

Mazda North American Operations

February 13, 2003

Mr. Kenneth N Weinstein  
Associate Administrator for Safety Assurance  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, DC 20590

RECEIVED

2003 FEB 21



OFFICE OF DEFECTS  
INVESTIGATION

03V-053 ① of ⑤

Dear Mr. Weinstein:

Re.: Submission of Part 573 report for 2002 and 2003 Mazda MPV minivans

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, "Defect and Noncompliance Reports," Mazda North American Operations (MNAO), on behalf of Mazda Motor Corporation of Hiroshima, Japan (Mazda), submits the following information report concerning the safety-related recall action that it is initiating.

Sec. 573.6 (c)(1):

Mazda Motor Corporation with Designated Agent:

David G. Robertson  
Manager,  
Environmental and Safety Engineering  
Mazda North American Operations  
1500 Enterprise Drive, Allen Park  
Michigan 48101-2053

Sec. 573.6 (c)(2):

Certain 2002 and 2003 model year Mazda MPV minivans equipped with Front Fog Lights. Affected vehicles were assembled during the period of November 12, 2001 through January 21, 2003 having a Vehicle Identification Number (VIN) within the range of JM3LW28\*\*\*0300031 through JM3LW28\*\*\*0359396.

Sec. 573.6 (c)(3):

Approximately 5,400 vehicles.

Sec. 573.6 (c)(4):

Unknown.

Sec. 573.6 (c)(5):

Some of the affected vehicles may have the Front Fog Light bulb socket installed improperly. If the vehicles continue to operate with this condition, the bulb socket and the wiring harness may separate from the fog light housing as a result of exposure to vehicle vibration. Should this occur, the bulb socket and the harness can drop inside the bumper and in the worst case, the heat generated can cause the bumper to burn.

Sec. 573.6 (c)(6):

In December 2002, Mazda learned of this possibility from a field report from a Japanese dealer. Since then, Mazda has examined returned parts and has tested to find the root of cause. On February 13, 2003, Mazda determined that this condition constituted a safety related defect and that a recall campaign is required.

Sec. 573.6 (c)(7):

Not applicable.

Sec. 573.6 (c)(8):

Owners of record will be notified of the defect by first class mail beginning in March 2003 and be instructed to bring their vehicle to a Mazda dealer. Dealers will inspect the condition of the bulb socket installation. If the bulb socket is installed improperly, they will re-install the bulb socket. Repair will be performed at no cost to the vehicle owner.

A copy of the reimbursement plan to be sent to owners and dealers as an attachment to the owner notification letter is enclosed. With respect to reimbursement, customers will be reimbursed based on the submission of a receipt indicating the amount paid by the customer to remedy this defect.

Sec. 573.6 (c)(9) & (10):

A copy of the notification letter to be sent to owners and dealers is enclosed.

Sec. 573.6 (c)(11):

Mazda has assigned recall number 0903C to this action.

Sincerely yours,  
Mazda North American Operations



David G. Robertson  
Manager,  
Environmental & Safety Engineering

**2002 -2003 MPV  
Front Fog Lights  
[Recall #0903C]**

03V-053 ③ or ⑤

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 determined that a defect, which relates to motor vehicle safety, exists in certain 2002 and 2003 model year Mazda MPV vehicles produced from November 26, 2001 through January 21, 2003. If you are a recipient of this notice, your vehicle is included in this campaign.

**What is the problem?**

On some 2002 and 2003 MPV vehicles, it is possible that the front fog light may be installed improperly. If the vehicle continues to be used with this condition, the bulb socket and the wiring harness may separate from the fog light housing if exposed to shock and/or vibration, and drop inside the bumper. Should this occur, in the worst case, the operation of the fog light may then cause the bumper to burn.

**What will Mazda do?**

Your Mazda dealer will inspect the installation condition of the fog light bulb assembly, and repair it when necessary free of charge. This inspection and/or repair should take approximately one (1) hour to complete, however, it may take longer depending on the service workload at your Mazda dealership.

**What should you do?**

As Mazda is concerned about your safety, we would encourage you to make an appointment with any authorized Mazda dealer to have the front fog light inspected and replaced when necessary. 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 replacement of the rear right speaker?**

If you have already paid for the inspection/repair or replacement of the front fog light(s) due to the separation or inappropriate installation of the fog light(s) bulb socket and any associated vehicle damage resulting from 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 on-line dealer locator at [www.mazdausa.com/dealers](http://www.mazdausa.com/dealers) or consult your local yellow pages.

