



SB-10056129-8840

TO: All Mazda Dealership General Managers, Service Managers, and Parts Managers

DATE: July 2014

SUBJECT: 2008-2011 Tribute Electric Power-Assisted Steering (EPAS)
Safety Recall 7614E

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in 2008-2011 Tribute vehicles produced from October 5, 2006 through September 11, 2010.

A poor signal to noise ratio in the torque sensor within the Electric Power-Assisted Steering (EPAS) system may not allow the Power Steering Control Module (PSCM) to determine the driver's steering input. If this condition is detected, the system defaults to manual steering mode. Loss of power steering assist while driving would require higher steering effort at lower vehicle speeds, which may increase the risk of a crash.

Owners of affected vehicles will be notified by first class mail the week of July 14, 2014.

This package contains important information about Safety Recall 7614E:

Attachment I	Dealer Service and Parts Information
Attachment II	Repair procedure
Attachment III	Owner notification letter and reimbursement form

Important Safety Notice: 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. The attached service and parts information (Attachment I) and repair procedure (Attachment II) were e-mailed to your Service Department, and are also available on eMDCS and the MS3 (Mazda Service Support System) websites via MXConnect.
2. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3

3. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.
4. We recommend using the Recall Reminder Report #JS30R165-1 and Recall Reminder Labels 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.

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,



Satoshi Takahashi
Director, Technical Services Division
Mazda North American Operations

CONDITION OF CONCERN

On 2008-2011 Tributes, a poor signal to noise ratio in the torque sensor within the Electric Power-Assisted Steering (EPAS) system may not allow the Power Steering Control Module (PSCM) to determine the driver's steering input. If this condition is detected, the system defaults to manual steering mode. Loss of power steering assist while driving would require higher steering effort at lower vehicle speeds, which may increase the risk of a crash.

SUBJECT VEHICLES

Model	VIN Range	Build Date Range
2008-2011 Tribute	4F2CZ****8KM 00009 – 32738 4F2CZ****9KM 00021 – 09538 4F2CY****AKM 00001 – 10051 4F2CY****BKM 00001 – 01281	October 5, 2006 through September 11, 2010

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

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail the week of July 14, 2014.

PARTS INFORMATION

Refer to the Repair Procedure before placing a parts order.

The recall repair is power steering control module and instrument cluster module reprogramming only, and does not require parts unless the DTCs listed are stored in the PSCM. A copy of the IDS log viewer summary showing the applicable DTC must be attached to the Repair Order and available upon request.

Note: A very small percentage of recalled vehicles will require parts replacement.

Description	Part Number	Quantity	Notes
Torque Sensor Kit	ZZCT-32-693	1	If only DTC B2278 is stored
Upper Column Bolt	9XG1-22-507L	2	Needed for torque sensor replacement and steering column replacement
Steering Column Assembly	ZZ2A-32-100B	1	If DTC B2278, B1342, B2277 (any combination) are stored
Bolt	9XG1-30-659L	1	Needed for steering column replacement
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in MStore (no charge)

WARRANTY CLAIM PROCESSING INFORMATION

Repairs for replacement of the Torque Sensor or Steering column will only be allowed if the car arrives at the dealer with DTC B2278, B1342, B2277 stored in the PSCM.

A copy of the IDS log viewer summary showing the applicable DTC must be attached to the Repair Order and available upon request. Claims where the requested IDS Log cannot be returned are subject to denial or debit.

	Check for DTCs Reprogram PSCM Reprogram I/C Module	Check for DTCs Replace Torque Sensor Reprogram PSCM Reprogram I/C Module	Check for DTCs Replace Steering Column Reprogram I/C Module
Warranty Type	R	R	R
Process Number	J1403A	J1403B	J1403C
Symptom Code	99	99	99
Damage Code	99	99	99
Part Number Main Cause & Quantity	5555-14-006A 0	ZZCT-32-693 1	ZZ2A-32-100B 1
Labor Operation Number	YY767ARX	YY767BRX	YY767CRX
Labor Hours	0.4 Hrs.	2.0 Hrs.	2.4 Hrs.

ATTACHMENT I - DEALER SERVICE INFORMATION
Safety Recall 7614E

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 is covered if customer has no alternative means of transportation.

Rental Car Warranty Claim Information

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

	Rental Agency Vehicle	Dealer Loaner Car Fleet Vehicle
Warranty Type Code	A	A
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause	5555-76-14ER	5555-76-14EL
Part Quantity	0	Number of days loaner car was used Mazda pays \$35.00/day
Labor Operation Code	MM024XRX	MM024XRX
Labor Hours	0.0	0.0
Sublet – Rental Car		
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	

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

**ATTACHMENT I - DEALER SERVICE INFORMATION
Safety Recall 7614E**

VERIFY THE VEHICLE NEEDS THE RECALL

1. Verify the vehicle is within the following ranges:

Model	VIN Range	Build Date Range
2008-2011 Tribute	4F2CZ****8KM 00009 – 32738 4F2CZ****9KM 00021 – 09538 4F2CY****AKM 00001 – 10051 4F2CY****BKM 00001 – 01281	October 5, 2006 through September 11, 2010

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

- If the vehicle is within the above ranges, go to step 2.
- If the vehicle is not within the above ranges, 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 7614E attached to the vehicle’s hood or bulkhead.

eMDCS System – Warranty Vehicle Inquiry Results

If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 7614E	Present	Contact the Warranty Hotline at (877) 727-6626, option 3, to update vehicle history
	Not present	Proceed to “REPAIR PROCEDURE”.
RECALL 7614E CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a label and apply to vehicle's hood or bulkhead.
RECALL 7614E 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.

REPAIR PROCEDURE

Please refer to Attachment II.

2008-2011 TRIBUTE - ELECTRIC POWER-ASSISTED STEERING (EPAS)

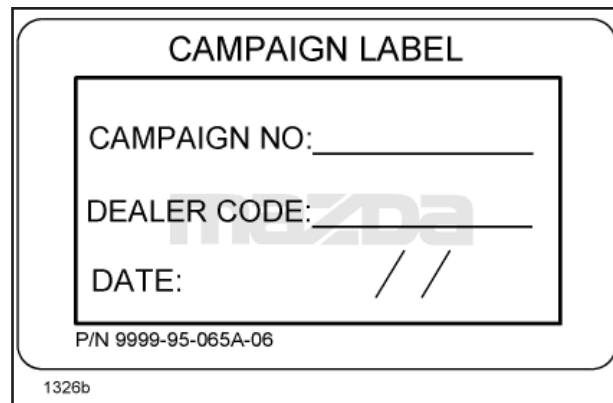
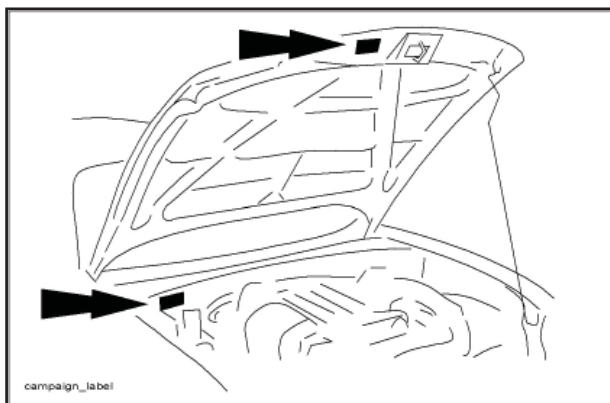
A. VEHICLE INSPECTION PROCEDURE

1. Verify that the vehicle is within one of the following year ranges:

Model	Year	VIN Range	Build Date Range
Tribute	2008-2011	4F2CZ****8KM 00009 – 32738 4F2CZ****9KM 00021 – 09538 4F2CY****AKM 00001 – 10051 4F2CY****BKM 00001 – 01281	October 5, 2006 through September 11, 2010

- If the vehicle is within one of the above year ranges, proceed to step 2.
 - If the vehicle is not within one of the above year ranges, return the vehicle to the customer or inventory.
2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for a Campaign Label 7614E attached to the vehicle’s hood or bulkhead. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

NOTE: Verify Recall number as the vehicle may have multiple Recalls.



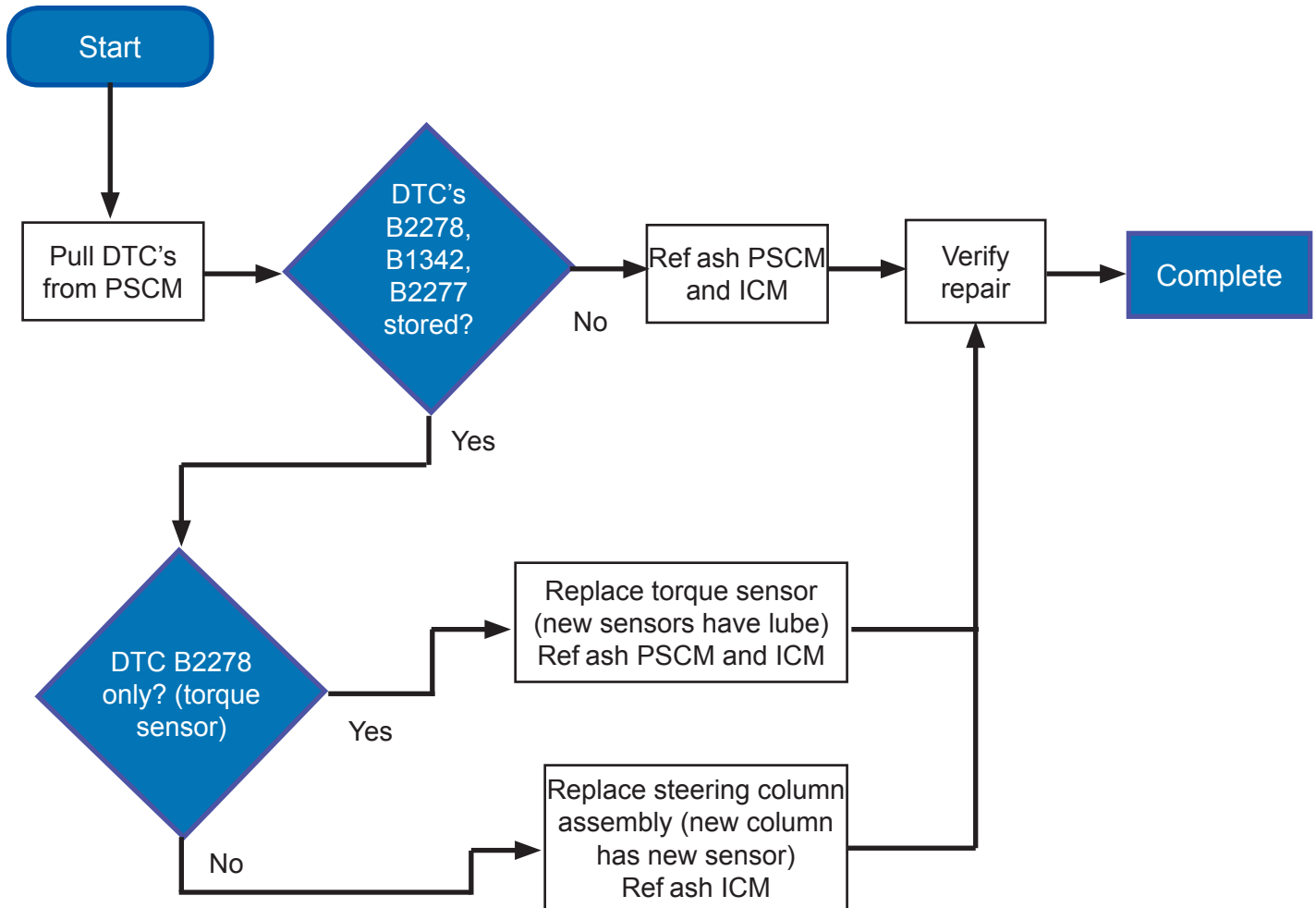
eMDCS System - Warranty Vehicle Inquiry Results

If eMDCS displays:	Campaign Label is:	Action to perform:
7614E OPEN	Present	Contact the Warranty Hotline at (877) 727-6626 to update vehicle history.
	Not Present	Proceed to “C. REPAIR PROCEDURE”.
7614E CLOSED	Present	Return vehicle to inventory or customer.
	Not Present	Proceed to “G. CAMPAIGN LABEL INSTALLATION”.
7614E is not displayed	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

B. OVERVIEW

In some of the affected vehicles, the power steering system may revert to manual steering mode due to an Electric Power Steering (EPS) system fault related to the torque sensor. In manual steering mode there is still a mechanical linkage between the steering wheel and the road wheel, allowing steering control to be maintained. If this condition should occur, the steering effort may be greater, especially at low speeds, which may increase the risk of accident.

