

**FORMULAR DE NOTIFICARE PENTRU NOTIFICAREA PRODUSELOR  
PERICULOASE AUTORITATILOR DE CATRE PRODUCATORI SI  
DISTRIBUITORI**

<b>Sectiunea 1: Detalii despre AUTORITATEA (AUTORITATILE) COMPANIA (COMPANIILE) care primesc formularul de notificare</b>	
Autoritatea/Contactul Numele/Adresa/Telefon/Fax/ E-mail/Website	<b>Autoritatea Nationala pentru Protectia Consumatorilor / Directia Generala Supraveghere Piata / Serviciul Produse si Servicii Alimentare si Nealimentare / Adresa: B-dul Aviatorilor nr.72 sector 1, Bucuresti / tel: 021 312 1275/ Fax: 021 314 3462, 021 3110188/ Website: <a href="http://www.anpc.ro">www.anpc.ro</a></b>
Identificarea companiilor notificate si rolul lor in vanzarea produsului	<b>-Mazda Austria GmbH - Reprezentanta, Coordonator Dealeri Autorizati</b>
<b>Sectiunea 2: Detalii despre PRODUCATOR/DISTRIBUITOR</b>	
Producatorul sau reprezentantul producatorului/Distribuitorul care completeaza formularul	<b>Mazda Austria GmbH - Reprezentanta, Str. Grigore Alexandrescu nr 59, HQ Victoriei, parter, Birou Mazda, Sector 1, Cod 010623 Bucuresti Tel: 031 438.00.16;</b>
Numele, Functia, Adresa, Telefon, Fax, E-mail, website ale persoanei de contact	Alexandru NEDA-Customer Service Manager Tel: 031 438.00.16; Email: <a href="mailto:aneda@mazdaeur.com">aneda@mazdaeur.com</a>
<b>Sectiunea 3: Detalii despre PRODUSELE implicate</b>	
Categoria. Sortimentul sau marca. Numele modelului (modelelor) sau Codul de bare/CN Tariful.Tara de origine	<ul style="list-style-type: none"> <li>• 1028 x Vehicule Mazda 1028 autovehicule Mazda diverse modele (CX-5, CX-3, Mazda2, Mazda6, MX-5) comercializate în România. Lista seriilor VIN afectate de aceasta campanie o regasiti in lista atasata.</li> </ul>
Descrierea/Fototografia	
<b>Sectiunea 4: Detalii despre PERICOL</b>	
Descrierea pericolului si posibila afectare a sanatatii/sigurantei si estimarea riscului si evaluarile realizate	La vehiculele afectate, rotorul din pompa de combustibil de joasă presiune se poate deforma, cauzând defecțiunea pompei de combustibil. Defecțiunea pompei de combustibil poate duce la lipsa pornirii și/sau oprirea motorului, crescând riscul unui accident. Șoferii pot observa acest defect printr-o lumină de avertizare din bord și/sau prin funcționarea anormală a motorului.
Inregistrarea accidentului (accidentelor)	<b>Nu au fost inregistrate accidente</b>

<b>Secțiunea 5: Detalii despre ACTIUNILE corective deja întreprinse</b>	
Tipuri/ Scopul/ Durata acțiunii (acțiunilor) și măsurilor de precauție și identificarea companiei responsabile	Reparatorul autorizat Mazda va înlocui pompa de combustibil de joasă presiune a vehiculului cu o piesă îmbunătățită. Reparația se va efectua fără nici un cost pentru proprietar.

**COMPANIILE TREBUIE SA COMPLETEZE SI SA TRANSMITA SECTIUNEA 6 IN CAZUL UNUI RISC SERIOS SAU IN CAZUL IN CARE PRODUCATORUL / DISTRIBUTORUL OPTEAZA PENTRU TANSMITEREA NOTIFICARII NUMAI AUTORITATII STATULUI MEMBRU IN CARE SUNT STABILITI**