**Moved or no longer own this vehicle?**

If you have moved or no longer own your Mazda MPV, 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 the lessor of a subject Mazda MPV, we strongly encourage you to forward this recall notification to the lessee, as it is critical that the current driver of the vehicle is notified of the recall program.

**Still have questions?**

If you have any questions regarding this campaign, please contact our Customer Assistance Center at (800) 222-5500, option #4.

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, Washington DC 20590. You may also call their toll-free Auto Safety Hotline at (888) 327-4236.

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

Sincerely,

Mazda North American Operations

## REIMBURSEMENT PLAN

03V-053 ④ of ⑤

### I. Requirements for Reimbursement

If you meet all of the following requirements, you are eligible to receive reimbursement under this plan:

1. You own or have owned a vehicle subject to this recall.  
**Note: If you are the recipient of this notice, your vehicle is included in this recall.**
2. You have paid for the inspection/repair of the front fog light(s) due to the separation or inappropriate installation of the fog light(s) bulb socket and any associated vehicle damage resulting from this problem.
3. The inspection/repair has been paid for prior to receiving this letter.
4. You have an original or legible copy of the paid repair order or invoice receipt showing:
  - inspection/repair of the front fog light(s)
  - itemized part(s) and labor charges
  - vehicle model and year, and vehicle identification number (chassis number)
  - earlier date of either first use or retail delivery of the vehicle
  - repair date
  - repair mileage
  - name, address, and telephone number of the authorized Mazda Dealer or a licensed repair shop where such repairs were performed
5. Mail this reimbursement application form in the enclosed envelope (before \*\*\* 2003) to:

**Mazda North American Operations  
P.O. Box 5049  
El Toro, CA 92630**

### II. Procedure for Reimbursement Request

Once your vehicle has been inspected or repaired by an authorized Mazda dealer, you may apply for reimbursement by submitting the following:

1. Complete the reimbursement application form found on the reverse side of this page.
2. Mail the reimbursement application form together with a legible copy of the paid repair order and/or invoice using the enclosed envelope before \*\*\* 2003.
3. Retain copies of the paid repair order or invoice and this application form for your records.

If you wish to correspond with Mazda regarding this reimbursement plan, please write to the above address and refer to your vehicle identification number (VIN).

Any reimbursement application form that is incomplete, illegible or sent without the legible copy of the paid repair order or invoice will be returned for completion. If Mazda has any questions concerning your application for reimbursement, you may be contacted. Please allow 6-8 weeks for processing.

**(SEE REVERSE SIDE FOR APPLICATION FORM)**

2002 -2003 MPV Front Fog Lights

(Please type or print)

Name: \_\_\_\_\_  
First Last

Address: \_\_\_\_\_  
Street Address

\_\_\_\_\_ City State Zip Code

Phone Number: Home: \_\_\_\_\_  
 Work: \_\_\_\_\_

Vehicle Identification Number (VIN): \_\_\_\_\_  
(17 digits in length)

Total Amount of Reimbursement Requested: \_\_\_\_\_  
Dollars Cents

**INSTRUCTIONS FOR GENERAL RELEASE DESCRIBED BELOW:**

Please:

- Fill in vehicle identification number
- Read thoroughly
- Sign the General Release at the bottom

**General Release**

3. I am submitting to Mazda Corporation ("Mazda") a claim for reimbursement for all inspection/repair performed to date in connection with the front fog light(s) coming off or inappropriate installation of the front fog light(s) and any associated vehicle damage resulting from this problem on my Mazda vehicle, identification number:

VIN: \_\_\_\_\_

In exchange for Mazda's payment of that claim, I hereby release Mazda, its agents, and its related entities from all claims for such repair costs. This release shall benefit Mazda and its authorized agent Mazda North American Operations, its regions/distributors (foreign and domestic), its authorized dealerships, and all their respective directors, officers, agents, employees, divisions, subsidiaries, and affiliated companies. This release shall bind my heirs, successors and assigns.

Dated: \_\_\_\_\_ Signed: \_\_\_\_\_

(SEE REVERSE SIDE FOR REIMBURSEMENT PLAN DETAILS)