



July 21, 2021

Atty. Melquiades Marcus Valdez II
Director
Consumer Protection & Advocacy Bureau
(CPAB)
Department of Trade and Industry

Dear Atty.,

Good day!

Bermaz Auto Philippines, the authorized distributor of Mazda vehicles & spare parts in the Philippines is hereby informing your good office that we shall be having a special service campaign for all Mazda 3 (BK) models which are sold here in the Philippines.

The plastic logo on the steering wheel air bag module cover may shatter and project fragments into the vehicle interior during an air bag deployment in the crash. Plastic fragments of the shattered logo may hit occupants, increasing the possibility of serious injury to occupants.

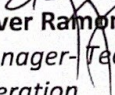
Causal Factor: Due to an improper material specification, the plastic logo may become brittle over time. In this condition, the logo may shatter during a normal air bag deployment.

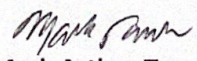
To correct the concern, replacement of the Airbag Module Cover of the vehicle is needed. In this light, BAP will take full responsibility on the replacement of the causal part.

For any clarification, you may email us thru customer.service@mazda.ph.

Thank you and more power!

Best Regards,


Oliver Ramon Buan
Manager- Technical & Parts
Operation


Mark Arthur Tamula
Manager - Field Service Operation

Noted by:


Rami De Vera
General Manager
Customer Service Operation