



September 2010

2007-2009 Mazda3 and Mazda5 Power Steering Voluntary Safety Recall 6010H

Dear Mazda Owner:

This notice is sent to you in accordance with the requirements of 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 2007-2009 Mazda3 and Mazda5 vehicles, produced from April 2, 2007 through November 30, 2008.

If you are a recipient of this notice, your vehicle is included in this recall.

What is the problem?

Certain 2007-2009 Mazda3 or Mazda5 vehicles may have a condition in which a sudden loss of power steering assist could occur at any time while driving the vehicle. If power steering assist is lost, steering is still possible but will require more physical effort, particularly while driving at lower speeds. Unless the driver compensates for the additional effort, the risk of a crash is increased.

What will Mazda do?

The service parts required are currently in short supply. When the parts become available, Mazda will send a 2nd notification. The 2nd notification will instruct you to make an appointment with any authorized Mazda dealer to have the power steering system repaired. The repair will be performed **free of charge**.

What should you do?

- If the power steering is functioning normally, please wait for the 2nd letter notifying that parts are available.
- **In case of a power steering assist malfunction:**
If power steering assist becomes inoperable, the power steering malfunction indicator light illuminates. Steering is possible, but requires more physical effort. Should this situation occur, pull safely to the side of the road and turn off the engine. After a short period of time restart the engine. The power steering malfunction indicator light may go out, and power steering assist may return. Should you experience this condition, please contact an authorized Mazda dealer.

For additional information and to view a video that illustrates the effects of a loss of power steering assist, please go to MazdaUSA.com and click on: [For details about a recall on 2007-2009 MAZDA3 and MAZDA5 vehicles see here.](#)



What if you already paid for power steering repairs?

If you have already paid for the inspection, repair or replacement of the power steering system due to a defect prior to receiving this notice, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards.

Please complete the enclosed "Reimbursement Application Form", include 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.

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 Assistance Center 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>.

We actively work to improve our products and search for solutions to improve your ownership experience. Please accept our apologies for any inconvenience this recall may have caused you.

Sincerely,

Mazda North American Operations

