

ATTACHMENT II – PARTS INFORMATION
Voluntary Safety Recall 6010H

PARTS INFORMATION

Description	Part Number	Quantity	Note
Power Steering Pump Service Kit	BBM4-32-68ZR	1	Components: Power steering pump (rebuilt), bolts, joint, O-ring
No.1 Pipe	BPY1-32-410	1	Return hose (BP4L-32-684) and Hose clamp (9928-61-900P) are not included. <i>The original ones should be reused.</i>
Gasket	9956-21-400	4	
BP DMV ATF (for flushing)	0000-77-0464-DM	1	1 = 55-gallon drum (10 quarts per repair)
ATF M-5 (for refilling)	0000-77-112E-01	1	1 = 1 quart
Return Hose	BP4L-32-684	1	If necessary (when damaged during repair)
Hose Clamp	9928-61-900P	1	If necessary (when damaged during repair)
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in MStore (no charge)

SPECIAL SERVICE TOOLS

Description	Part Number	Quantity	Note
Flushing Kit	MAZ6-010-HKIT	1	Available in MStore
Drum Pump	MAZ6-010-HPUMP	1	Available in MStore

A flushing kit (P/N MAZ6-010-HKIT) and a drum pump (P/N MAZ6-010-HPUMP) were sent to you on September 8, 2010 and should be received at your dealership no later than September 16, 2010. These Special Service Tools were sent to you free of charge. In addition, a set of 50 campaign labels (P/N 9999-95-065A-06) were included in this shipment.

Additional flushing kits and drum pumps are available for purchase in MStore.

PARTS PRE-SHIPMENT

An initial order of power steering pumps (P/N BBM4-32-68ZR), pipes (P/N BPY1-32-410), gaskets (P/N 9956-21-400), BP DMV ATF (P/N 0000-77-0464-DM) and ATF M-5 (P/N 0000-77-112E-01) will be placed for your dealership on September 10, 2010.

These parts should arrive at your dealership no later than September 17, 2010. A debit memo of "Recall 6010H" will appear on your parts statement for the pre-shipped parts.

Parts Supply

Availability and timely delivery of the Power Steering Pumps (P/N BBM4-32-68ZR) are critical to the success of this campaign. As such, Mazda has introduced a remanufacturing program for the power steering pump, to expedite parts availability and avoid back-order situations. Your cooperation in returning the power steering pump core in a timely manner is highly appreciated.

Note: Upon receiving the replacement Power Steering Pump (P/N BBM4-32-68ZR), the original pump should be returned the same day using the following instructions. *Do not wait for Warranty Claim Entry or Warranty Parts Requests.*

- Keep the Power Steering Pump box(es) shipped to you.
- Package the power steering pump according to the instructions provided and place it inside the box.
- Affix the peel off UPS pre-paid shipping label (provided)
- Blue Warranty Return Tag (provided) must be completed and legible.

Failure to follow the above steps will result in a Warranty Claim Debit.

Detailed Pump Core Return Instructions can be found on page 8 and are also available on MS3.

PARTS ORDERING

- 1. To Order Pipes (P/N BPY1-32-410), Pumps (P/N BBM4-32-68ZR) and Gaskets (P/N 9956-21-400):**
 - You must order these parts using the Parts Ordering web page specifically designed for this campaign. The Parts Ordering web page is located on MX Connect on the Service page and Parts and Accessories page under the Support section.
 - VIN is required for each order.
 - Instructions can be found on the next page and are also available on MS3.

- 2. BP DMV ATF (P/N 0000-77-0464-DM) and ATF M-5 (P/N 0000-77-112E-01):**
 - These parts can be ordered through eMDCS
 - Please note BP DMV ATF (P/N 0000-77-0464-DM) is only available in 55-gallon drums. Each repair requires 10 quarts for flushing, so each drum has sufficient quantity for about 22 flushes (or 22 repairs).
 - These fluids are not included in the order for pumps, pipes and gaskets.
 - Please allow 3-5 business days from order placement to shipment for BP DMV ATF (P/N 0000-77-0454-DM), and 6-8 business days for ATF M-5 (P/N 0000-77-112E-01).
 - Please order these fluids on a timely manner to avoid depletion.

