



September 21, 2017

Attention: Mazda General Managers, Parts and Service Managers

Subject: 2010-2011 Mazda3 and 2011 Mazda2 Seat Lifter Link Concern
Safety Recall 0917B - Final Phase Launch

Mazda Motor Corporation decided to conduct a Voluntary Safety Recall Campaign to address a concern with 2010-2011 Mazda3 and 2011 Mazda2 vehicles equipped with a driver's side manual seat lifter.

Concern Outline:

On the driver seat of certain subject vehicles, it is possible that the seat height adjustment lifter link may be cracked, or the lifter link push nuts may be separated, due to insufficient strength of the lifter link, or inappropriate fixing method of the push nuts. If the vehicle continues to be used in such condition, the seat may exhibit an abnormal noise or rattling. In the worst case, the lifter link may be broken or detached from the seat frame, causing the seat to be inclined and the driver may not be able to maintain an appropriate driving position.

Affected Vehicles:

| Model | Subject VIN range | Subject production date range |
|------------------|--|--|
| 2010-2011 Mazda3 | JM1 BL**** A1 100121 - 381090 JM1 BL**** B1 354775 - 399774 | From October 7, 2008 through September 30, 2010 |
| 2011 Mazda2 | JM1 DE**** B0 100037 - 110232 | From May 14, 2010 through September 11, 2010 |

Customer Notification:

All remaining Mazda owners of affected vehicles will be notified by mail starting **September 19, 2017** that parts are available. This impacts approximately 61,000 customers and the recall status will show OPEN for all vehicles in eMDCS on September 22, 2017.

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. Parts and Warranty Information, Repair Procedure, Owner Letter, were posted on MGSS (Mazda Global Service Support) website via MXConnect on April 7, 2017.

2. Parts and Warranty information is also available on eMDCS.
3. For technical assistance, contact the Technical Assistance Hotline (888) 832-8477, Option 3.
4. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
5. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.
6. We recommend using the **Recall Customer Identification Report #JS30R192-2** available in Web Reports to encourage customers who received the recall notice to come in for the recall. Dealers may use such customer 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 customer 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 your dealership and your customers.

Your understanding and support in carrying out this safety recall are greatly appreciated.

Because Driving Matters, Safety Matters. Your safety is important to Mazda.

Mazda Technical Services

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