



July 2011

## **2008-2009 MAZDA3 and MAZDASPEED3 – Windshield Wiper Motor Voluntary Safety Recall 6411F**

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 2008-2009 MAZDA3 and MAZDASPEED3 vehicles produced from January 7, 2008 through November 28, 2008.

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

### **What is the problem?**

On certain MAZDA3 and MAZDASPEED3 vehicles, the ground terminal of the windshield wiper motor may have been inadvertently bent during assembly. If this condition exists, then over time the electrical resistance of the motor circuit may increase up to a point which would result in an inoperative wiper motor. The loss of wiper function in adverse weather could potentially increase the risk of a crash.

Note: This recall does not affect rear wiper motor function (if equipped).

### **What will Mazda do?**

Your Mazda dealer will install an additional ground harness on the windshield wiper motor **free of charge**. The repair may take approximately half an hour to complete; however, it may take longer depending on the 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, and adhere to the Rental Car Reimbursement policy. Ask your dealer for details about the Mazda Rental Car Reimbursement Program.

### **What should you do?**

Mazda is concerned about your safety, and we strongly suggest that you make an appointment with any authorized Mazda dealer to have the ground wire harness installed on the wiper motor as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

**What if you already paid for a repair on the windshield wiper motor?**

If you have already paid for the inspection, repair or replacement of the windshield wiper motor due to a bend on the wiper motor ground terminal, 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](http://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**

