

CONDITION OF CONCERN

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, causing the 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.

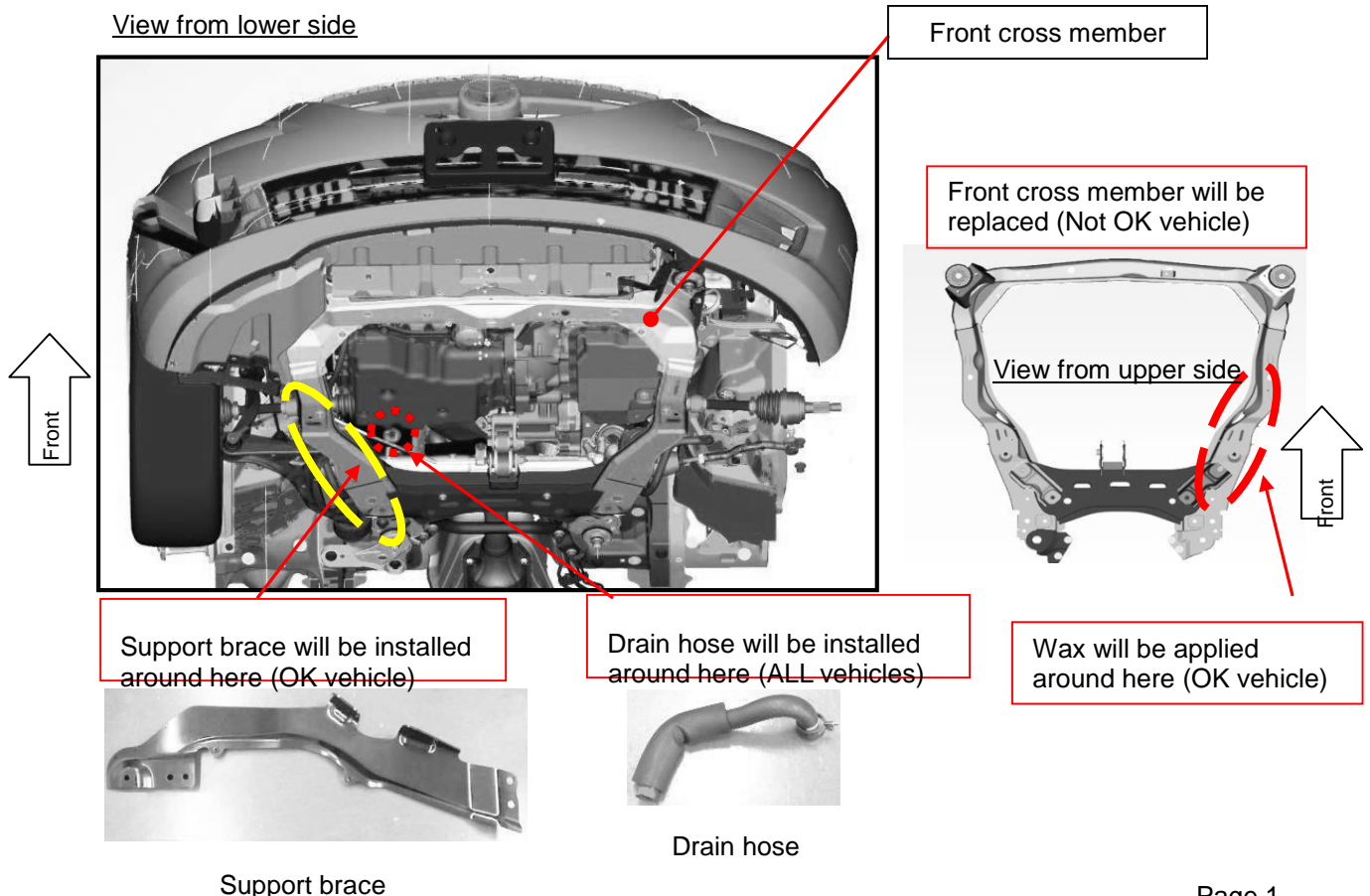
PRELIMINARY ACTION (Until repair parts are available): Parts expected to be available in early February 2019

As repair parts are not currently available, a final repair cannot be performed at this time, and preliminary action is necessary until the parts are available.

- 1) Inspect the condition of the front cross member, and determine if it passes the inspection criteria.
- 2) a) If the cross member passes inspection, please ask the customer to return to the dealer for repair when repair parts are available (parts available notification).
- b) If the cross member fails inspection, please arrange a free rental or loaner vehicle for the customer to use as a replacement for their vehicle until repair parts are available.

