

**ATTACHMENT I –PARTS AND SERVICE INFORMATION**  
**Safety Recall 6411F**

**CONDITION OF CONCERN**

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).

**SUBJECT VEHICLES**

Model	VIN Range	Build Date Range
2008-2009 MY MAZDA3 and MAZDASPEED3	JM1 BK**** 81 100006 – 187371 JM1 BK**** 91 187372 – 257722	From January 7, 2008 through November 28, 2008

Note: The asterisk symbol “\*” can be any letter or number.

**OWNER NOTIFICATION**

Mazda will notify U.S. owners by first class mail beginning **July 6, 2011**.

**PARTS INFORMATION**

Description	Part Number	Quantity	Notes
Ground Harness Kit	BNY0-67-352	1	Components: <ul style="list-style-type: none"> <li>- Ground Harness, 1 pc</li> <li>- Bands/Tie Wraps, 2 pcs</li> <li>- Tapping Screw (C513-67-EB1A), 1 pc</li> <li>- Washer (9995-20-618), 1 pc</li> </ul>
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in MStore (no charge)

**PARTS PRE-SHIPMENT**

An initial order of Ground Harness Kits (P/N BNY0-67-352) based on a percentage of dealer sales was placed for your dealership on June 28, 2011.

These parts should arrive at your dealership no later than July 6<sup>th</sup>. A debit memo of “Recall 6411F” will appear on your parts statement for the pre-shipped parts.

**PARTS ORDERING**

Parts may be ordered normally through the eMDCS Parts Ordering System.

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**WARRANTY CLAIM PROCESSING INFORMATION**

	<b>Installation of Ground Harness</b>
Warranty Type	<b>R</b>
Symptom Code	99
Damage Code	99
Process Number	<b>AB019A</b>
Part Number Main Cause	BNY0-67-352
Quantity	1
Labor Operation Number	XXG2MARX
Labor Hours	0.4 hrs

**RENTAL CAR INFORMATION**

Mazda will authorize rental and service loaner vehicles on a limited basis. We are requesting dealer understanding and partnership regarding rental and loaner vehicle utilization. ***Please make every effort to utilize alternative transportation solutions in place of rental use.***

**Rental Vehicle Quick Reference Chart**

<b>Condition</b>	<b>Parts Available</b>	<b>Parts not Available from Mazda</b>
A. Customers returning vehicles for recall	Rental is covered if customer has no alternative means of transportation (one day limit)	Rental is covered until parts arrive if customer refuses to drive their vehicle, and customer has no alternative means of transportation
B. Experienced recall symptoms	Rental is covered until repair completed if customer has no alternative means of transportation.	

**Rental Car Warranty Claim Information**

Please submit rentals on a separate claim problem number as follows:

	<b>Rental Agency Vehicle</b>	<b>Dealer Loaner Car Fleet Vehicle</b>
Warranty Type	<b>A</b>	<b>A</b>
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause	<b>5555-64-11FR</b>	<b>5555-64-11FL</b>
Quantity	0	Number of days loaner car was used. Mazda pays \$35.00/day
Labor Operation Number	MM024XRX	MM024XRX
Labor Hours	0.0	0.0
<b>Sublet – Rental Car</b>		
Sublet Invoice Number	Number from Rental Invoice or Dealer Purchase Order	
Sublet Type Code	Enter “Z9” (other)	
Sublet Amount	Up to \$30.00 per day for the number of days customer had rental car	
Sublet Text	Number of days rental car was supplied to customer	

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Rental expenses exceeding the two-day limit will require prior DSM Authorization, as outlined in the Mazda Rental Car Reimbursement Program policy.

**VERIFY THE VEHICLE NEEDS THE RECALL**

1. Verify the vehicle is within the following ranges:

<b>Model</b>	<b>VIN Range</b>	<b>Build Date Range</b>
2008-2009 MY MAZDA3 and MAZDASPEED3	JM1 BK**** 81 100006 – 187371 JM1 BK**** 91 187372 – 257722	From January 7, 2008 through November 28, 2008

If the vehicle is within the above range, go to step 2.

If the vehicle is not within the above range, return it to inventory or the customer.

2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for an Authorized Campaign Label RECALL **6411F** attached to the vehicle's hood or bulkhead.

**eMDCS System - Vehicle Status Inquiry Results**

<b>If eMDCS displays:</b>	<b>Campaign Label is:</b>	<b>Action to perform:</b>
RECALL <b>6411F</b>	Present	Contact the Warranty Hotline at (877) 727-6626, option 3, to update vehicle history
	Not present	Proceed to "REPAIR PROCEDURE".
RECALL <b>6411F</b> CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a label and apply to vehicle's hood or bulkhead.
RECALL <b>6411F</b> is not displayed	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

**Note:** Verify the recall number as the vehicle may have multiple labels.

***Some vehicles affected by this recall might also be affected by recall 6010H, 2007-2009 Mazda3 and Mazda5 Power Steering. If recall 6010H shows open on eMDCS, advise the customer and perform both recall repairs.***

**REPAIR PROCEDURE**

Please refer to Attachment II.