<b>Secțiunea 6: Detalii ale altor COMPANII din lanțul de distribuție care detin produsele afectate</b>	
Lista producătorilor/ Importatorilor sau reprezentanți autorizați din Statul Membru: Nume/Adresa/ Tel/Fax/E-mail/Website	<b>Mazda Austria GmbH - Reprezentanta,</b> <b>Str. Grigore Alexandrescu nr 59, HQ Victoriei, parter,</b> <b>Birou Mazda, Sector 1,</b> <b>Cod 010623, Bucuresti</b> <b>Tel: 031 438.00.16; Website: <a href="http://www.mazda.ro">www.mazda.ro</a></b>
Lista distribuitorilor/ Detailistilor: Nume/Adresa/ Tel/Fax/E-mail/Website	<b>Lista Dealerilor și Reparatrilor Autorizați este regăsită pe site:</b> <b><a href="http://www.mazda.ro">www.mazda.ro</a> – secțiunea Cauta un dealer.</b>
Numărul de produse (nr. serie sau data, coduri) detinute de producător/importator/ distribuitor/detailist/consumatori din Statul Membru	<b>In cadrul Campaniei de Service sunt incluse 1028 autovehicule Mazda (CX-5, CX-3, Mazda2, Mazda6, MX-5) produse în Japonia sau Mexic.</b>



Februarie 2022

Seria de șasiu VIN	
Număr de înmatriculare:	
Data înmatriculării	

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ACȚIUNE DE SERVICE CU PRIVIRE LA AUTOVEHICULUL DVS  
VĂ RUGĂM SĂ CITIȚI DE URGENȚĂ

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**SUBIECT:** Campanie de Rechemare in Service – AM039A  
Modele multiple Mazda (motor cu benzina) – Posibila defectare a pompei de combustibil

Stimate proprietar Mazda:

Mazda Motor Corporation monitorizează permanent calitatea vehiculelor Mazda și după vânzarea vehiculelor. Am decis să desfășurăm o campanie de rechemare AM039A pe anumite vehicule Mazda pe benzină, după cum sunt enumerate mai jos.

- **CX-5 (KE/KF)**, produse din 3 Aprilie 2018 - 27 Octombrie 2018
- **CX-3 (DK)**, produse din 18 Octombrie 2017 - 6 Septembrie 2019
- **Mazda2 (DJ)**, produse din 18 Octombrie 2017 - 21 Februarie 2020
- **Mazda6 (GJ/GL)**, produse din 6 Aprilie 2018 - 24 Octombrie 2018
- **MX-5 (ND)**, produse din 5 Aprilie 2018 - 30 Octombrie 2018
- **Mazda3 (BM/BN)**, produse din 23 Aprilie 2018 - 26 Ianuarie 2019
- **CX-9 (TB)**, produse din 16 Aprilie 2018 - 17 Octombrie 2018

(Pentru vehicul fabricate in MSMR)

- **CX-5 (KE)**, produse din 23 Aprilie 2018 - 12 Decembrie 2018
- **Mazda6 (GJ)**, produse din 8 Mai 2018 - 5 Decembrie 2018
- **CX-9 (TB)**, produse din 22 Mai 2018 - 23 November 2018

Dacă sunteți destinatarul acestei notificări, vehiculul dvs. este inclus în această Campanie de Rechemare in Service.

**In ce consta obiectivul acțiunii de rechemare?**

La vehiculele afectate, rotorul din pompa de combustibil de joasă presiune se poate deforma, cauzând defectiunea pompei de combustibil. Defecțiunea pompei de combustibil poate duce la lipsa pornirii și/sau oprirea motorului, crescând riscul unui accident. Șoferii pot observa acest defect printr-o lumină de avertizare din bord și/sau prin funcționarea anormală a motorului.

**Ce operațiuni se vor efectua?**

Reparatorul dumneavoastră autorizat Mazda va înlocui pompa de combustibil de joasă presiune a vehiculului cu o piesă îmbunătățită.

Reparația se va efectua fără nici un cost pentru proprietar.

**Cât timp va dura acțiunea?**

Va dura aproximativ o oră și jumătate pentru a finaliza reparația, iar pentru vehiculele MX-5, va dura aproximativ două ore și jumătate pentru a realiza reparația.

Cu toate acestea, reparatorul dumneavoastră poate avea nevoie de vehiculul dumneavoastră pentru o perioadă mai lungă de timp funcție de programările din service.

**Ce trebuie să faceți dv.?**

Mazda acordă toată atenția siguranței dumneavoastră și vă încurajăm să contactați orice reparator autorizat Mazda pentru a programa o întâlnire pentru a vă verifica și repara vehiculul cât mai curând posibil.

Nu trebuie să aduceți această notificare la reparator, dar poate ajuta în procesul de identificare.

