



February 2012

**2009 Mazda6 Advanced Keyless Entry Door Handle Request Switch
Special Service Program (SSP) 89**

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) on certain 2009 Mazda6 vehicles equipped with Advanced Keyless Entry and produced from February 4, 2008 through February 27, 2009. **If you are a recipient of this notice, your vehicle is included in this program.**

What is the problem?

On certain 2009 Mazda6 vehicles equipped with the Advanced Keyless Entry system, small cracks may occur over time at the rubber button of the front door handle request switch(es). If moisture enters the switch, it could cause the vehicle's advanced keyless entry system to malfunction, affecting the door lock/unlock features and may illuminate the dash warning lights, and in some cases, it may affect the push button start/stop features. If this occurs, the emergency key contained inside your key fob can be used to start or stop the engine and the fob itself can be used to lock or unlock your doors.

What will Mazda do?

Your Mazda dealer will replace the rubber portion of the request switch in both front door handles. If corrosion is found within a switch due to water entry, the complete switch will be replaced. These repairs will be made **free of charge**. Repairs should take approximately 30 minutes to complete. However, it may take longer depending on the necessary repair and service workload at your Mazda dealership.

As a reminder, Mazda may provide alternate transportation when your vehicle is at an authorized Mazda dealership for a warranty repair. To be eligible for alternate transportation, your vehicle must be within the mileage and time limitations under the Mazda New Vehicle Limited Warranty or Powertrain Limited Warranty for 2007 and newer model years. Ask your dealer for details about the Mazda Rental Car Reimbursement Program.

What should you do?

Mazda is concerned about your complete satisfaction, and we encourage you to make an appointment with any authorized Mazda dealer to repair the front door handle switches. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

What if you have already paid for the repair?

If you have already paid for the inspection, repair, or replacement of a front door handle switch for this problem, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards. Please complete the enclosed "Reimbursement Application Form," including 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 try 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 the enclosed prepaid *Information Change Card* as soon as possible. This enables us to update our records and notify the current owner. If you are a vehicle lessor receiving this notice, please take steps to ensure that this notice is forwarded to the lessee.

Still have questions?

If you have any questions regarding this program, please contact our Customer Assistance Center at (800) 222-5500, option #6.

Your satisfaction is a priority for Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. Please accept our apology for any inconvenience this program may have caused you.

Sincerely,

Mazda North American Operations