



TO: All Mazda Dealership General Managers, Service Managers, and Parts Managers
DATE: July 2011
SUBJECT: 2008-2009 MAZDA3 and MAZDASPEED3
Windshield Wiper Motor Voluntary Safety Recall 6411F

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.

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).

Owners of affected vehicles will be notified by first class mail beginning July 6, 2011.

This package contains important information about Voluntary Safety Recall 6411F:

Attachment I	Parts and Service Information
Attachment II	Repair Procedure
Attachment III	Owner Notification Letter

The National Traffic and Motor Vehicle Safety Act prohibits the delivery of any subject vehicle without performing the necessary repair for defects or failures. Failure to perform applicable recalls before delivery can result in extensive dealer fines and penalties from the Federal Government. Therefore, you must complete this recall for all affected vehicles in your inventory prior to delivery.

To help you effectively perform this recall, Mazda has developed the following resources:

1. Service and Parts recall instructions (Attachment I) were emailed to your Service Department, and are also available on eMDCS and MS3 (Mazda Service Support System) websites.
2. Inspection and repair procedure (Attachment II) are also available on eMDCS and MS3 (Mazda Service Support System) websites.
3. We recommend using the Recall Reminder Report #JS30R165-1 available in Web Reporting to encourage customers to come in for the recall (with recall reminder postcards). Dealers may use such owner information for the sole purpose of conducting and performing this recall, and for no other purpose. **Using it for marketing activities is strictly prohibited and could subject your dealership to serious fines.** The information in the report is protected by state privacy and other applicable laws regarding disclosure of personal and/or confidential, restricted or blocked information. It is the dealer's responsibility to protect the confidentiality of owner records and prevent the release of information to other parties.
4. For technical assistance, contact the Technical Assistance Hotline at (888) 832-8477, Option 3 for English speaking Hotline Specialist, Option 4 for Spanish speaking Hotline Specialist.
5. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
6. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626, Option 2.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this recall before responding to customer inquiries.

We apologize for any inconvenience this recall may cause you and your customers. Your understanding and support in carrying out this campaign is greatly appreciated.

Sincerely,

Kiyoshi Yagi
Director, Technical Services Division
Mazda North American Operations