REPAIR OVERVIEW



PSCM = Power Steering Control Module
ICM = Instrument Cluster Control Module

NOTE: Do not replace parts unless the applicable DTS(s) are present.

NOTE: A torque sensor installation video (approximately 5 minutes) has been developed to assist you with repairs. Viewing the video prior to the repair will give you a better understanding of the torque sensor installation.

CLICK HERE to view the torque sensor installation video.

C. REPAIR PROCEDURE

1. Connect IDS and check for Diagnostic Trouble Codes (DTCs) in the Power Steering Control Module (PSCM).

IDS Diagnostic Results	Proceed to:
DTC B2278, B1342, or B2277 are NOT present. Reprogram the PSCM and the Instrument Cluster Module (ICM).	D. MODULE REPROGRAMMING below
DTC B2278 is present. Replace the torque sensor, reprogram the PSCM, and the Instrument Cluster Module (ICM).	F. TORQUE SENSOR REPLACEMENT on Page 5.
DTC codes B1342 or B2277 are present. Replace the steering column and reprogram the Instrument Cluster Module (ICM).	E. STEERING COLUMN ASSEMBLY REPLACEMENT on page 4.

IMPORTANT INFORMATION FOR MODULE PROGRAMMING

NOTE: When programming or reprogramming a module, use the following basic checks to ensure programming completes without errors.

- Make sure the 12V battery is fully charged before carrying out the programming steps and connect IDS/scan tool to a power source.
- Inspect Vehicle Communication Module (VCM) and cables for any damage. Make sure scan tool connections are not interrupted during programming.
- A hardwired internet connection is strongly recommended.
- Turn off all unnecessary accessories (radio, heated/cooled seats, head lamps, interior lamps, HVAC system, etc.) and close doors.
- Disconnect/depower any aftermarket accessories (remote start, alarm, power inverter, CB radio, etc.).
- Follow all scan tool on-screen instructions carefully.
- Disable IDS/scan tool sleep mode, screensaver, hibernation modes.
- Create all sessions Key On Engine Off (KOEO). Starting the vehicle before creating a session will cause errors within the Programmable Module Installation (PMI) process.

D. MODULE REPROGRAMMING

NOTE: Reprogram appropriate vehicle modules before performing diagnostics and clear all Diagnostic Trouble Codes (DTCs) after programming. For DTCs generated after reprogramming, follow normal diagnostic service procedures.

1. Reprogram the PSCM and ICM using IDS release 91.02 or higher.

NOTE:

- Follow the IDS on-screen instructions to complete the reprogramming procedure.
- If steering column replacement is necessary, only reflash the ICM. PSCM ref ash is not necessary.

2. Proceed to “G. CAMPAIGN LABEL INSTALLATION” on page 23.

Recovering a module when programming has resulted in a blank module: NEVER DELETE THE ORIGINAL SESSION!

- a. Obtain the original IDS that was used when the programming error occurred during Module Reprogramming (MR) or Programmable Module Installation (PMI).
- b. Disconnect the VCM from the data link connector (DLC) and the IDS.
- c. Reconnect the VCM to IDS and then connect to the DLC. Once reconnected, the VCM icon should appear in the corner of the IDS screen. If it does not, troubleshoot the IDS to VCM connection.
- d. Locate the ORIGINAL vehicle session when programming failed. This should be the last session used in most cases. If not, use the session created on the date that the programming failed.

NOTE: If the original session is not listed in the previous session list, click the “Recycle Bin” icon at the lower right of the previous session screen. This loads any deleted sessions and allows you to look through them. Double-click the session to restore it.

- e. Once the session is loaded, the failed process should resume automatically.
- f. If programming does not resume automatically, proceed to the Module Programming menu and select the previously attempted process, PMI or MR.
- g. Follow all on-screen prompts/instructions.
- h. Near the end of programming, the IDS prompts you to select certain parameters. It is important to make a selection for ALL parameters listed. If the correct selection is already highlighted, you must still choose that selection before clicking the “Tick” mark to complete the configuration.
- i. The last screen on the IDS may list additional steps required to complete the programming process. Make sure all applicable steps listed on the screen are followed in order.

Instrument Cluster Software P/N	Vehicle
8M6T-14C025-BA	Hybrid models
8L8T-14C025-BA	Non-Hybrid models

Power Steering Control Module Software P/N	Vehicle
AL84-14D003-AE	All models

E. STEERING COLUMN ASSEMBLY REPLACEMENT

- 1. Replace the steering column assembly. Refer to MS3 online Workshop Manual STEERING COLUMN REMOVAL/INSTALLATION (section 06-12).
- 2. Reprogram the ICM. Refer to D. MODULE PROGRAMMING on page 3.

F. TORQUE SENSOR REPLACEMENT

NOTE:

- This procedure must take place in a clean environment to ensure no contamination in the worm-worm gear interface.
 - For clarity, some illustrations show an orientation different from the actual work perspective.
1. With the vehicle in NEUTRAL, position it on a hoist. For additional information, refer to MS3 online Workshop Manual (section 00-00).
 2. For ease of assembly, turn the steering wheel to the 11:00 o'clock position.
 3. Disconnect the 12V battery. For additional information, refer to MS3 online Workshop Manual (section 01-17).
 4. For Hybrid models, depower the high-voltage traction battery. For additional information, refer to MS3 online Workshop Manual (section 01-30).
 5. Remove the steering column opening trim. See Figure 1.

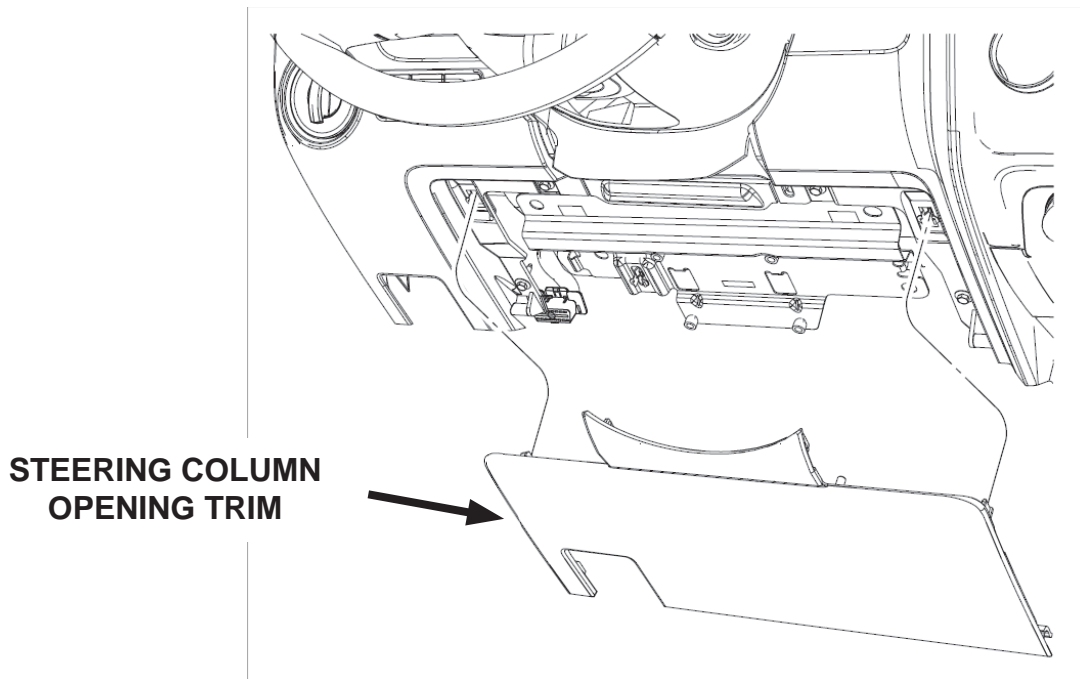


FIGURE 1

**ATTACHMENT II
SAFETY RECALL 7614E**

6. If vehicle is equipped with instrument panel cutout, use a suitable cutting tool to carefully cut through the two cutoff lines and discard the instrument panel cutout. See Figure 2.

NOTE: Steering column removed for clarity.

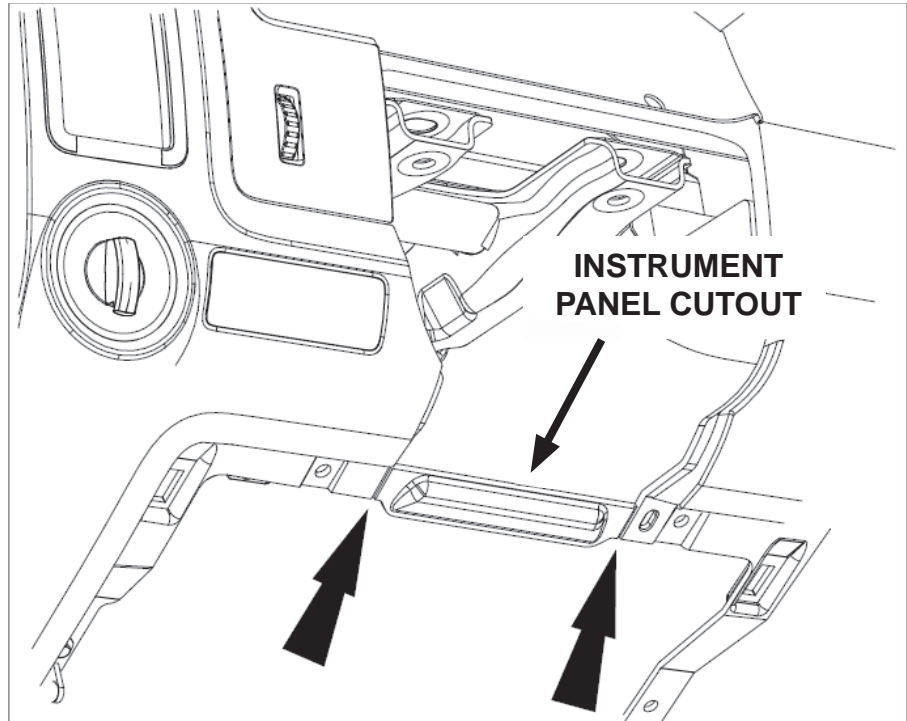


FIGURE 2

7. Remove the four bolts and the steering column opening panel. See Figure 3.

NOTE: Steering column removed for clarity.