OUTLINE OF REPAIR (After Parts are Available)

- OK vehicle: If the cross member passes inspection, install a support brace and A/C drain hose, and apply anti-rust cavity wax to the cross member.
- Not OK vehicle: If the cross member fails inspection, replace the cross member with a modified one and install a drain hose.



Please refer to the Inspection and Repair Procedure document on MGSS for the details.

SUBJECT VEHICLES

Model	Subject VIN range	Subject build date range	Note
2009-2010MY Mazda6	1YV HP**** 95 M00001 – M52259 1YV HZ**** A5 M00014 – M58879	From February 4, 2008 through October 1, 2010	Currently or ever registered in Salt belt states

The asterisk symbol “*” can be any letter or number.

OWNER NOTIFICATION

Mazda notified U.S. owners by first class mail on November 9, 2018.

Scarcity Parts Surcharge Warranty Information is below on page 7.

PARTS INFORMATION FOR PARTS ORDERING

Description	Part Number	Quantity	Remarks
Cross Member I4	0000-I4-2818	1	Includes cross member and drain hose.
Cross Member Kit V6	0000-V6-2818	1	Includes all gaskets, cross member and drain hose.
Side member kit	0000-GD-2818	1	Includes nut-fastener kit, bracket and drain hose.
Cavity Wax	0000-77-712 AM	1	For vehicles requiring Side Member Kit

PARTS INFORMATION FOR WARRANTY CLAIMS

Description	Part Number	Quantity	Remarks	Scrap
Cross Member	GS3L-34-80XE	1	Vehicles that fail cross member inspection	For I4 (2.5L) engine YES
Cross member	GS4H-34-80XD	1		For V6 (3.7L) engine YES
Gasket	CA01-40-305	1		For V6 (3.7L) engine YES
Seal Ring	CA02-40-581	1		
Gasket	CY01-40-305A	1		
Side member kit	GSYM-34-H1X	1	Vehicles that pass cross member inspection	Component: support brace and bracket N/A
Nut-Fastener kit	GSYM-34-H2X	1		Component: nuts, fasteners, bolts and washers
Cavity Wax	7777-SP-P67	1		Protectant – Note: This is 1/8 of a can of cavity wax.
Drain hose	GSY0-61-52X	1	For All vehicles	N/A
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store (no charge)	

WARRANTY CLAIM PROCESSING INFORMATION

For Tentative Action (until repair parts are available):

	Inspection Only
Process Number	AJ047A
Symptom Code	99
Damage Code	99
Part Number Main Cause	7777-SP-P54
Quantity	0
Labor Operation Number	XXP8YXCX
Labor Hours	0.5 H

Note: Repair will be performed at a later date when the repair parts are available.

Repair at a later date: Parts are available and vehicle already inspected

	Installation of Support Brace & Drain Hose Application of Wax
Process Number	AJ047B
Symptom Code	99
Damage Code	99
Part Number Main Cause & Quantity	GSYM-34-H1X Qty 1
Related Parts Number & Quantity	GSYM-34-H2X Qty 1 GSY0-61-52X Qty 1 7777-xx-xxxx Qty 1
Labor Operation Number	XXP8ZXRX
Labor Hours	2.3 H (I4 engine) 1.5 H (V6 engine)

Repair at a later date: Parts are available and vehicle already inspected

	Replacement of Cross Member Installation of Drain Hose Adjustment of Wheel Alignment			
Process Number	AJ047B			
Symptom Code	99			
Damage Code	99			
Part Number Main Cause & Quantity	GS3L-34-80XE Qty 1 (I4 engine) GS4H-34-80XD Qty 1 (V6 engine)			
Related Parts Number & Quantity	GSY0-61-52X Qty 1			
	CA01-40-305 Qty 1 (3.7) V6 CA02-40-581 Qty 1 (3.7) V6 CY01-40-305A Qty 1 (3.7) V6			
Labor Operation Number & Labor Hours	Operation No.	Labor Hours	Applicable to:	Note (operation)
	XXP91XRX	2.9 H	I4 Eng.	Cross member replacement & Drain hose Installation
	XXP91XRX	3.1 H	V6 Eng.	
	XXP94AAX	1.1 H	Wire Type	Alignment Adjustment
XXP94BAX	0.7H	Wireless Type		
Sublet (Alignment and Towing)	C1	Alignment	All Cars	\$125.00**
	K1	Towing	All Vehicles	\$250.00**

