



zoom-zoom

IMPORTANT SAFETY RECALL

**2004 RX-8
Front Lower Arm Ball Joint - Safety Recall 1117E
NHTSA Campaign No. 17V-355**

July 30, 2017

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 2004 RX-8 vehicles produced from April 10, 2003 through May 7, 2004.

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

What is the problem?

On certain 2004 RX-8 vehicles, the front lower arm ball joint case may have a crack due to inappropriate manufacturing process at production stage. 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.

What will Mazda do?

Because Driving Matters, Safety Matters. Your Safety is Important to Mazda.

Your Mazda dealer will replace the front lower arms (both left and right) with the modified ones. The replacement will be performed free of charge. Repairs to your vehicle are expected to take 2.5 hours to complete.

What should you do?

Mazda is concerned about your safety, and we encourage you to contact any authorized Mazda dealer to schedule an appointment to have the front lower arms replaced 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 repair on front lower control arms?

If you have already paid for repair or replacement of front lower arms due to crack of the front lower arms case, 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 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 and mail the enclosed postage-paid *Information Change Card* (no envelope required) 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 toll free at (800) 222-5500, select 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. We sincerely apologize for any inconvenience this recall may cause you.

Sincerely,

Mazda North American Operations