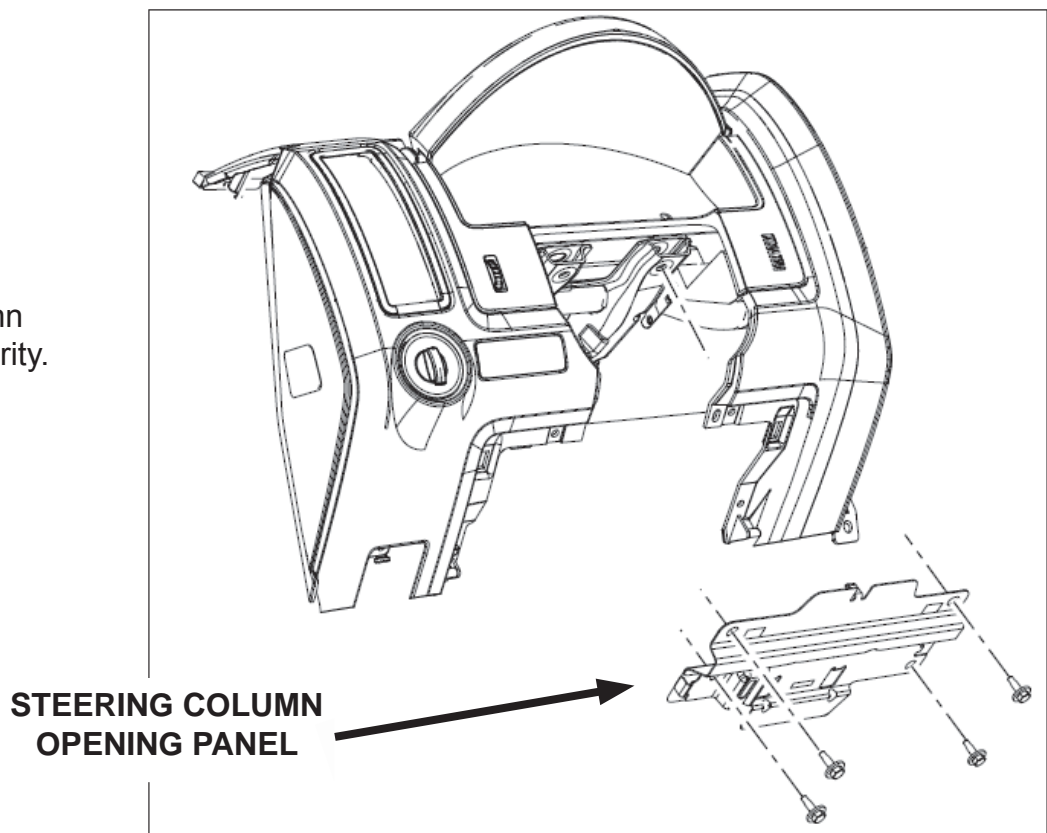


FIGURE 3

8. Pull up and remove the upper column shroud. See Figure 4.

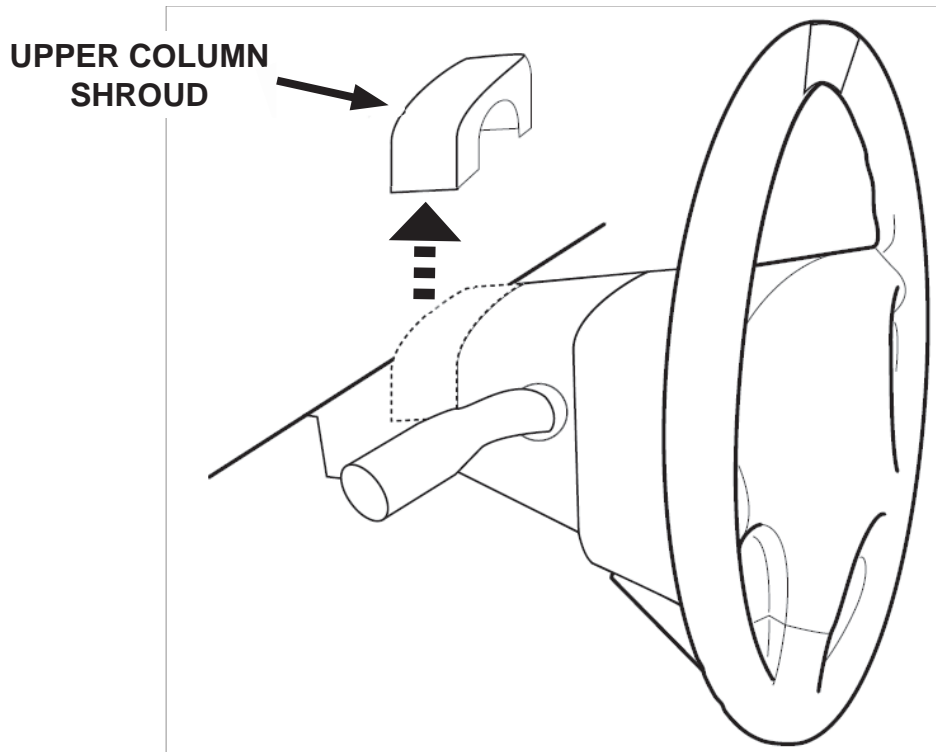


FIGURE 4

9. Remove the three machine screws holding the lower column shroud and remove the lower column shroud. See Figure 5.

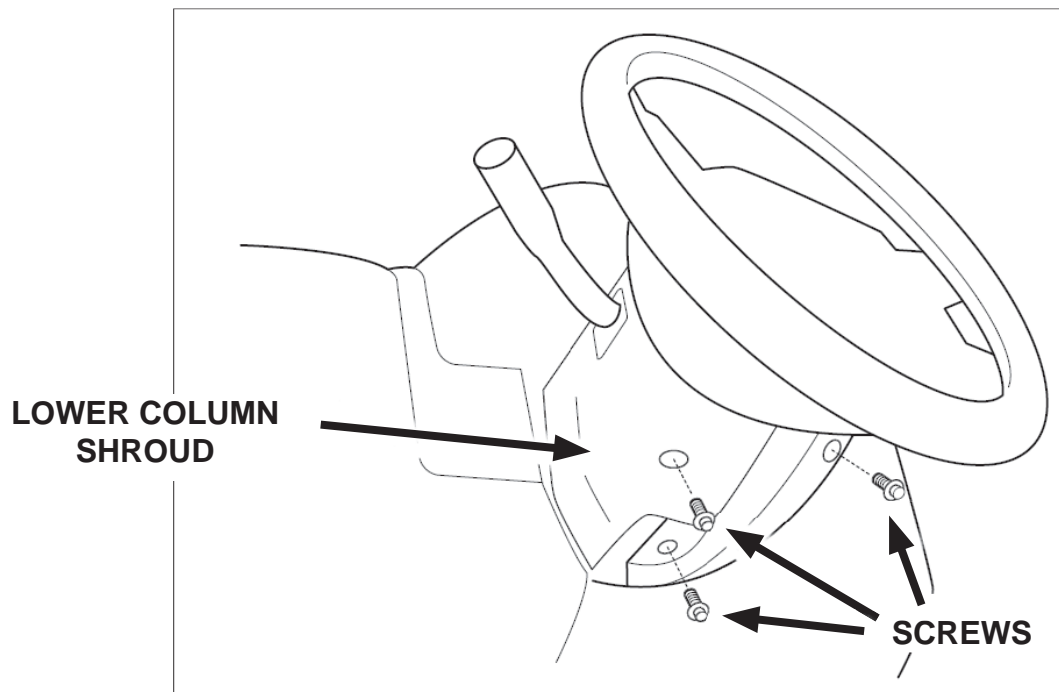


FIGURE 5

10. Disconnect the three connectors on the left side of the column. Remove the two harness pin-type retainers. See Figure 6.

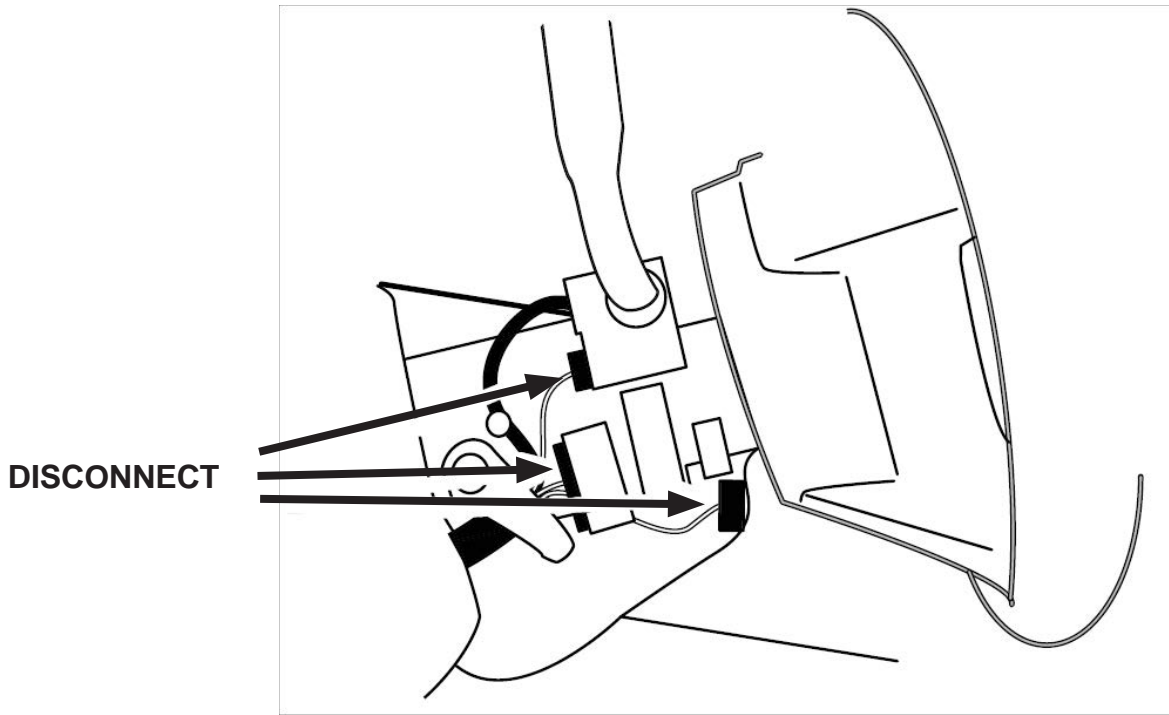


FIGURE 6

11. If equipped, disconnect the Passive Anti-Theft System (PATS) transceiver electrical connector. Remove the harness pin-type retainer and position the harness aside. See Figure 7.

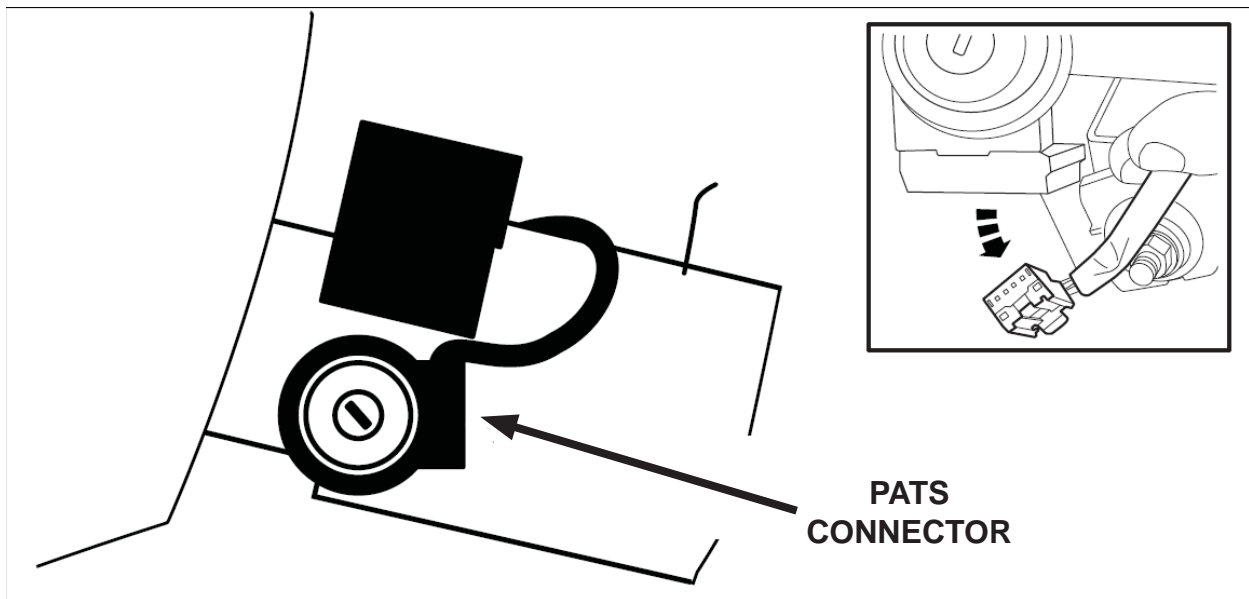


FIGURE 7

12. Remove and discard the two upper column bolts. See Figure 8.

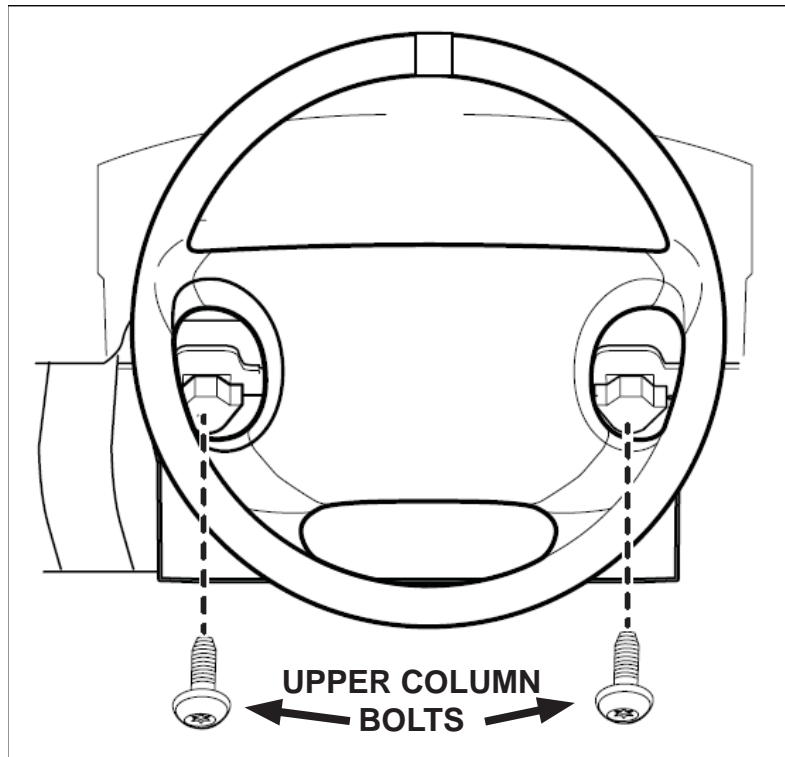


FIGURE 8

13. Tape the wheel to the Main Function Switch (MFS) to prevent rotation of the clockspring. Pull out and remove the steering wheel and upper column assembly as a single unit. See Figure 9

