



July 28, 2017

**Attention: All Mazda Dealership General Managers, Service and Parts Managers**

**SUBJECT: Announcing the launch of Safety Recall 2004 RX-8 Front Lower Arm Ball Joint Safety Recall 1117E**

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2004 RX-8 vehicles produced from April 10, 2003 through May 7, 2004.

On certain RX-8 vehicles, the front lower arm ball joint case may have a crack due to inappropriate process at production stage. In the worst case, the ball joint case may break and detach from the ball joint if a large load is applied during driving, causing a loss of steering control and increasing the risk of a crash.

The purpose of this recall is to replace front lower arms (both left and right) with modified ones. Please refer the Repair Procedure document on MGSS.

Owners of affected vehicles will be notified of this recall by first class mail beginning July 31, 2017 and the affected vehicles will display OPEN in eMDCS on July 31, 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.

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To help you effectively perform this recall, Mazda has developed the following resources:

1. Parts and warranty information, repair procedures and owner letter will be available on MGSS (Mazda Global Service Support) websites via MXConnect.
2. Parts and warranty information is also available on eMDCS.
3. For technical assistance, contact the Technical Assistance Hotline at (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 you and your customers. Your understanding and support in carrying out this campaign is greatly appreciated.

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

Sincerely,

Akira Ikemoto  
Director, Technical Services Division  
Mazda North American Operations

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