**** Amount's above limits for alignment and towing will need authorization from the appropriate MNAO source.**

PARTS AND WARRANTY INFORMATION
Recall Campaign 2818I

Note: If any other parts need to be replaced due to damage caused directly by failure of the front cross member or if additional time is required, submit applicable part numbers, quantities, and time as related parts **AFTER YOU RECEIVE PRIOR AUTHORIZATION FROM THE WARRANTY DEPARTMENT.**

For Inspection & Repair (After repair parts are available):
Previous inspection and claim not performed check eMDCS

	Inspection (OK) Installation of Support Brace & Drain Hose Application of Wax
Process Number	AJ047C
Symptom Code	99
Damage Code	99
Part Number Main Cause & Quantity	GSYM-34-H1X Qty 1
Related Parts Number & Quantity	GSYM-34-H2X Qty 1 GSY0-61-52X Qty 1 7777-xx-xxxx Qty 1
Labor Operation Number	XXP92XRX
Labor Hours	2.7 H (I4 engine) 1.9 H (V6 engine)

	Inspection (Not OK) Replacement of Cross Member Installation of Drain Hose Adjustment of Wheel Alignment			
Process Number	AJ047C			
Symptom Code	99			
Damage Code	99			
Part Number Main Cause & Quantity	GS3L-34-80XE Qty 1 (I4 engine) GS4H-34-80XD Qty 1 (V6 engine)			
Related Parts Number & Quantity	GSY0-61-52X Qty 1 CA01-40-305 Qty 1 (3.7) V6 CA02-40-581 Qty 1 (3.7) V6 CY01-40-305A Qty 1 (3.7) V6			
Labor Operation Number & Labor Hours	Operation No.	Labor Hours	Applicable to:	Note (operation)
	XXP93XRX	3.3 H	I4 Eng.	Inspection, Cross member replacement & Drain hose Installation
	XXP93XRX	3.5 H	V6 Eng.	
	XXP94AAX	1.1 H	Wire Type	Alignment Adjustment
XXP94BAX	0.7 H	Wireless Type		
Sublet (Alignment and Towing)	C1	Alignment	All Cars	\$125.00**
	K1	Towing	All Vehicles	\$250.00**

**** Amount's above limits for alignment and towing will need authorization from the appropriate MNAO source.**

Note: If any other parts need to be replaced due to damage caused directly by failure of the front cross member or if additional time is required, submit applicable part numbers, quantities, and time as related parts **AFTER YOU RECEIVE PRIOR AUTHORIZATION FROM THE WARRANTY DEPARTMENT.**

For vehicles of which cross member was replaced with modified one:

(Repaired prior to launch of recall): Approximately May 2018 and later. MUST CHECK eMDCS and list of applicable vehicles already repaired.

	Installation of Drain Hose
Process Number	AJ047D
Symptom Code	99
Damage Code	99
Part Number Main Cause & Quantity	GSY0-61-52X Qty 1
Labor Operation Number	XXP9JXRX
Labor Hours	0.3 H (I4 engine) 0.2 H (V6 engine)

RENTAL CAR INFORMATION

Mazda recommends the usage of the MCVP loaner vehicle when available. If all MCVP loaner vehicles are in use and unavailable, and the customer needs a rental car, then use your local rental facility and offer a rental car. Be sure that every effort is made to repair the car within one business day or less in order to allow the next customer the same experience.

Rental Car Warranty Claim Information

	MCVP Vehicle Preferred	Rental Agency Vehicle
Warranty Type Code	N/A MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main Cause		5555-28-18IR
Part Quantity		0
Labor Operation Code		MM024XRX
Labor Hours		0
Sublet – Rental Car		
Sublet Invoice Number		Number from Rental Invoice or Dealer Purchase Order
Sublet Type Code		Enter "Z9" (other)
Sublet Amount		Up to \$30.00 per day for the number of days customer had rental car
Sublet Text		Number of days rental car was supplied to customer

Rental expenses exceeding the two-day limit will require prior **Warranty Department Authorization**, as outlined in the Mazda Rental Car Reimbursement Program policy.

SCARCITY PART CHARGE INFORMATION

As per the Dealer Email sent February 25th, 2019 please see below for the Scarcity Part Surcharge Warranty claim information for V6 subframes.

Scarcity Part Surcharge Warranty Claim Information

Scarcity Part Surcharge Reimbursement Warranty Information	
Warranty Type	A
Process Number	J1901A
Symptom Code	99
Damage Code	99
PNMC	5555-19-001A
Quantity	0
Operation Number / Labor Hours:	YY804XRX / 0.0 Hrs
Sublet Code	Z9