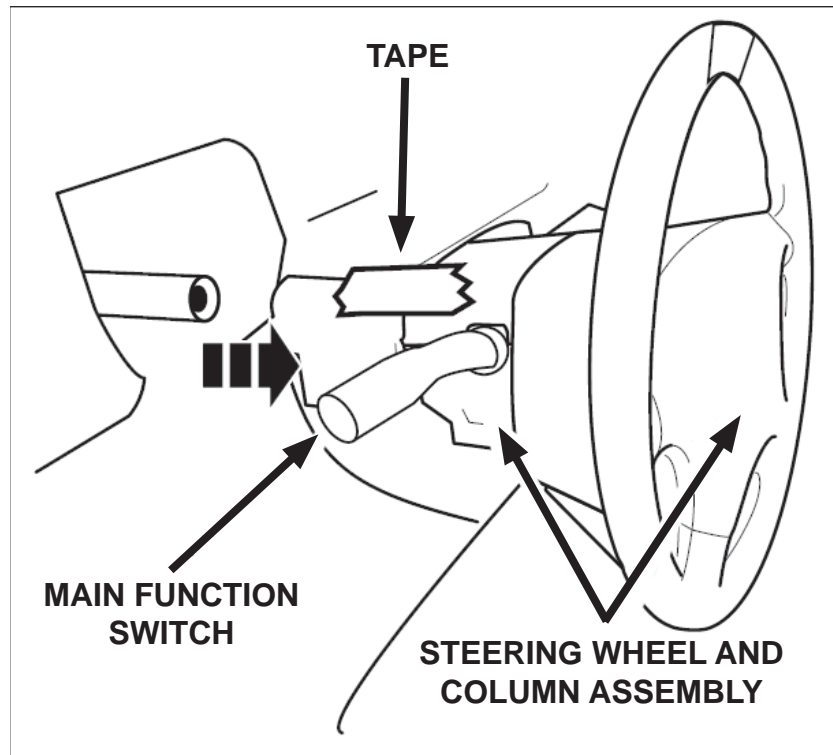


FIGURE 9

14. Remove the snap ring using Rotor Clip® RP-900 Ratchet and Grip ring pliers or equivalent. Remove the lower jacket. See Figure 10.

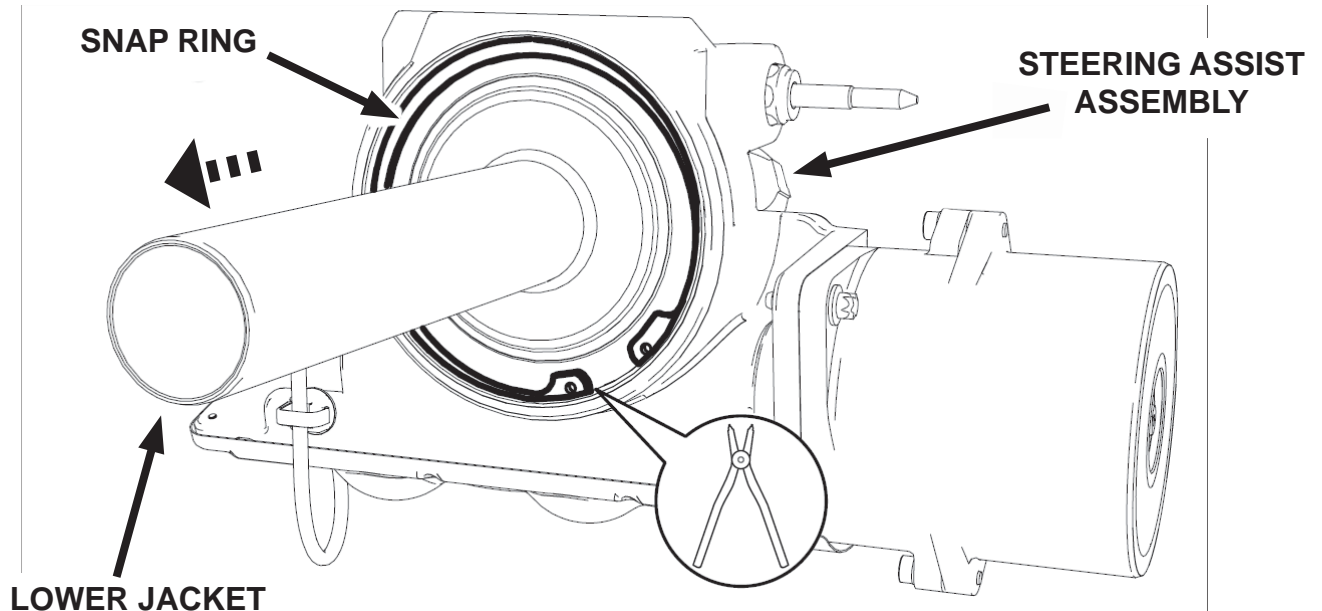


FIGURE 10

15. Remove the sensor seal from the steering assist assembly. See Figure 11.



FIGURE 11

16. Disconnect the torque sensor electrical connector and remove the harness pin-type retainer. See Figure 12.

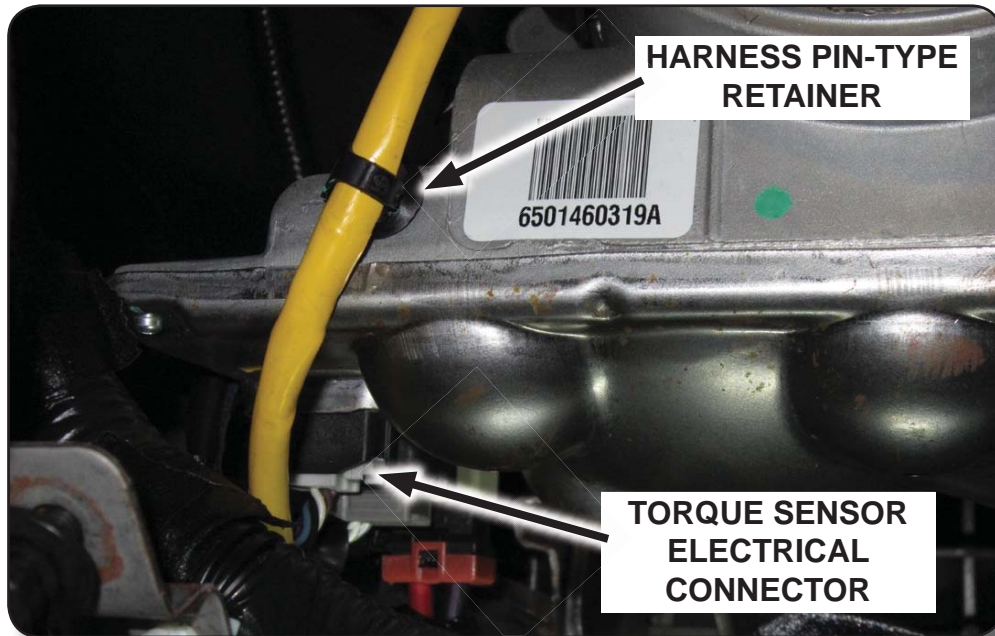


FIGURE 12

17. Raise the front of the vehicle high enough to remove the load off the front tires. For additional information, refer to MS3 online Workshop Manual (section 00-00).

IMPORTANT: Do not use pliers or locking pliers to turn the steering shaft or damage will occur. Two people are required to properly align the torque sensor.

18. Before removing the old torque sensor assembly, verify the steering shaft key-way is aligned with the sensor alignment mark. This will ensure that the steering input shaft is in the correct position for installation of the sensor alignment tool. (If necessary, have an assistant bump the front tires left or right until the sensor is perfectly aligned.) See Figure 13.

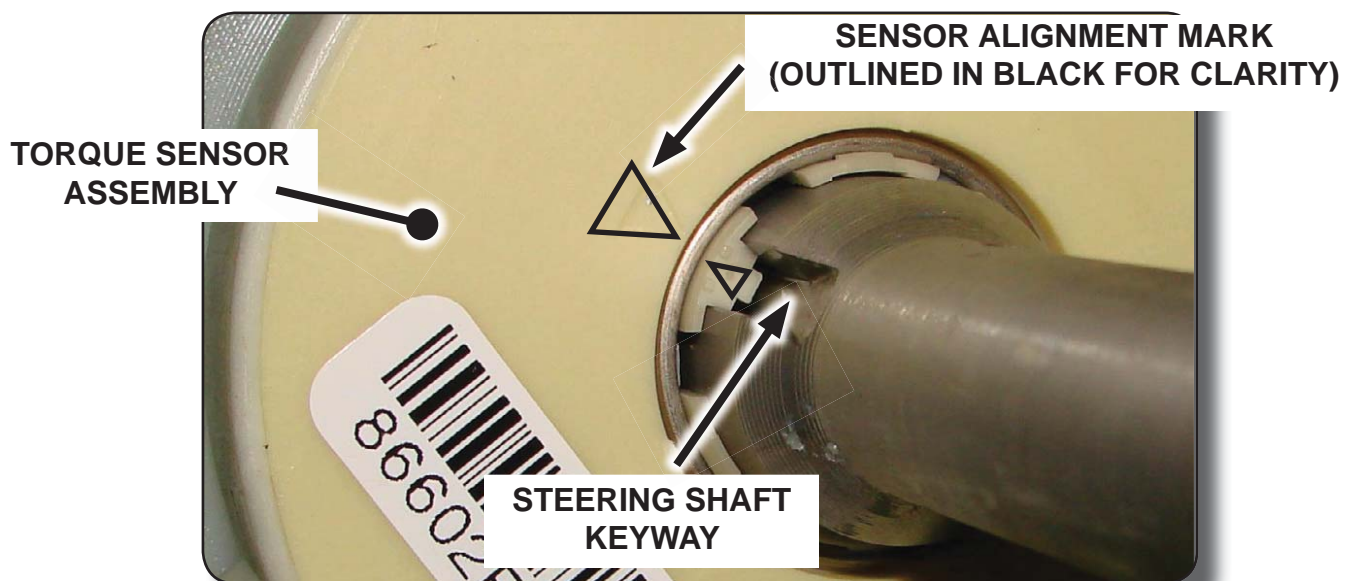


FIGURE 13

19. Prying gently from the back, remove the torque sensor assembly. Remove the sensor by gently pulling up on the sensor wires and using a hooked pick tool to lift the opposite side of the sensor. See Figure 14.



FIGURE 14



**HOOKED PICK
TOOL**

20. Inspect underside of sensor for damage. In case of breakage or damage, replace the steering column. For additional information, refer to MS3 online Workshop Manual (section 06-12).
21. Vacuum surface of gear face to remove any remaining contamination. Thoroughly vacuum the worm-worm gear interface. See Figure 15.

