

MAZDA LAUNCHES RECALL INFORMATION CENTER TO SUPPORT DEALERS AND CUSTOMERS

REPAIRING RECALLED VEHICLES IS THE KEY GOAL

IRVINE, Calif. (August 30, 2016) –There is a heightened public awareness of automotive recalls, but recall repairs remain comparatively low. In an effort to increase recall completions, Mazda North American Operations (MNAO) has launched the new Mazda Recall Information Center – www.MazdaRecallinfo.com. The Recall Information Center will help customers easily confirm if their vehicle is affected by a recall, and provide a convenient way to schedule an appointment for recall repairs.

The new Recall Information Center provides customers and dealers with:

- Up-to-date Recall and Special Service Programs (SSP) information
- A mobile-friendly, convenient way to search for Recalls and SSPs applicable to their vehicle, by inputting a Vehicle Identification Number (VIN)
- Quick access to online repair appointment scheduling, using Mazda's Service Schedule
- A dedicated landing page for each dealer

Mazda's Senior VP of U.S. Operations Robert Davis said, "In addition to the new Recall Information Center, Mazda is aggressively working to train additional service technicians. We have created online classes and virtual classrooms to further train our outstanding technicians to help speed the repair time and enhance the customer's experience when they bring in their vehicle."

Mazdarecallinfo.com was developed in partnership with [Minacs Marketing Solutions](#). MNAO's recall solution focuses on both owner and dealer engagement to ensure recall repairs are completed in the most expedient manner.

For the most up-to-date Safety Recall information on Mazda vehicles, customers should check their vehicle's status by visiting the Mazda Recall Information Center at www.mazdarecallinfo.com and entering their VIN. Safety Recall inquiry by individual VIN is also available at the NHTSA site: safecar.gov/vin.

Mazda North American Operations is headquartered in Irvine, Calif., and oversees the sales, marketing, parts and customer service support of Mazda vehicles in the United States and Mexico through nearly 700 dealers. Operations in Mexico are managed by Mazda Motor de Mexico in Mexico City. For more information on Mazda vehicles, including photography and B-roll, please visit the online Mazda media center at www.mazdausamedia.com.

#

Contact:
Tamara Mlynarczyk, Mazda North American Operations, (202) 467-5092

<https://news.mazdausa.com/2016-08-30-mazda-launches-recall-information-center>