

# "RENOTIFICATION"



## IMPORTANT SAFETY RECALL

### 2009-2010 Mazda6, Front Cross Member Corrosion Safety Recall 28181 NHTSA 18V-631

May 2020

This notice applies to your vehicle: 20xx Mazda Modelname VIN \_\_\_\_\_

Dear Mazda Owner:

This notice is sent to you in accordance with 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 2009-2010 Mazda6 vehicles, produced from February 4, 2008 through October 1, 2010, and originally sold in, or currently or previously registered in salt belt states listed below.

Connecticut	Delaware	District of Columbia	Illinois	Indiana
Iowa	Kentucky	Maine	Maryland	Massachusetts
Michigan	Minnesota	Missouri	New Hampshire	New Jersey
New York	Ohio	Pennsylvania	Rhode Island	Vermont
Virginia	West Virginia	Wisconsin		

If you are a recipient of this notice, your vehicle is included in this recall. A recall notification was sent between March-June 2019 to you or the prior registered owner. Your vehicle is still unrepaired and included in this Safety Recall. We advise you to review Mazda's statement on COVID-19 for the latest information (link: <https://www.mazdausa.com/covid-19-news>). If you need assistance in getting your vehicle repaired, please contact the Customer Experience Center at (800) 222-5500, option #6 or email at MazdaCustomerExperience@mazdausa.com.

#### What is the problem?

On certain subject Mazda6 vehicles in salt belt states, it is possible the front cross member may be corroded due to suspected insufficient paint coating. Continued use of the vehicle may allow the corrosion to progress and support of the right lower control arm to decrease. Passing over a pothole may result in breakage of the cross member and reduced steering control, increasing the risk of a crash.

## What will Mazda do?

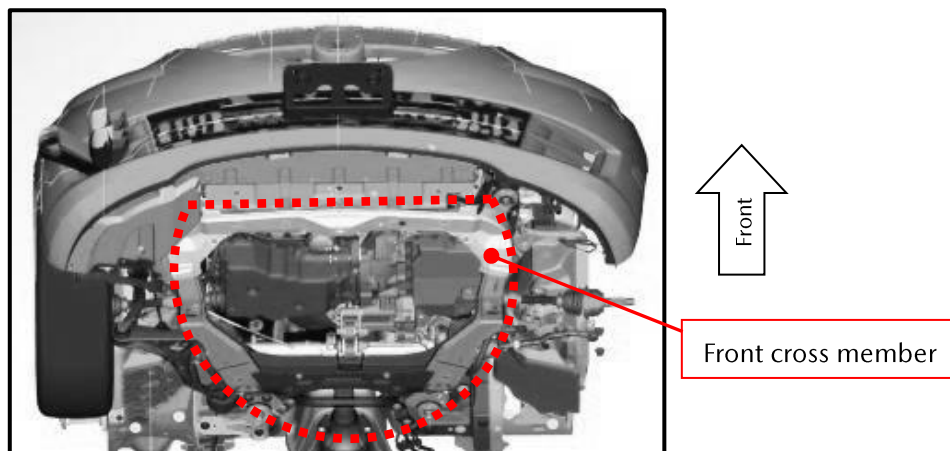
### Protect What is Important to You

Your Mazda dealer will inspect the condition of the front cross member of your vehicle, and determine if it passes the inspection criteria. According to the result of the inspection, one of the actions below will be taken.

- If the cross member passes inspection, the installation of a support brace and an air conditioner drain hose, and the application of a cavity wax to protect the front cross member will be performed. The repairs will take approximately three hours to complete.
- If the cross member fails the inspection, the front cross member will be replaced, and the air conditioner drain hose will be installed. The repairs will take approximately six hours to complete.

Mazda will provide alternate transportation, if needed, when your vehicle is at an authorized Mazda dealership for a recall repair. Schedule an appointment with an authorized Mazda dealer so they can discuss and accommodate your needs.

The inspection and repair will be performed on your vehicle at no cost to you.



View from lower side

## 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 your Mazda vehicle repaired and inspected 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 front cross member repair?

If you have already paid for repairs due to conditions similar to this recall campaign prior to the launch of this campaign between March-June 2019, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards. Please visit [www.mazdareimbursement.com](http://www.mazdareimbursement.com) and enter your Vehicle Identification Number (VIN). Follow the

online screen prompts to enter the relevant information to submit your claim. For further questions, or, for vehicle owners that prefer submitting claims by mail, contact the Mazda Customer Experience Center at 1-800-222-5500, Option #4. Note for online claims, allow 4-6 weeks for processing and for claims sent by mail, allow 6-8 weeks for processing.

#### **Where is the closest Mazda dealer?**

To locate your nearest Mazda dealer, visit our website [www.MazdaRecallInfo.com](http://www.MazdaRecallInfo.com), or call our Customer Experience Center at (800) 222-5500, option #4.

#### **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, 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>.

As a reminder, you can always go to [www.MazdaRecallInfo.com](http://www.MazdaRecallInfo.com) and enter your VIN to view recalls and service campaigns that apply to your vehicle as well as register to receive future recall alerts. Your safety is our first priority at Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. We apologize for any inconvenience this recall may have caused you.

Sincerely,

#### **Mazda North American Operations**

*Para información en español, visite [www.MazdaSeguridad.com](http://www.MazdaSeguridad.com) o llame a nuestro **Centro de Experiencia para el Consumidor al (800) 222-5500, opción #8** para hablar con un representante en español.*