please bring your vehicle to your nearest Mazda dealer as soon as possible.*** A rental or loaner vehicle will be provided at no cost to you, until your vehicle is repaired for this concern. If, for any reason, you do not want to drive your vehicle to the dealership, you may contact Mazda's 24-hour Roadside Assistance service at 800-866-1998 and have the vehicle picked up and delivered to the dealership.

### **What will Mazda do?**

Your Mazda dealer will arrange a rental or loaner vehicle for you, free of charge, until your vehicle is repaired for this concern. When the repair is available, the dealer will inspect the fuel tank to determine if the defect exists on your vehicle. If the defect exists, the dealer will replace the fuel tank and charcoal canister. The inspection and repair, if necessary, will be performed on your vehicle at no cost to you. The inspection should take approximately 1-1/2 hours to complete. If the fuel tank and canister require replacement, it will take an additional 3 hours for the repair. However, it may take longer depending on the service workload at your Mazda dealership.

*Emission Law Information:*

To ensure your full protection under the emission warranty made applicable to your vehicle by State or Federal Law, and your right to participate in future recalls, it is recommended you have your vehicle or engine serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not completed.

*Important notice to owners registering vehicles in California & Massachusetts:* California Department of Motor Vehicles and the Commonwealth of Massachusetts, in conjunction with the California Air Resources Board and the Environmental Protection Agency for the State of Massachusetts, have implemented the Registration Renewal/Recall Tie-In Program, which requires the completion of Emission Recalls prior to registration renewal. Mazda dealers will provide a Vehicle Emission Recall - Proof of Correction Certificate upon completion of the recall. Be sure to keep the proof of correction certificate provided by the Mazda Dealer until needed for the registration renewal process.

**What if you already paid for fuel tank and/or canister repair?**

If you have already paid for inspection, repair, or replacement of fuel tank and/or canister due to malfunction indicator light illumination and/or fuel leakage 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>.

Your safety is a priority for Mazda. We sincerely apologize for the inconvenience this recall may cause you.

Sincerely,

**Mazda North American Operations**



# Safety Recall 8615J – Mazda3 Fuel Tank

## Frequently Asked Questions

Updated October 14, 2015

These FAQs will be updated as recall conditions change.

### FOR DEALERS ONLY

#### Q1. What is the issue?

- A. A defect in the fuel shut-off valve may allow fuel to flow into the charcoal canister. With this condition, the malfunction indicator light may illuminate, and if the fuel exceeds the canister capacity, fuel leakage could occur, increasing the risk of a fire and/or engine stalling. Mazda is in the process of initiating an official recall notification.

#### SUBJECT VEHICLES

Model	VIN Range	Build Date Range
2015-2016 Mazda3	3MZ BM**** FM 224274 – 237205 3MZ BM**** GM 228021 – 251896	May 21, 2015 through August 24, 2015

Recall 8615J will display for affected VINs in eMDCS.

#### Q2. How many vehicles are affected?

- A. 14,270 vehicles in the US, 136 vehicles in Puerto Rico, and 5,349 vehicles in Canada.

#### Q3. Have you had any accidents or injuries reported as a result of this condition?

- A. There have been no reports of accidents or injury related to this issue.

#### Q4. When will owners be notified?

- A. Owners of subject vehicles will be notified by mail beginning October 21, 2015.

#### Q5. What is the repair?

- A. The fuel tank must be inspected. Using a special tool to pressurize the fuel tank, test to determine if the shut-off valve is properly sealed. **The special tool is being shipped to dealers the week of October 12. It requires a nitrogen gas bottle in order to perform the test. Make sure the nitrogen bottle is full and ready for use before the special tool arrives at your dealership.** If the vehicle fails the inspection, replace the fuel tank and charcoal canister. On inventory vehicles that have not yet been filled with fuel, canister replacement is unnecessary.

#### Q6. What should dealers do until they receive the special tool for the inspection?

(1) Do not allow test drives on affected vehicles in your inventory, and do not deliver any vehicle to customers, until the recall inspection/repair is completed.

(2) When you are contacted by an affected customer or an affected vehicle arrives at your dealership for service:

- Instruct them to bring the car to the dealership as soon as possible. We must request dealers to store the vehicle on your car lot or offsite storage facility. You will receive separate instructions for applying for reimbursement for this service.

## **Safety Recall 8615J – Mazda3 Fuel Tank Frequently Asked Questions**

**Updated October 14, 2015**

These FAQs will be updated as recall conditions change.

