

Service Alert

Mazda North American Operations
Irvine, CA 92618-2922



Subject: RECALL 9916H - MULTI-MODEL - LIFTGATE STAY DAMPER REPAIR CAUTION	Service Alert No.: SA-050/17
	Last Issued: 06/20/2017

DESCRIPTION

CAUTION:At no point during the repair for Recall 9916H (LIFTGATE STAY DAMPER SAFETY RECALL) should “Vise-Grips” or other similar tools be used to hold the lift gate stay dampers. Use only the tools specified in the recall.Vice Grips or other similar tools can easily damage the stay dampers.

NOTE: Stay damper parts received with Vice Grip marks will not be covered under warranty.

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by “do-it-yourselfers.” Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.