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July 2014

Throttle Body Warranty Extension Special Service Program (SSP) 95 2009-2011 Tribute

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) to extend the warranty coverage for the replacement of the Throttle Body on certain 2009-2011 Tribute vehicles equipped with A/T and produced from April 14, 2008 through May 30, 2011.

The warranty coverage for applicable repair is extended to 10 years (120 months) from the original warranty start date or 150,000 miles, whichever comes first.

If you are a recipient of this notice, your vehicle is included in this warranty extension program.

What is the problem?

Your vehicle may develop contamination on the internal motor contacts of the Throttle Body, resulting in intermittent electrical connectivity. If this condition is present, the Malfunction Indicator Lamp or Wrench Lamp will illuminate, and the vehicle may also enter a fail-safe mode. In this mode, the engine power and vehicle speed is reduced, while full functionality of the power steering, power braking, lighting, and climate control systems are maintained.

Mazda is extending the warranty on the Throttle Body to a total of 10 years or 150,000 miles from the warranty start date, whichever occurs first.

If your vehicle has already exceeded the time or mileage limits listed above, this coverage will last through January 31, 2015. Coverage is automatically transferred to subsequent owners. This coverage exceeds the original warranty coverage provisions of your vehicle for this part.

What will Mazda do?

If the Throttle Body on your vehicle requires replacement based upon diagnosis of an engine warning lamp, and your vehicle is within the indicated time/mileage limitations, your Mazda dealer will replace the Throttle Body, free of charge

The repair should take less than one-half day to complete. However, it may take longer depending on parts availability and the service workload at your Mazda dealership.

What should you do?

If your vehicle is functioning normally, there is no need to contact your dealer. We suggest keeping this letter with the vehicle's warranty information booklet for future reference.

If the Malfunction Indicator Lamp (MIL) or Wrench light illuminate and remain on, please make an appointment with a Mazda dealer to have the vehicle inspected. If dealer diagnosis identifies the Throttle Body as the causal component, and your vehicle is within the indicated time/mileage limitations, your dealer will replace the Throttle Body at no charge under this program.

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, and adhere to the Rental Car Reimbursement policy. Ask your dealer for details about the Mazda Rental Car Reimbursement Program.

What if you have already paid for the repair?

If you have already paid for the replacement of the Throttle Body, 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 Experience 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