**V-ați mutat sau nu mai sunteți proprietarul vehiculului ?**

Dacă v-ați mutat sau nu mai sunteți proprietarul vehiculului Mazda vizat de această acțiune, vă rugăm să anunțați dealerul dvs. Mazda, de unde ați primit scrisoarea. Aceasta ne va ajuta să actualizăm baza de date clienți și să anunțăm proprietarul actual.

Dacă sunteți o companie de leasing a vehiculului Mazda vizat, vă rugăm să trimiteți această scrisoare de notificare către utilizator, deoarece este vital ca acesta să fie înștiințat de această Campanie de Rechemare

**Dacă mai sunt întrebări?**

Dacă aveți și alte nelămuriri privind această campanie, vă rugăm să contactați dealerul de unde ați achiziționat vehiculul dvs. Mazda sau de unde ați primit această scrisoare.

Satisfacția dvs. este o prioritate pentru Mazda. Lucrăm în mod activ ca să ne îmbunătățim produsele și căutăm soluții pentru a vă îmbunătăți experiența dvs. de proprietar. Va rugăm să acceptați scuzele noastre pentru orice neplăcere creată.

Cu stimă,

Mazda Romania

Lista serii VIN companie AM039A

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Lista serii VIN companie AM039A

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VIN:  
Registration No.:  
Registration Date:

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URGENT ACTION REQUIRED CONCERNING YOUR VEHICLE  
THIS IS NOT A CIRCULAR - PLEASE READ IMMEDIATELY

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SUBJECT: Recall Campaign  
Multi-Models (petrol vehicles) - Fuel pump may fail

Dear Mazda Owner:

Mazda Motor Corporation permanently monitors the quality of Mazda vehicles also after the sale of the vehicles. We have decided to conduct a Recall Campaign AM039A on certain Mazda petrol vehicles as listed below.

- **CX-5 (KE/KF)**, produced from 3 April 2018 through 27 October 2018
- **CX-3 (DK)**, produced from 18 October 2017 through 6 September 2019
- **Mazda2 (DJ)**, produced from 18 October 2017 through 21 February 2020
- **Mazda6 (GJ/GL)**, produced from 6 April 2018 through 24 October 2018
- **MX-5 (ND)**, produced From 5 April 2018 through 30 October 2018
- **Mazda3 (BM/BN)**, produced from 23 April 2018 through 26 January 2019
- **CX-9 (TB)**, produced from 16 April 2018 through 17 October 2018

(For MSMR built vehicles)

- **CX-5 (KE)**, produced from 23 April 2018 through 12 December 2018
- **Mazda6 (GJ)**, produced from 8 May 2018 through 5 December 2018
- **CX-9 (TB)**, produced from 22 May 2018 through 23 November 2018

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

**What is the problem?**

On the affected vehicles, the impeller in the low-pressure fuel pump may become deformed causing fuel pump failure. Fuel pump failure may result in engine no start and/or stall, increasing the risk of a crash. Drivers may notice this defect by a check engine light, and/or rough engine operation.

**What will Mazda do?**

Your Mazda Authorized Repairer will replace the low pressure fuel pump on your vehicle with an improved part. The repair will be performed at no cost to you.

**How long will it take?**

It will take approximately one and a half hours to complete the repair, and for MX-5 vehicles, it will take approximately two and a half hours to complete the repair. However, your repairer may need your vehicle for a longer period of time.

**What should you do?**

Mazda is concerned about your safety, and we encourage you to contact any authorized Mazda repairer to schedule an appointment to have your Mazda vehicle repaired as soon as possible. You do not need to bring this notice to the repairer, but it may assist in the check-in process.

**Moved or no longer own this vehicle?**

If you have moved or no longer own your Mazda vehicle, please complete and mail the enclosed prepaid postcard "Change of Address/Ownership" as soon as possible. This enables us to update our records and notify the current owner.

If you are a lessor of the subject Mazda vehicle, we strongly encourage you to forward this recall notification to the lessee, as it is critical that the current driver of the vehicle is notified of this recall.

**Still have questions?**

If you have any questions regarding this recall please contact xxxx at (xxxx)-xxx-xxx xxx (contact name and method to NSC/ID).

Your satisfaction is a priority for Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. We sincerely apologize for any inconvenience this recall may cause you.

Sincerely,

(NSC/ID Name)