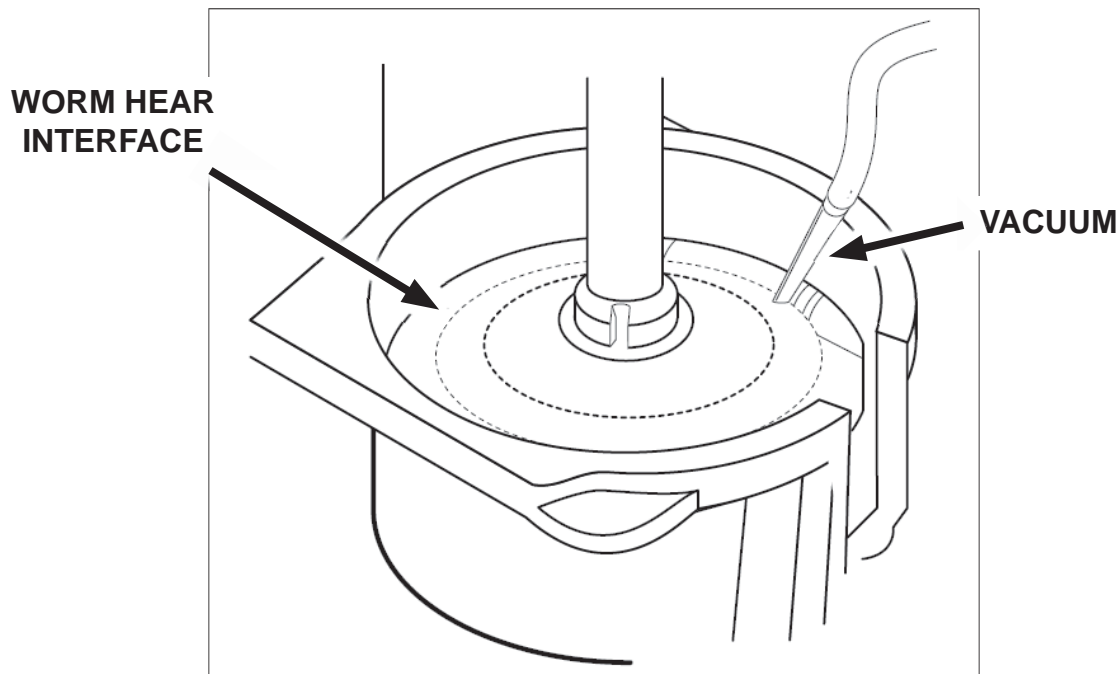


FIGURE 15

IMPORTANT:

- Up and down movement of the steering gear assembly in the vehicle will cause the steering shaft to rotate slightly. When you begin the next step, you **MUST** keep the steering gear assembly “locked” in the same position. Up and down movement of the steering gear during alignment and installation process will result in a misaligned torque sensor.
- The following steps (22 through 28) are **CRITICAL** for the proper installation of the torque sensor assembly.

NOTICE: The new torque sensor will come with a locking pin that ensures the steering angle sensor and the steering torque sensor are “locked” in the proper position. **DO NOT** remove this pin until the sensor assembly is completely installed.

NOTE: Do not force tool into place. The tool must feel loose when in proper position.

To see a short video of the torque sensor installation, [CLICK HERE](#).

22. Install the alignment tool. During installation of the tool, the tool key on the alignment tool should slide easily into the steering shaft key way. If there is any binding, have an assistant bump the tires slightly to the right or left again until the alignment tool falls into place. See Figure 16.

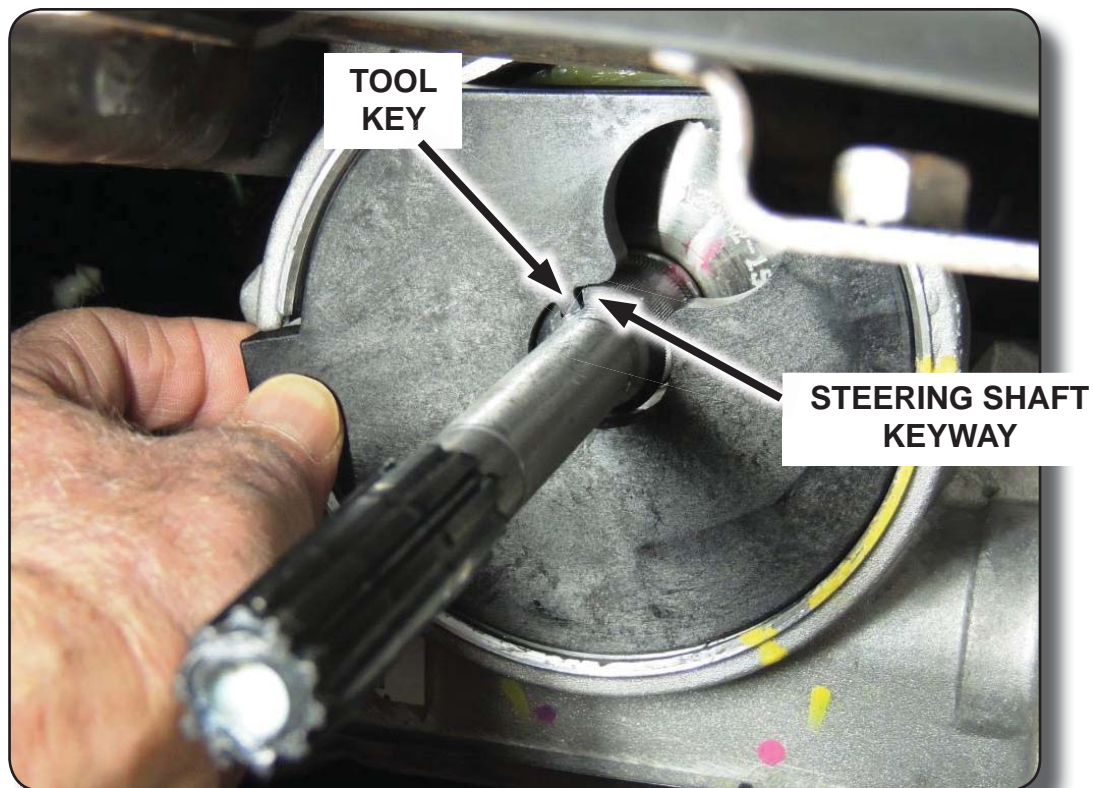


FIGURE 16

23. While the alignment tool is in place:

- If properly aligned, the alignment tool should be able to move back and forth (clockwise and counter-clockwise) slightly.
- If the alignment tool cannot be moved back and forth, the steering shaft is not aligned. Have an assistant bump the tires slightly until the alignment tool can be moved back and forth slightly.
- If the alignment tool feels stiff, the steering shaft is not aligned. Have an assistant bump the tires slightly until the alignment tool can be moved back and forth slightly. See Figure 17.

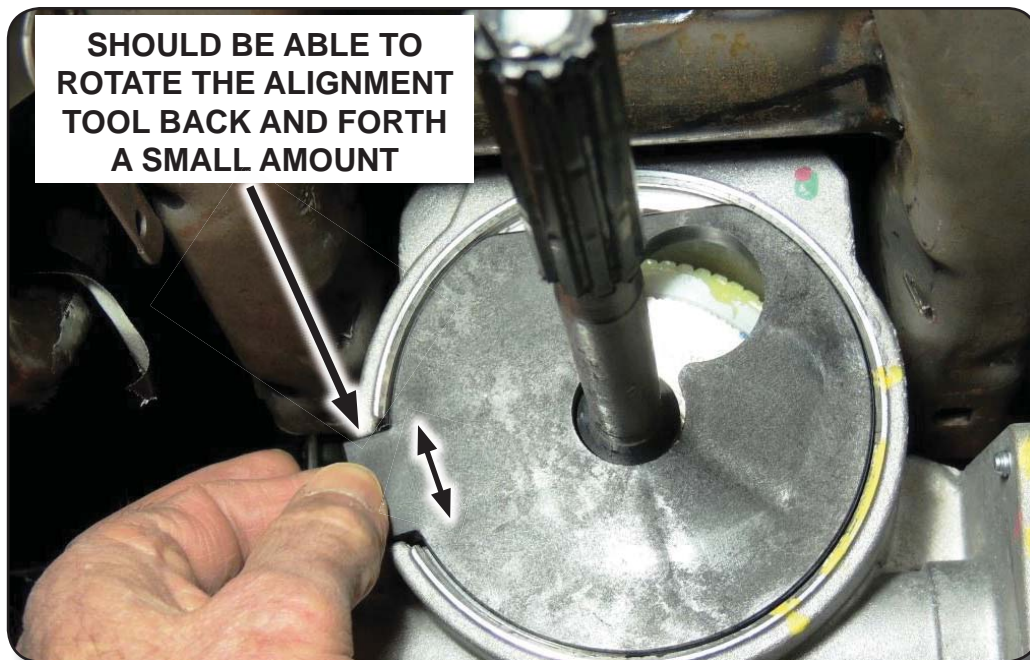


FIGURE 17

24. After the steering shaft is perfectly aligned with the spline on the alignment tool, remove the alignment tool and carefully install the sensor with the locking pin still in place. When seating the sensor assembly, apply gentle but even force on both sides of the sensor (DO NOT REMOVE THE LOCKING PIN YET). See Figure 18.

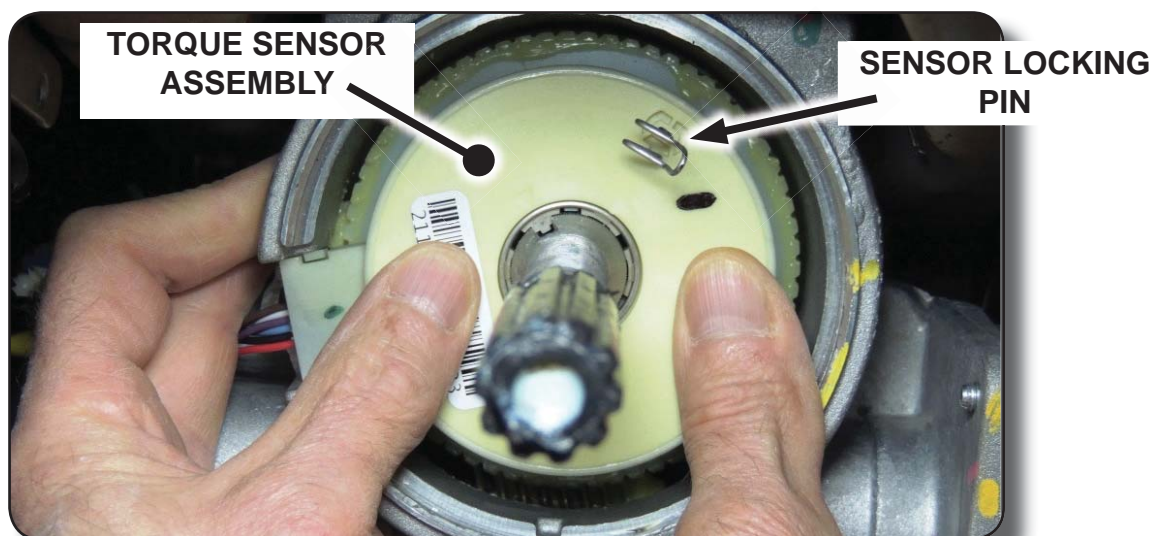


FIGURE 18

25. Ensure the locking pin is not wedged to one side of the sensor viewing window. The optimal position for the locking pin is centered in the viewing window. See Figure 19.

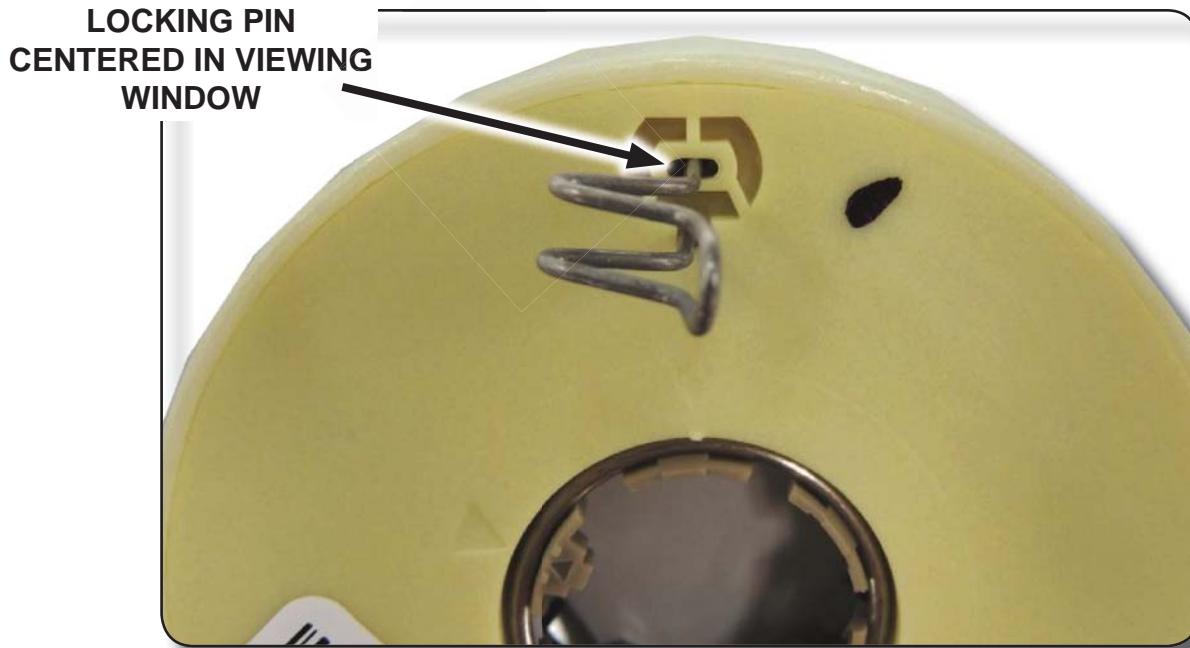


FIGURE 19

26. Fully Seating the Sensor:

NOTICE: DO NOT push the torque sensor past flush with the gear housing rim or damage to the sensor will occur.

