



March 2009

2007-2009 CX-9 Power-Adjustable Driver's Seat Voluntary Safety Recall 5309B

Dear Mazda Owner:

This notice is sent to you in accordance with the requirements of the National Highway 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 CX-9 vehicles equipped with power-adjustable driver's seat with position memory function and produced from October 24, 2006 through January 19, 2009.

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

What is the problem?

On certain 2007-2009 CX9 vehicles equipped with the power driver's seat and 3-memory setting, a front cover bracket attached to the seat frame may interfere with a harness routed underneath the seat. If this happens, the harness may be damaged and certain wires of the seat motors may touch the bracket and cause a short-circuit. In the worst case, some functions such as seat position, height adjustment, and seatback reclining may be activated unexpectedly and be uncontrollable, causing serious difficulty in driving increasing the risk of a crash.

What will Mazda do?

Your Mazda dealer will inspect the seat harness and fasten it securely on the seat frame with a binding band, and if necessary, repair the harness covering **free of charge**. The inspection and repair may take between 30 minutes to 1 hour to complete depending on the necessary repair; 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 encourage you to make an appointment with any authorized Mazda dealer to have the seat harness inspected 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 seat harness repair?

If you have already paid for the inspection and/or repair of the seat harness due to unexpected driver's seat activation 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

REIMBURSEMENT PLAN

Requirements for Reimbursement

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

1. An authorized Mazda dealer has inspected your vehicle and completed the 2007-2009 CX-9 Power-Adjustable Driver's Seat Voluntary Safety Recall 5309B.
2. You own or have owned a 2007-2009 CX-9 vehicles built between October 24, 2006 and January 19, 2009.
3. You have paid for the inspection and/or repair of the seat harness due to unexpected driver's seat activation.
4. You have an original or legible copy of the paid repair order or invoice receipt showing:
 - Description of the concern reported
 - Inspection and/or repair of the seat harness
 - Itemized part(s) and labor charges
 - Vehicle model and year, and vehicle identification number (VIN)
 - Repair date (must be prior to the launch of this campaign)
 - Repair mileage
 - Name, address, and telephone number of the authorized Mazda Dealer or a licensed repair shop where such repairs were performed
 - Your name and address at the time of repair
5. Mail this reimbursement application form in the enclosed envelope to:

Mazda North American Operations
Attn: Recall Reimbursement Dept
P.O. Box 57085
Irvine CA 92619-7085

Procedure for Reimbursement Request

Once your vehicle has had the seat harness inspected and/or repaired by an authorized Mazda dealer due to unexpected driver's seat activation, you may apply for reimbursement by doing the following:

1. Complete the Reimbursement Application Form found on the reverse side of this page.
2. Mail the Reimbursement Application Form with a legible copy of the paid repair order and/or invoice using the enclosed envelope.
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.