- Immediately contact your rental car agency and arrange to have a Mazda vehicle for replacement transportation waiting at the dealership when the customer arrives. Rental/loaner vehicles will be provided at no cost to the customer. The customer IS NOT responsible for arranging their own rental.
- MNAO has approved \$30-\$35 per day per rental under this program until the recall inspection/repair is completed. You will receive separate instructions for applying for reimbursement.
- For customers under the approved age for driving a rental car (generally 25 years of age), please provide the customer with a Mazda loaner or demo car of equal utility.
- The duration of the rental coverage is limited to the time it takes to receive special tools to perform the inspection/repair.
- If a customer is concerned about driving their vehicle to the dealer, please arrange to have the vehicle towed to your dealership under the Roadside Assistance program (800-866-1998).

### **Q7. Are repair parts available?**

- A.** Fuel tank kits are available if a vehicle fails the inspection. Contact DAG to order. **Since fuel tank orders are VIN-specific, Fuel tank kits are non-returnable.**



## Customer Care Program for Safety and Emission Recall 8615J

### Background

On certain 2015-2016 Mazda3 vehicles, a defect in the fuel shut-off valve may allow fuel to flow into the charcoal canister. With this condition, the check engine light may illuminate, and if the fuel exceeds the canister capacity, fuel leakage could occur, increasing the risk of a fire and/or engine stalling.

### Customer Handling

Mazda will work with dealers to provide a service experience that promotes the following goals:

- Exceed customer expectations by providing a truly exceptional service experience
- Create Mazda brand advocates
- Boost service retention and loyalty for the brand and your dealership

### Program Elements

1. Service Loaner Vehicle
2. Wash and Refuel – Return the customer's vehicle washed and refueled. **This dealer reimbursement program expires 1/31/2016.**

### Customer Treatment Processes

Review your existing process to find where adjustments are needed. Consider these best practices:

#### 1. Appointment Setting

- Ensure that staff answering the phones understand your enhanced service processes and are prepared to answer customers' questions.
- Ensure the customers are made to feel special.
- When discussing the concern with customers, avoid using technical jargon, and describe it in easy-to-understand terms.

#### 2. Customer Arrival

- Ensure that Greeters and Service Consultants know the program information and are prepared to answer customers' questions.
- Give each customer a friendly greeting.
- Keep the tone of the conversation positive. Make the customer feel special.



### 3. Progress Update

- You have provided the customer with an expectation for a status update, so be sure to follow through on your commitment. Keeping customers informed of their vehicle's status will instill confidence in your dealership and raise their overall level of satisfaction.
- If a customer chooses to wait for their vehicle, ensure their vehicle is expedited. Provide a personal escort to the waiting area and offer available amenities (coffee, etc.).
- If the vehicle fails the recall inspection, provide a loaner or rental car to the customer.

### 4. Vehicles Re-delivery

- Inspect the vehicle to ensure it has been washed and the fuel tank is full. Mazda will reimburse dealers for washing and re-fueling until January 31, 2016. Reimbursement instructions are provided below.
- Provide a clear explanation of the work performed.

### 5. Follow Up:

- Follow up with a personal phone call or thank-you note from dealer management to confirm satisfaction with their visit.

Please refer to the FAQs for recall 8615J posted on MS3 for recall details.



## Customer Care Program for Safety and Emission Recall 8615J

### Reimbursement Process

#### Wash and Top-off Fuel

Warranty Type Code	A
Symptom Code	99
Damage Code	99
Part Number Main Cause	5555-86-15JC
Part Quantity	0
Labor Operation / Labor Hours	MM026XRX / 0.0hrs.
Sublet	
Sublet Invoice	Wash and Fuel
Sublet Code	Enter "Z9" (other)
Sublet Amount	\$10 for car wash plus cost of fuel to fill vehicle
Sublet Text	Wash and Fuel customer car under Recall 8615J
Attachment	Require copy of the receipt showing amount and cost of fuel - Use Attachment ID "D14"

**NOTE: This program will terminate on January 31, 2016.**

- Car wash maximum reimbursement \$10.00 per vehicle
- Customer reimbursement must be claimed as a separate claim problem from the actual 8615J repair claim.
- Warranty Claim must have a copy of the fuel invoice attached to the claim. Use attachment ID – "D14"
  - Invoice must have the following:
    - Amount of fuel added to the vehicle
    - Cost per gallon for the fuel
    - Date of refueling
  - Dealers can use in-dealer refueling station if available
    - If using in-dealer refueling station, attach an internal receipt that includes the above items.
- Claims without proper attachments will be rejected.

For warranty claim questions, contact the Warranty Hotline at (877) 727-6626, Option 3.