Use the sensor alignment tool to verify sensor is seated properly. The sensor alignment tool should be flush with gear housing rim. See Figure 20.

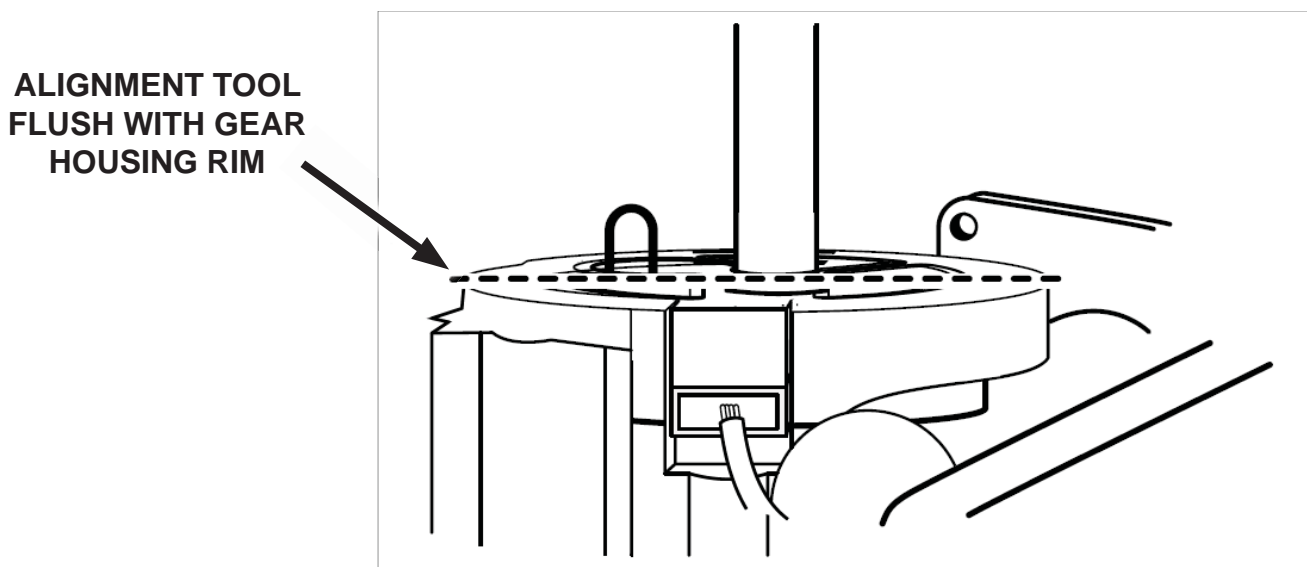


FIGURE 20

NOTICE: Do not drop the locking pin into the steering gear housing or damage may occur.

27. While the alignment tool is still in place, remove the locking pin, then remove the alignment tool.
See Figure 21.

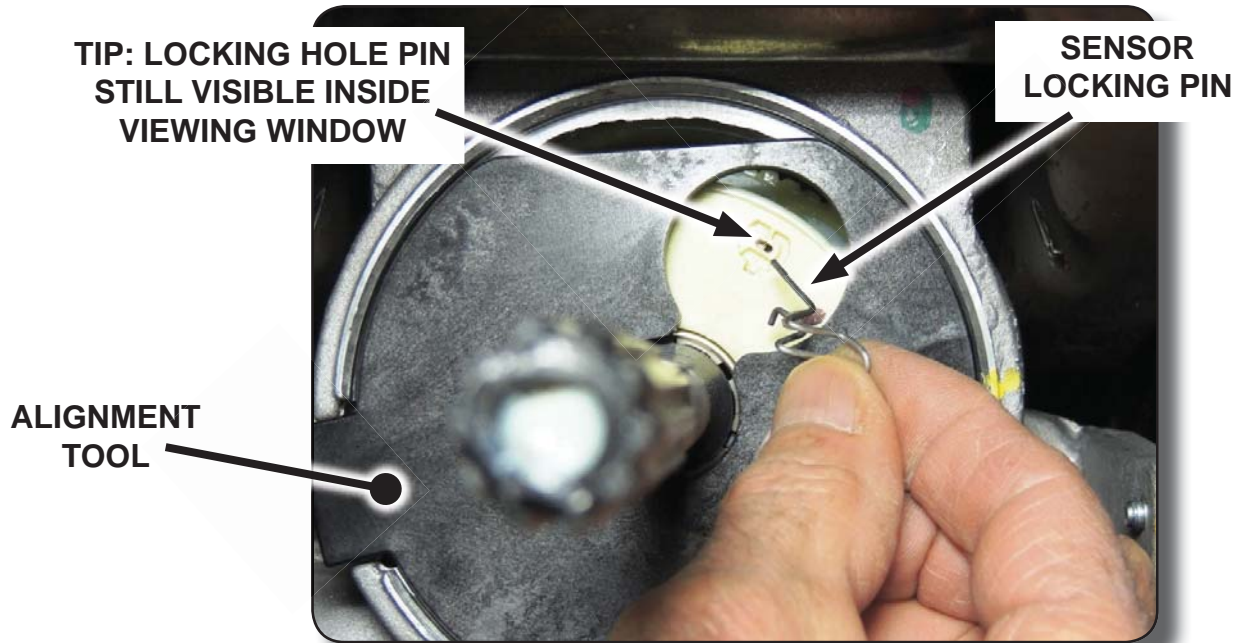


FIGURE 21

TIP: When the locking pin is removed, the locking pin hole should still be visible inside the sensor viewing “window”. It shouldn’t move. If the sensor was not properly aligned during installation, the hole will move out of view when the locking pin is removed.

28. If the locking pin hole is completely visible (Figure 22a) the sensor is installed correctly. If the locking pin is not completely visible (Figure 22b), remove and discard the torque sensor. Obtain a new torque sensor and repeat Steps 22 through 28. See Figure 22a and 22b.



FIGURE 22a



FIGURE 22b

29. Connect the torque sensor electrical connector and install the harness push-pin retainer. See Figure 12.

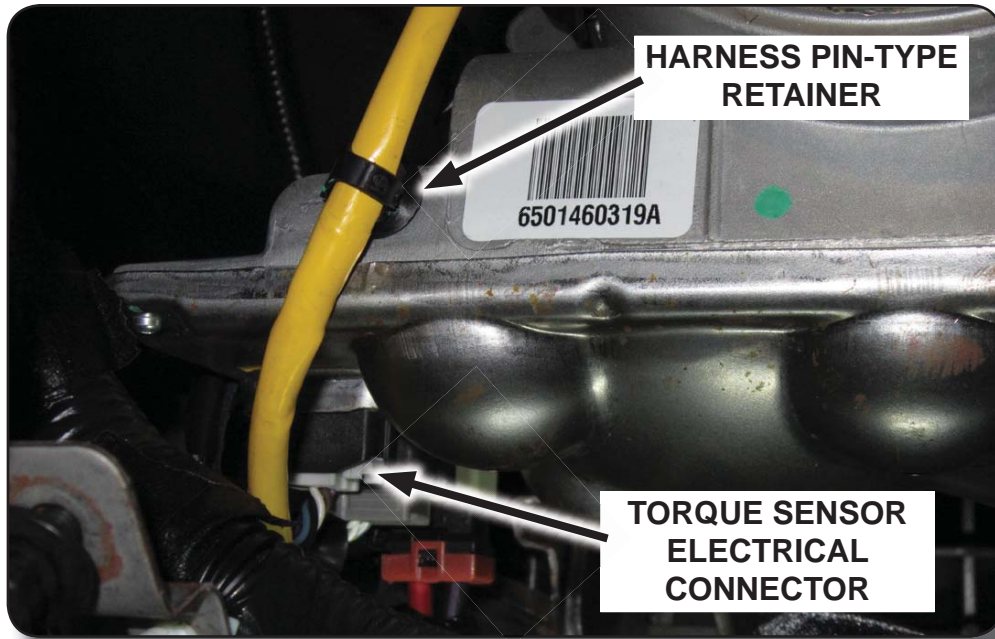


FIGURE 12

30. Reinstall the sensor seal onto the steering assist assembly. See Figure 11.



FIGURE 11

31. Install the lower jacket and install the original snap ring bevel side up. See Figure 23.

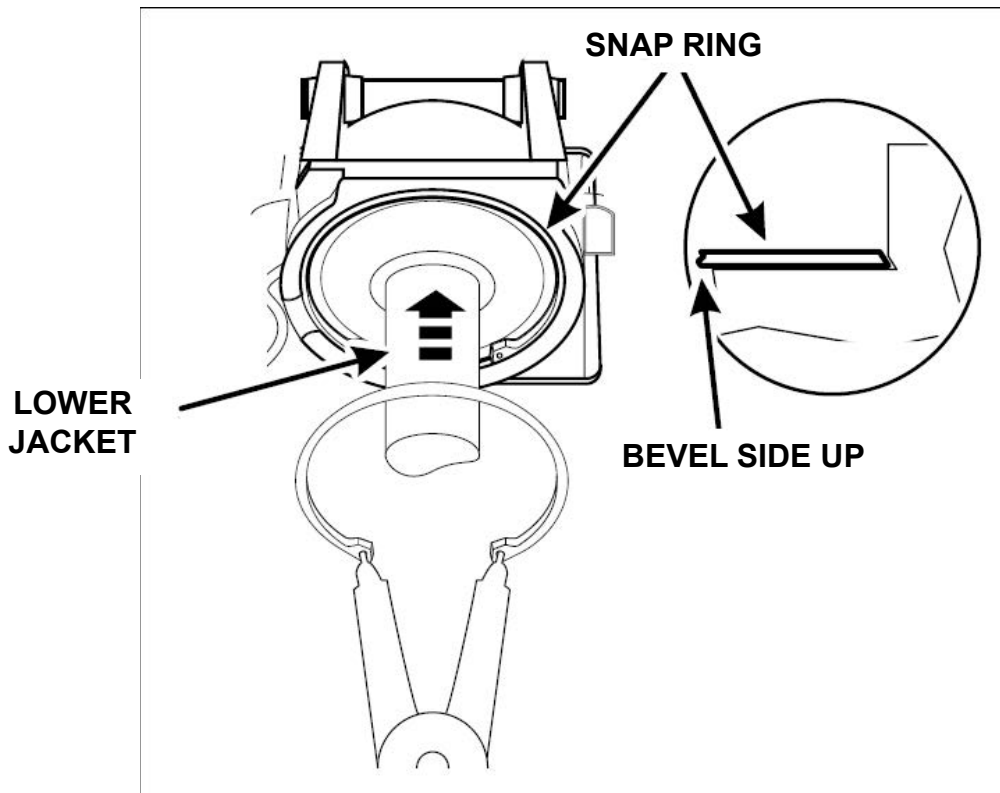


FIGURE 23

32. Ensure snap ring gap is positioned 90 degrees from sensor seal. Measure the gap between snap ring ears. Gap must be a minimum of 18 - 20mm to ensure snap ring is seated correctly. See Figure 24.

