

Mazda North American Operations



TO: Mazda Dealership Service Managers

DATE: March 2008

SUBJECT: Mazda Service Program - MSP16
2004-2008 RX-8 Engine Lack of Power

Mazda Motor Corporation has decided to conduct a Mazda Service Program (MSP) on 2004-2008 RX-8 vehicles built from April 10, 2003 through November 9, 2007.

Certain 2004-2008 RX-8 vehicles may experience a lack of engine power and/or low/rough engine idle speed in high ambient temperatures.

Please perform MSP16 on all applicable vehicles in dealer inventory and when owners bring their vehicles in for regularly scheduled maintenance or other service work. Please explain to the customer that the powertrain control module is reprogrammed free of charge.

IMPORTANT NOTE: Please remind your Service Consultants to run a Warranty Vehicle Inquiry using eMDCS for every vehicle that comes through your drive. This report will indicate if the vehicle is applicable to MSP16 as well as any other open Service Campaign or Recall.

A Mazda Service Program (MSP) is similar to a Special Service Program (SSP) and is designed to improve customer satisfaction and reduce customer inconvenience. Like a Recall or SSP, eMDCS will display MSP16 when performing an eMDCS Warranty Vehicle Inquiry on an applicable vehicle. The eMDCS system will also display "OPEN" if the repair has not been performed, or "CLOSED" if it has been performed. By clicking on the blue MSP16, eMDCS will hyperlink to Service Bulletin 01-013/08 which provides repair and warranty claim information. Additionally, you can find this Bulletin on the MS3 Website and on Mstore under Bulletins, Forms & E-Documents. We have also enclosed copies of this Bulletin for your convenience.

Warranty Claims for MSP16 will be accepted during the Emission Warranty term of the vehicle. Afterwards a DCSM authorization is required.

For technical assistance, call the Technical Assistance Hotline at (888) 832-8477. For warranty questions, contact the Corporate Dealer Assistance Group at (877) 727-6626, Option 2. Your support in carrying out this program is greatly appreciated.

Sincerely,

Susumu Niinai
Director, Technical Services
Mazda North American Operations