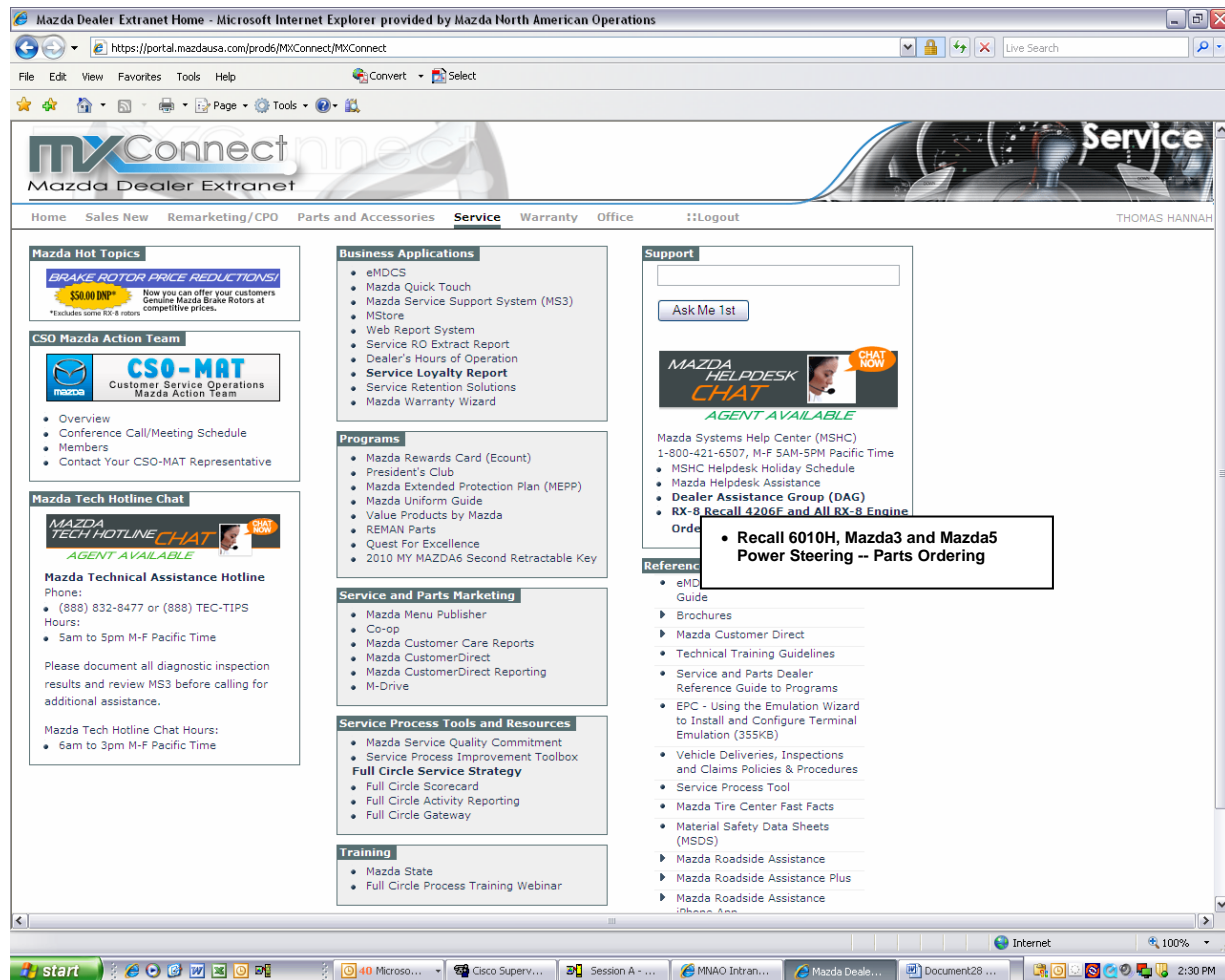
- 3. Return Hose (P/N BP4L-32-684) and Hose Clamp (P/N 9928-61-900P) can be ordered through eMDCS if damaged during repair.**

NEW “RECALL 6010H PARTS ORDERING” WEB PAGE ORDER INSTRUCTIONS

***** For ordering Power Steering Oil Pump, Pipe No. 1 and Gaskets *****

Mazda has developed a new web page for automated ordering of Recall 6010H power steering pumps, No.1 pipes, and gaskets. This new screen will be available in MXConnect starting Sept. 15th, 2010.

