

Safety Recall 8615J – Mazda3 Fuel Tank

Frequently Asked Questions

Updated September 30, 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. The recall will appear on eMDCS after the official recall notification, approximately October 1.

SUBJECT VEHICLES

Model	VIN Range	Build Date Range
2015-2016 Mazda3	<i>3MZ ***** Refer to VIN list posted on MS3</i>	<i>Refer to VIN list posted on MS3</i>

A list of the affected VINs assigned to dealers for this action are available on MS3.

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 12 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 currently being produced and will be sent to dealers in mid-October. 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 now, until the special tool and replacement parts become available?

(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:

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- 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.
- 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. The special tool for the inspection will be provided to dealers in mid-October. Replacement fuel tanks and canisters will be available in late October for vehicles that fail the inspection.

Q8. Why does recall 8615J not show on Recall Reminder Report?

- A. Because replacement parts and special tools for the repair are not yet available, none of the vehicles have been opened for the recall, and they will not show on the recall reminder report at this time. Once the special tool is sent to dealers, the RRR will be available.