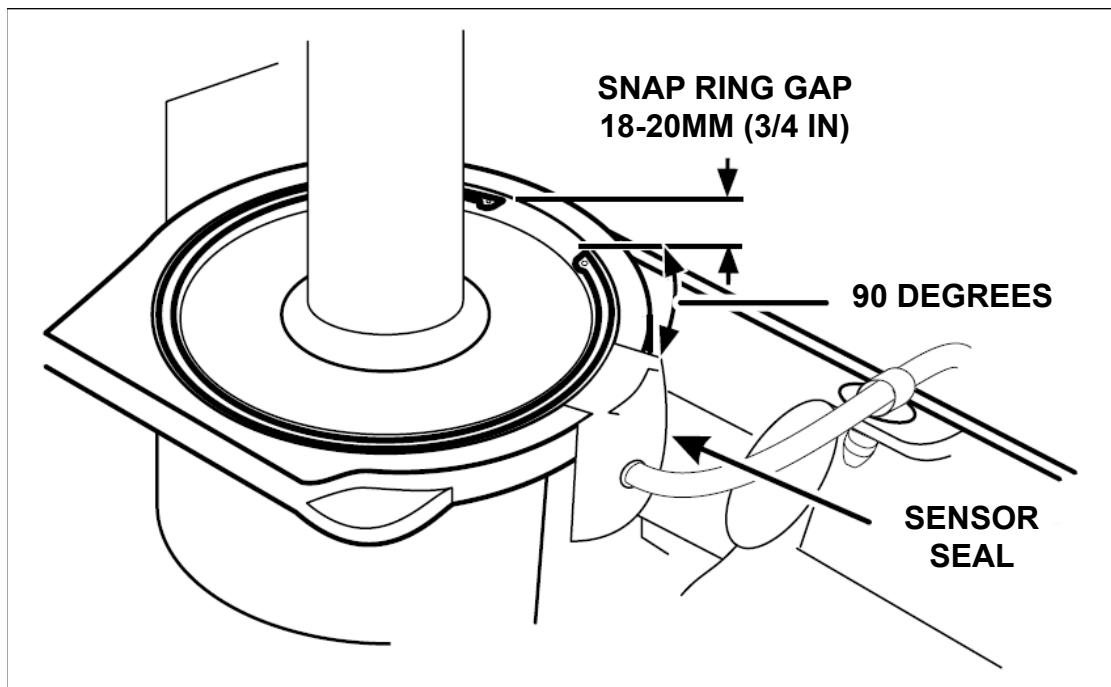


FIGURE 24

**ATTACHMENT II
SAFETY RECALL 7614E**

NOTE: Make sure the wheel is turned to the 11 o'clock position before assembling to the lower portion. Upper steering column assembly should slide on easily. Significant resistance means the upper assembly is not properly aligned. As necessary, rotate the upper assembly for proper alignment. All rotating parts must be properly aligned during assembly. Position tolerance ± 5 degrees.

33. Install the upper steering column assembly and remove the tape from the steering wheel. Rotate the upper steering column as necessary to align with block tooth on shaft.

34. Install two (2) new upper column bolts. See Figure 8.

- Tighten bolts to 28 Nm (21 lb-ft).

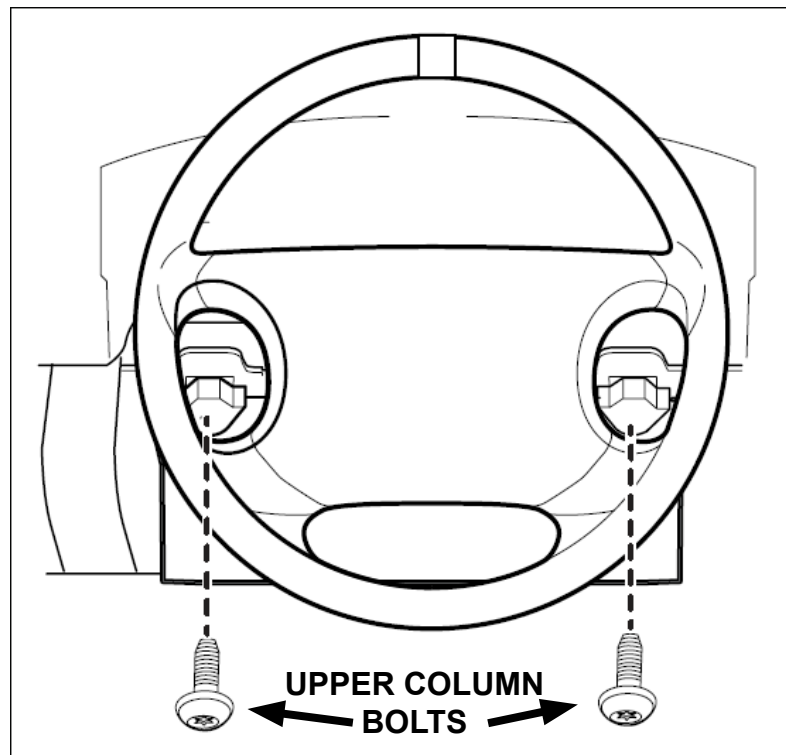


FIGURE 8

35. If equipped, Connect the PATS transceiver electrical connector. Reposition the harness and install the pin-type retainer. See Figure 7.