Access the screen via MXConnect “Service” page:



You will be prompted for your Web Single Logon (WSL) login ID and password. Once entered, the following screen will display:

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The screenshot shows a web browser window with the URL <https://portaltest.mazdausa.com/develop6/RestPartsOrd/>. The page title is "Parts Order Request - Voluntary Recall 6010H: 07-09MY Mazda3 & 07-09MY Mazda5 - EHPAS(DTC-C1099)".

NOTE: This parts order request screen pertains to Voluntary Recall 6010H: 07-09MY Mazda3 & 07-09MY Mazda5 - EHPAS(DTC-C1099).

If your repair does not pertain to this campaign, and you need assistance diagnosing your issue, contact Mazda's Technical Assistance Hotline at (888)832-8477. Otherwise, contact Mazda's Dealer Assistance Group at (877) 727-6626, Option 2, with any questions.

Click [here](#) for the repair instructions for this recall.

For each VIN repair request, the following parts will be ordered:

- BBM4-32-68ZR Body, Vane (Qty - 1)
- BPY1-32-410 Pipe (Qty - 1)
- 9956-21-400 Gaskets (Qty - 4)

NOTE: Power steering flush and fill fluids are not included within this order process. You will order fluids separately, using your normal parts ordering procedures. It is of critical importance that you monitor fluid usage closely, and order appropriately and in a timely manner, to manage your recall repair process.

Enter number of vehicles to be serviced (max 5)

Enter VINs: VIN must fall within the range of the recall. One VIN must be entered for each "number of vehicles" requested:

Purchase Order # Alt Ship To * * If you do not know the correct Alt Ship To just use 000

Valid recall VINs are required for your order request. You may enter up to 5 VINs on each order request screen.

Enter the number of VINs, from 1 to 5, in the box provided. Once entered, a VIN entry field will display for each VIN based on the quantity entered.

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Restricted Parts Ordering - Microsoft Internet Explorer provided by Mazda North American Operations
https://portaltest.mazdausa.com/develop6/RestPartsOrd/

Mazda Parts Order Request - Voluntary Recall 6010H: 07-09MY Mazda3 & 07-09MY Mazda5 - EHPAS(DTC-C1099).

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- BBM4-32-68ZR Body, Vane (Qty - 1)
- BPY1-32-410 Pipe (Qty - 1)
- 9956-21-400 Gaskets (Qty - 4)

NOTE: Power steering flush and fill fluids are not included within this order process. You will order fluids separately, using your normal parts ordering procedures. It is of critical importance that you monitor fluid usage closely, and order appropriately and in a timely manner, to manage your recall repair process.

Enter number of vehicles to be serviced (max 5)

Enter VINs: VIN must fall within the range of the recall. One VIN must be entered for each "number of vehicles" requested:

VIN 1	VIN 2
Vehicle Down? <input type="radio"/> Yes <input type="radio"/> No	Vehicle Down? <input type="radio"/> Yes <input type="radio"/> No
Customer in Rental? <input type="radio"/> Yes <input type="radio"/> No	Customer in Rental? <input type="radio"/> Yes <input type="radio"/> No
Dealer Inventory Vehicle? <input type="radio"/> Yes <input type="radio"/> No	Dealer Inventory Vehicle? <input type="radio"/> Yes <input type="radio"/> No

Purchase Order # Alt Ship To * * If you do not know the correct Alt Ship To just use 000

1. Enter the VINs for your order request.
2. Click on the appropriate "Yes / No" fields for:
 - a. Vehicle Down
 - b. Customer in Rental
 - c. Dealer Inventory Vehicle

These fields are required. Note that entry on these does not affect the order placement. It is informational only for Mazda to perform ongoing analysis on the recall.

3. Input your Purchase Order number. This is not a required field, but is **highly recommended** you input a PO number for your internal order management.
4. Input an alternate ship-to code, if necessary. If left blank, the system will assume your normal 000 ship-to location
5. Once all information is entered, click on the <Submit> button.
6. Click the <Reset> button at any time to clear the screen and start over.

