

CSC-10034065-6646

June 2010

**2009-2010 Mazda Tribute Automatic Transmission Solenoid Regulator Valve Bore
Special Service Program (SSP) 80**

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) on certain 2009-2010 Mazda Tribute vehicles equipped with automatic transmission and produced from June 23, 2008 through February 25, 2010. **If you are a recipient of this notice, your vehicle is included in this program.**

This program will be in effect until June 30, 2011 regardless of mileage.

What is the problem?

In certain 2009 and 2010 Mazda Tribute built at the Kansas City Assembly Plant from June 23, 2008 through February 25, 2010 and equipped with automatic transmissions, the transmission solenoid regulator valve bore may wear. The function of a solenoid regulator is to provide regulated fluid pressure to the shift solenoids. Wear in the solenoid regulator bore could cause low clutch pressure and result in transmission slips/harsh shifts. Continued driving with this condition may cause premature wear on the clutches. This may eventually lead to a loss of 4th through 6th gears, ultimately losing transmission functions.

What will Mazda do?

Your Mazda dealer will reprogram the Powertrain Control Module of your vehicle to the latest calibration. This calibration will eliminate bore wear. Your dealer will also verify that the transmission clutches are holding properly and, if necessary, replace the transmission. These repairs will be performed **free of charge**. The repair should take less than half a day to complete. 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. Ask your dealer for details about the Mazda Rental Car Reimbursement Program.

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What should you do?

Mazda is concerned about your complete satisfaction, and we encourage you to make an appointment with any authorized Mazda dealer to have the transmission solenoid regulator valve bore inspected and repaired if 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 the repair?

If you have already paid for the inspection and/or repair of the transmission solenoid regulator valve bore 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 "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 Tribute, 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 a vehicle lessor receiving this notice, please take steps to ensure that this notice is forwarded to the lessee.

Still have questions?

If you have any questions regarding this program, please contact our Customer Assistance Center at (800) 222-5500, option #6.

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

Sincerely,

Mazda North American Operations

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REIMBURSEMENT PLAN
Program Expiration Date: December 31, 2011

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 2009-2010 Mazda Tribute Automatic Transmission Solenoid Regulator Valve Bore Special Service Program (SSP) 80.
2. You own or have owned a 2009-2010 Mazda Tribute equipped with automatic transmission and built between June 23, 2008 and February 25, 2010
3. You have paid for the inspection, repair to or replacement of the automatic transmission due to wear of the solenoid regulator valve bore from low regulated fluid pressure to the transmission clutches (burnt or slipping).
4. You have an original or legible copy of the paid repair order or invoice receipt showing:
 - Description of the concern reported
 - Inspection, repair or replacement automatic transmission solenoid regulator valve bore
 - 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 transmission solenoid regulator valve bore inspected, repaired or replaced by an authorized Mazda dealer, 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.
4. You will be reimbursed for the amount you have paid for the inspection, repair or replacement of the automatic transmission due to wear of the solenoid regulator valve bore from low regulated fluid pressure to the transmission clutches (burnt or slipping).

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)

