

WARRANTY CLAIM PROCESSING INFORMATION

	Replace the Power Steering Pump and Lines (US-Spec vehicle)
Warranty Type	R
Symptom Code	99
Damage Code	99
Process Number	AA030A
Part Number Main Cause / Quantity	BPY1-32-410 / 1
Related Parts Number / Quantity	BBM4-32-68ZR / 1
	9956-21-400 / 4
	5555-10-025A / 10 (*)
	0000-77-112E-01 / 1
Labor Operation Number	XXF3SARX
Labor Hours	1.5 hrs
Note: If the return hose (BP4L-32-684) and/or Hose Clamp (9928-61-900P) are replaced during repair due to damage, claim them also as related parts.	

(*) Note: Part number 5555-10-025A will reimburse the value of one quart of BP DMV ATF (P/N 0000-77-0464-DM) required for flushing the system.

Towing

For customers outside the Mazda New Vehicle Limited Warranty term, towing charges for verified C1099 concerns must be submitted as a sublet to the warranty claim.

Sublet – Towing:

Sublet Invoice Number	Number from Towing Invoice or Dealer Purchase Order
Sublet Type Code	K1
Sublet Amount	Amount from Towing Invoice

RENTAL VEHICLE INFORMATION

Mazda will authorize rental and service loaner vehicles on a limited basis. We are requesting dealer understanding and partnership regarding rental and loaner vehicle utilization. **Please make every effort to utilize alternative transportation solutions in place of rental use.** We fully recognize this is a challenging request. However, we need dealer assistance to help us make this recall the best it can be.

Please follow the Rental Vehicle Quick Reference Chart below to determine rental eligibility.

Rental Vehicle Quick Reference Chart

Condition	Parts Available	Parts not Available from Mazda
A. Customers who have received 2nd letter and <u>not</u> experienced C1099	Rental is covered if customer has no alternative means of transportation (1 day limit)	Rental is covered until parts arrive if customer refuses to drive their vehicle, and customer has no alternative means of transportation
B. Customers who have <u>not</u> received 2 nd letter and <u>not</u> experienced C1099	Rental is <u>not</u> covered (Exceptions require DSM approval)	
C. Experienced C1099	Rental is covered until repair completed if customer has no alternative means of transportation	

Rental Car Warranty Claim Information

Please submit rentals on a separate claim problem number as follows:

	Rental Agency Vehicle	Dealer Loaner Car Fleet Vehicle
Warranty Type Code	A	A
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause	5555-10-020A	5555-10-021A
Part Quantity	0	Number of days loaner car was used Mazda pays \$35.00/day
Labor Operation Code	MM024XRX	MM024XRX
Labor Hours	0.0	0.0
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	