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Restricted Parts Ordering - Microsoft Internet Explorer provided by Mazda North American Operations

https://portaltest.mazdausa.com/develop6/RestPartsOrd/automatedordering.do

File Edit View Favorites Tools Help

eMDCS Menu MazdaUSA > MyMazda > ... Restricted Parts Ordering Restricted Parts Ordering x

Parts Order Request - Voluntary Recall 6010H: 07-09MY Mazda3 & 07-09MY Mazda5 - EHPAS(DTC-C1099).

NOTE: This parts order request screen pertains to Voluntary Recall 6010H: 07-09MY Mazda3 & 07-09MY Mazda5 - EHPAS(DTC-C1099).

If your repair does not pertain to this campaign, and you need assistance diagnosing your issue, contact Mazda's Technical Assistance Hotline at (888)832-8477. Otherwise, contact Mazda's Dealer Assistance Group at (877) 727-6626, Option 2, with any questions.

Click [here](#) for the repair instructions for this recall.

For each VIN repair request, the following parts will be ordered:

- BBM4-32-68ZR Body, Vane (Qty - 1)
- BPF1-32-410 Pipe (Qty - 1)
- 9956-21-400 Gaskets (Qty - 4)

NOTE: Power steering flush and fill fluids are not included within this order process. You will order fluids separately, using your normal parts ordering procedures. It is of critical importance that you monitor fluid usage closely, and order appropriately and in a timely manner, to manage your recall repair process.

Enter number of vehicles to be serviced (max 5)

Enter VINs: VIN must fall within the range of the recall. One VIN must be entered for each "number of vehicles" requested:

VIN 1	<input type="text" value="JM1BK343191190861"/>	VIN 2	<input type="text" value="JM1BK344291197777"/>
Vehicle Down?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Vehicle Down?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Customer in Rental?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Customer in Rental?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Dealer Inventory Vehicle?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Dealer Inventory Vehicle?	<input checked="" type="radio"/> Yes <input type="radio"/> No

Purchase Order # Alt Ship To * * If you do not know the correct Alt Ship To just use 000

JM1BK343191190861 This Vin has been accepted.
JM1BK344291197777 This VIN has already been used.

A separate CSO order will be placed for each VIN that is accepted. You will receive a confirmation email with your order number for all VINs that were accepted. Order requests placed after the CSO order cut-off time will be filled and shipped the following business day.

After you click the <Submit> button, the system performs the following edits:

- VIN falls within the range of the recall
- VIN has not been previously entered
- VIN has not been previously repaired under the recall or the TSB 06-001/10.
- All "Yes/No" buttons have been selected.

Once edits are passed, an order request is approved and sent to Mazda.

Important Notes:

- All orders placed using this website will be CSO. Freight fees waived.
- Orders are placed at the VIN level. Each VIN will have a separate order.
- Orders placed after the CSO order cut-off (3pm at Parts Distribution Center local time) will be filled and shipped the following business day.
- Mazda collects all order requests hourly, and places orders for those requests in the system (actual order placement is not immediate).

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- For each order request, when the order is placed, a dealer will receive an acknowledgement email with VIN, order number, PO, part numbers and quantities. Again, ***an order will be placed for each VIN.***
- This order is for the pump, pipe, and gaskets only. Fluids will not be ordered using this screen. The following message appears on the screen:

NOTE: [Power steering flush and fill fluids are not included within this order process. You will order fluids separately, using your normal parts ordering procedures. It is of critical importance that you monitor fluid usage closely, and order appropriately and in a timely manner, to manage your recall repair process.](#)

- This screen is for recall parts only. If your repair does not pertain to this campaign, and you need assistance diagnosing your issue, contact Mazda's Technical Assistance Hotline at (888)832-8477, Option 3 for English speaking Hotline Specialist, option 4 for Spanish speaking Hotline Specialist.

Contact Mazda's Dealer Assistance Group at (877) 727-6626, Option 2 with any questions regarding this ordering process.

PUMP CORE RETURN INSTRUCTIONS

In order to maximize availability of the reman pump, and to maintain a positive flow of the pump cores to Mazda's Remanufacturing facility, **immediate core return is critical to this process.**

Dealers are requested to return pump cores **the same day as the repair**, using the box and packaging included with the ordered part. For pump core returns not using this process, and/or pump cores not received within 30 days of the repair, warranty claims may be subject to debit.

