

Mazda North American Operations



TO: Mazda Dealership Service Managers

DATE: January 2007

SUBJECT: Mazda Service Program-MSP13

Mazda Motor Corporation has decided to conduct a Mazda Service Program (MSP) on 2007 CX-7 vehicles built from February 14, 2006 through August 1, 2006, 2006-2007 MX-5 vehicles built from January 6, 2006 through August 2, 2006, and 2006-2007 RX-8 vehicles built from January 7, 2006 through August 2, 2006. It is possible that a malfunction indicator light may illuminate with DTC P0455 (EVAP system leak detected-large leak) stored in memory, due to poor sealing between the fuel filler pipe and fuel filler cap.

Please perform MSP13 for 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 a new fuel-cap was installed in their vehicles **free of charge**.

Please, remind your Service Consultants to run a Warranty Vehicle Inquiry using eMDCS for every vehicle that comes through your drive. This report will inform you if the vehicle is applicable to MSP13 or any other Service Campaign or Recall and its status.

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 MSP13 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 MSP13, eMDCS will hyperlink to Service Bulletin 01-001/07 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.

MNAO warranty can only accept Warranty Claims for MSP13 while the vehicle is within the "Basic Vehicle Warranty" term without prior authorizations for your DCSM.

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