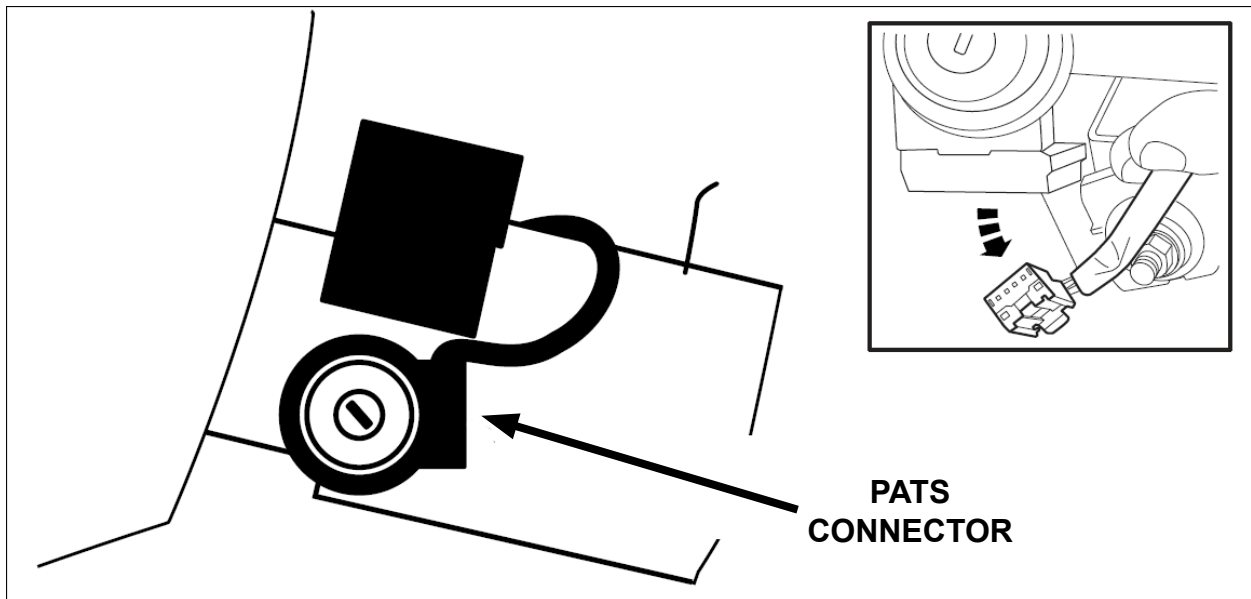


FIGURE 7

36. Connect the three connectors on the left side of the column. Install the pin-type retainers. See Figure 6.

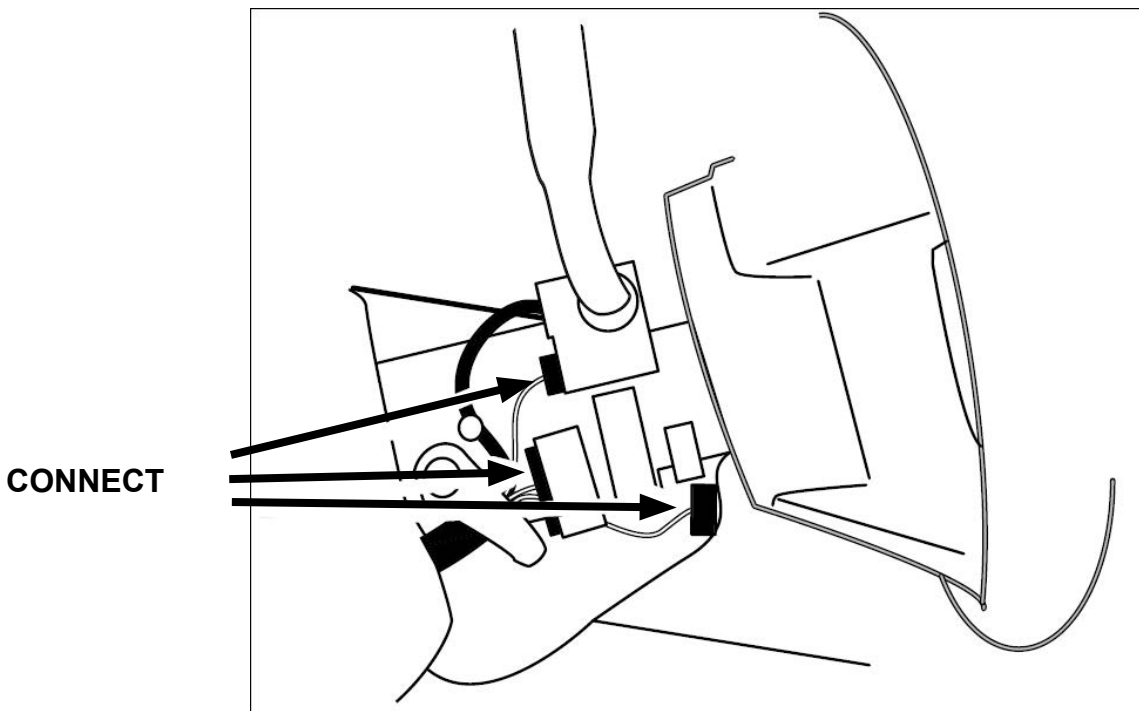


FIGURE 6

37. Install the lower column shroud. Install and tighten the three machine screws. See Figure 5.

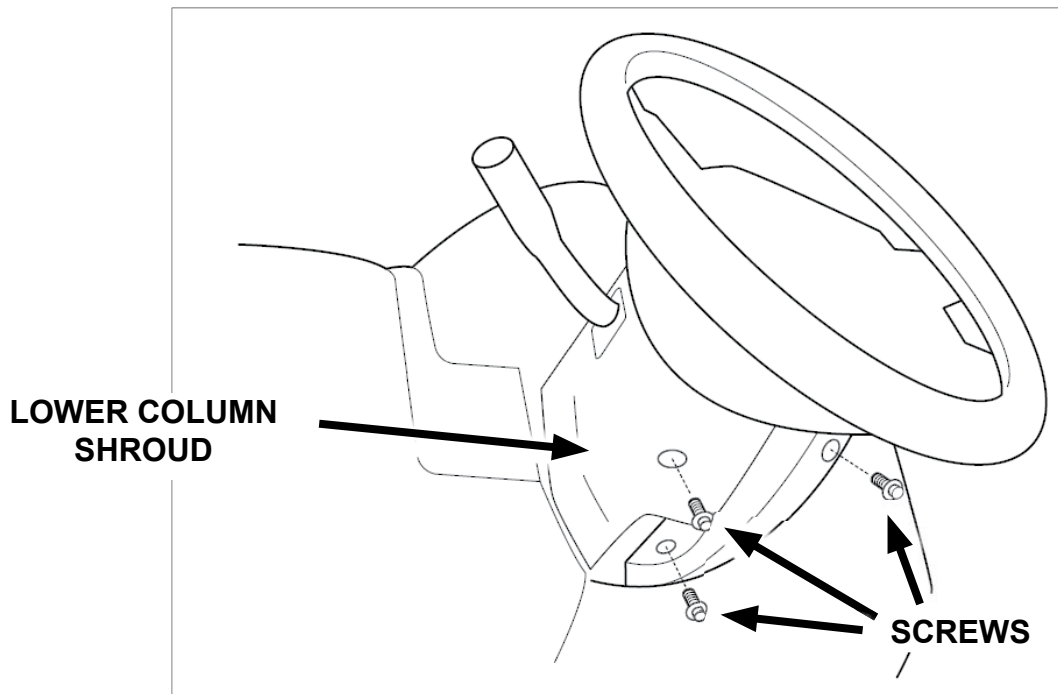


FIGURE 5

38. Install the upper column shroud. See Figure 4.

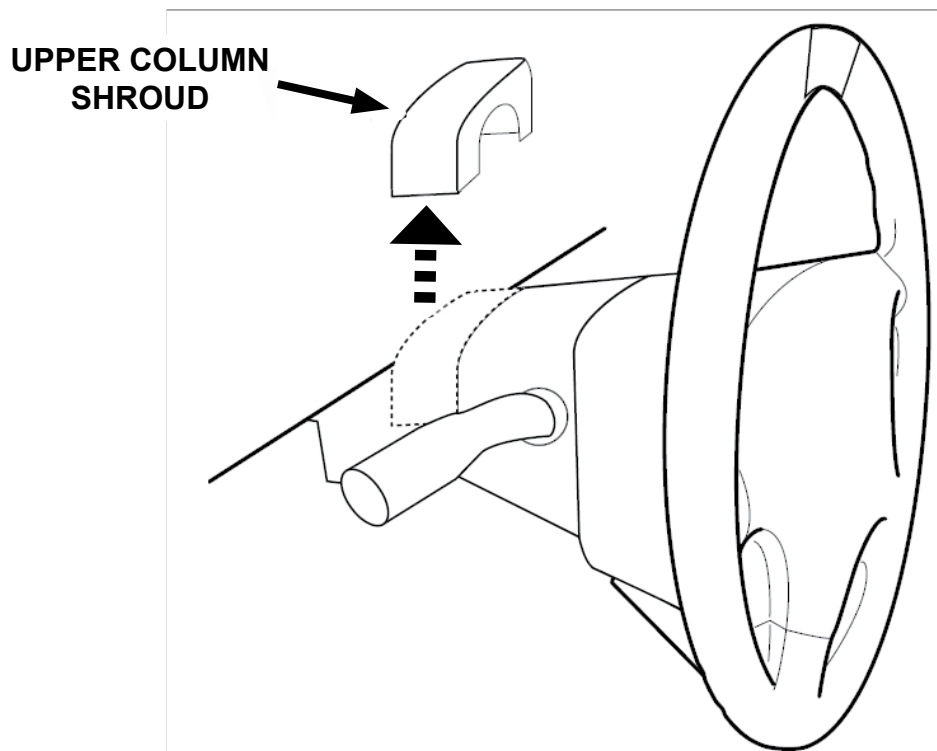


FIGURE 4

39. Install the four bolts and the steering column opening panel. See Figure 3.

- Tighten to 8 Nm (71 lb-in).

NOTE: Steering column removed for clarity.

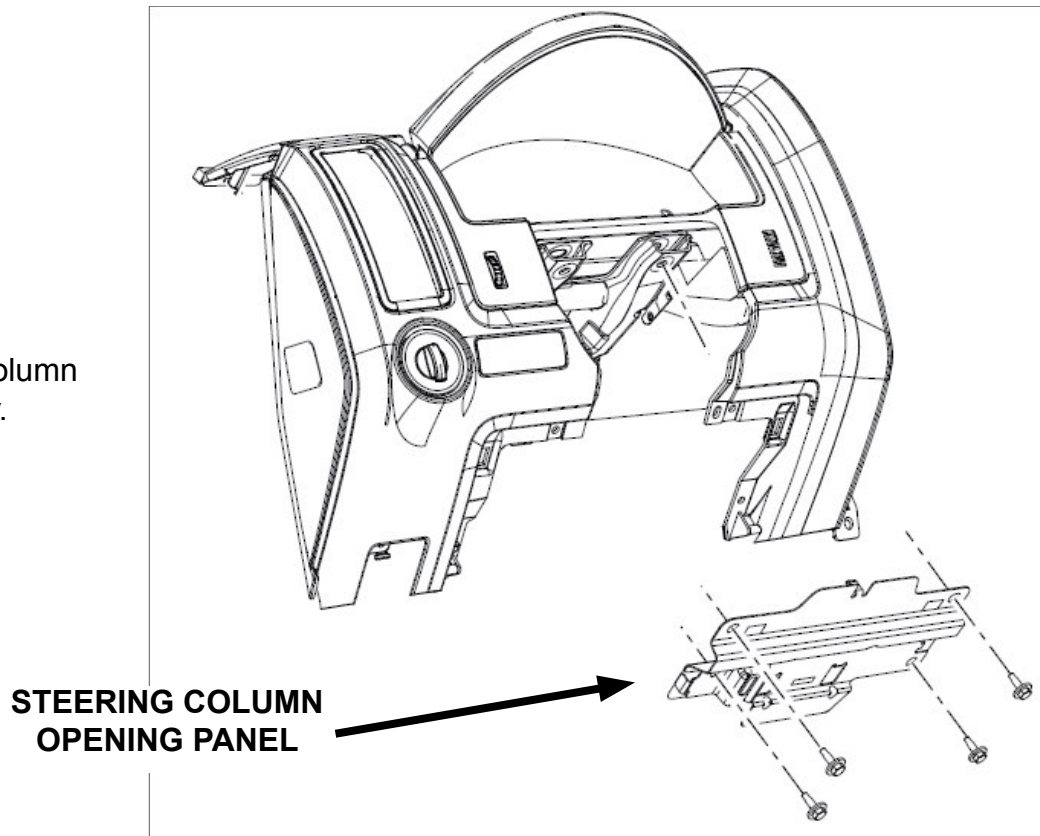


FIGURE 3

40. Install the steering column opening trim. See Figure 1.

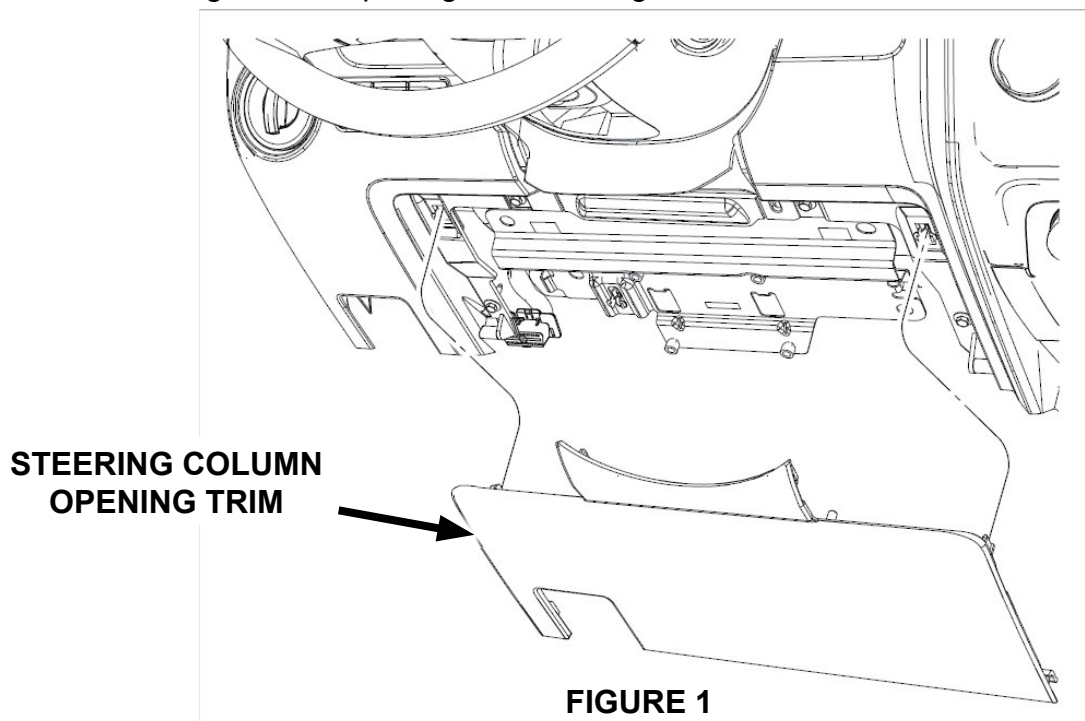


FIGURE 1

**ATTACHMENT II
SAFETY RECALL 7614E**

41. Connect the 12V battery. For additional information, refer to MS3 online Workshop Manual (section 01-17).
42. Lower the vehicle and start the engine. With the engine running, the steering wheel should stay centered. If the torque sensor is NOT installed properly (i.e. not centered during installation), EPAS will move the steering wheel all the way to the right or left. The torque sensor only needs to be off center a small amount to cause this type of problem. Remember, during normal operation, the torque sensor only moves a maximum -5 degree to +5 degrees.
43. Perform Steering Wheel Position Sensor Calibration. For additional information, refer to MS3 online Workshop Manual MODULE CONFIGURATION (section 09-40).
44. Proceed to D. MODULE REPROGRAMMING on page 3.

G. CAMPAIGN LABEL INSTALLATION

1. Fill out a blue “Campaign Label” (9999-95-065A-06) with Campaign No: “7614E”, your dealer code, today’s date.

CAMPAIGN LABEL

CAMPAIGN NO: _____

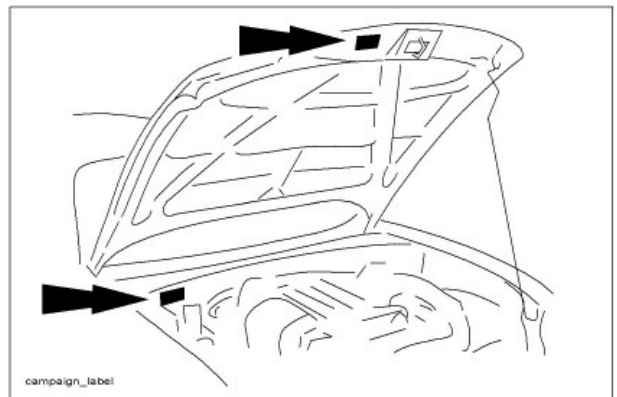
DEALER CODE: _____

DATE: / /

P/N 9999-95-065A-06

1326b

2. Affix the Campaign Label to the hood or bulkhead as shown:



3. Return the vehicle to the customer.



IMPORTANT SAFETY RECALL

**2008-2011 Tribute
Electric Power-Assisted Steering - Safety Recall 7614E
NHTSA Campaign No. 14V-282**

July 2014

VIN _____

Dear Mazda Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in 2008-2011 Tributes.

If you are a recipient of this notice, your vehicle is included in this recall.

What is the problem?

On affected vehicles, an Electric Power-Assisted Steering (EPAS) system fault will result in loss of power steering assist, and the steering system will default to manual steering mode. An unexpected loss of power assist during low speed vehicle maneuvers could potentially increase the risk of a crash.

What will Mazda do?

Your Mazda dealer will reprogram the Power Steering Control Module and Instrument Cluster module, free of charge.

The repair will take less than one-half day to complete; however, it may take longer depending on the service workload at your Mazda dealership.

What should you do?

Mazda is concerned about your safety. Please contact an authorized Mazda dealer to schedule an appointment to have this recall completed as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

What if you already paid for repairs?

If you have already paid for steering column or torque sensor replacement *due to loss of power steering assist*, prior to receiving this notice, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards.

Please complete the enclosed "Reimbursement Application Form", include 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 use our "Locate a Dealer" feature at www.MazdaUSA.com.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete the enclosed prepaid *Information Change Card* as soon as possible. This enables us to update our records and notify the current owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Still have questions?

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

If Mazda or its dealers do not repair the defect free of charge and within a reasonable amount of time, you may notify the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We actively work to improve our products and search for solutions to improve your ownership experience. Please accept our apologies for any inconvenience this recall may have caused you.

Sincerely,

Mazda North American Operations



REIMBURSEMENT PLAN

Requirements for Reimbursement

If you meet **all** of the following requirements, you are eligible to receive reimbursement under this plan:

1. You own or have owned a 2008-2011 Tribute.
2. You have paid for steering column or torque sensor replacement due to loss of power steering assist, prior to launch of the recall campaign.
3. You have an original or legible copy of the paid repair order or invoice receipt showing:
 - Vehicle model and year, and vehicle identification number (VIN)
 - Your name and address at the time of repair
 - Description of the concern reported
 - Steering column or torque sensor replacement
4. Mail this reimbursement application form with the applicable payment receipts 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

If your vehicle has had the steering column or torque sensor replaced due to loss of power steering assist prior to the launch of the recall campaign, 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. Include any applicable payment receipts, i.e. credit card receipt, cancelled check, etc.
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 steering column or torque sensor replacement due to loss of power steering assist.

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.