Every pump ordered includes the following within the package:

- UPS Pre-Paid Return Shipping Label
- Blue Warranty Tag
- Plastic Shipping Bag
- Pump Core Return Instruction Sheet

Dealer Pump Core Return Process Steps:

1. Drain fluid from the pump core.
2. Newly ordered reman pumps are shipped to dealers using two possible packaging styles:
 - a. If the part shipped to the dealer was packaged in a plastic shipping cradle, place the pump core into that same shipping cradle and place both into the plastic bag provided in the new part box. Seal bag tightly.
 - b. If the part shipped to the dealer was packaged in a cardboard honeycomb, place the pump core into the plastic bag, seal tightly and insert both into the cardboard honeycomb packing material.
3. Put pump core and packaging into original box of the part shipped to the dealer.
4. Using the blue tag provided in the original part box, write:
 - a. Vehicle Identification Number (VIN)
 - b. Repair Order (RO) number
 - c. Dealer Name
 - d. Dealer Code
5. Copy the Repair Order (RO) and staple it to the blue tag.
6. Insert blue tag and Repair Order copy into the pump core shipping box.
7. Seal box with standard shipping tape.
8. Affix UPS shipping label provided in the box originally shipped to dealer:
 - a. Remove backing material exposing adhesive and place on sealed box.
9. **Ship the pump core using the next UPS delivery truck arriving at your dealership.**

Note: Do not use CoreBloc to return this core.

10. Close Repair Order using normal dealer processes.
11. Submit warranty claim using normal dealer processes.

PUMP CORE RETURN FREQUENTLY ASKED QUESTIONS:

Q: Will there be a core charge for the pump?

A: Yes, a core charge of \$30.00 will be established against the core.

Q: Why does Mazda want pump cores shipped the same day as the repair? This places an undue burden on dealers.

A: We fully understand our core return process places an additional administrative task on our dealer partners and we apologize for this inconvenience. However, since the pump is remanufactured at the Mazda Remanufacturing facility in Richmond VA, immediate return of the pump core is required for a successful reman process. Pump core must be shipped to the Mazda Remanufacturing facility the same day as vehicle repair.

Q: What if my core arrives to the Mazda Remanufacturing Facility before we get the warranty claim submitted to Mazda?

A: Mazda has established a system where the pump core receipt and warranty claim will be matched using the VIN, Repair Order (RO) Number, Dealer name and Dealer code. This is why the Blue Tag properly filled out and a copy of the RO stapled to the Blue Tag are critical. If a dealer does not provide the RO copy or completely fill out the Blue Tag, Mazda will not be able to match the pump core receipt to the warranty claim.

Q: Why do dealers need to go through all of the work to fill out a Blue Tag and staple a copy of the RO to the tag?

A: We apologize for the additional administrative burden for dealers. However, Mazda has established a system where the pump core receipt and warranty claim will be matched using the VIN, Repair Order (RO) Number, Dealer name and Dealer code. This is why the Blue Tag properly filled out and a copy of the RO stapled to the Blue Tag are critical. If a dealer does not provide the RO copy or completely fill out the Blue Tag, Mazda will not be able to match the pump core receipt to the warranty claim.

Q: If I ship this pump core immediately will I be asked later to return a part to the Parts Test Lab?

A: No. Once Mazda transitions completely to the reman solution, the pump core returns will go directly to the Mazda Remanufacturing facility.

Q: What about the OE (new) pumps I have in inventory? Where do I return that core?

A: Any OE pumps dealers have in inventory can be returned to your facing PDC without any penalties.

Q: Why won't I be using the CoreBloc core return system for the return of this pump core?

A: Since we are providing all the required paperwork and shipping labels with the pumps, we expressly do not want dealers to utilize CoreBloc for this campaign. CoreBloc uses different shipping techniques, and prints different documents and shipping instructions, than what we are requiring for this recall. To eliminate any confusion on shipping core pumps, CoreBloc will not be used. The pump part number will not be a valid part number within CoreBloc.

Q: Then if I'm not using CoreBloc, how do I track my core credits against the pump core I've shipped back?

A: Mazda will use information supplied on the blue parts return tag and the dealers Repair Order to match part receipt at the Mazda Remanufacturing facility with the warranty claim. When the part

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receipt and warranty claim information matches in the computer system, dealers will be reimbursed the core charge.