



October 19, 2020

Ms. Lilian G. Salonga
Assistant Director
Consumer Protection & Advocacy Bureau
(CPAB)
Department of Trade and Industry

DEPARTMENT OF TRADE AND INDUSTRY CPAB	
RECEIVED BY:	<u>J. Baltazar</u>
DATE:	<u>10-20-20</u>
TIME:	<u>2:11</u>

Dear Madam,

Good day!

Bermaz Auto Philippines which carries the distributorship of Mazda brand in the country is hereby informing your good office that we shall be having a special service campaign for Mazda 2 (DJ,DL) Mazda 3 (BN) CX-5 (KF) CX-9 (TC) Mazda 6 (GL) and MX-5 (ND) which are sold here in the Philippines.

Our manufacturer has requested us to carry out this campaign as they had discovered that subject vehicles may not start and could suddenly stall because the Low Pressure Fuel Pump may stop working and would result to a potential danger on the vehicle users. Swelling of the Fuel Pump impeller may interfere with its surrounding parts and might seize its operation.

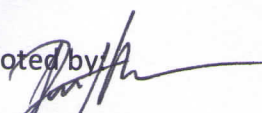
To correct the concern we will replace the Fuel delivery Module (FDM) of subject units. We will notify all our valued customers of this campaign and upgrading of the parts will be done subsequently to all Mazda Dealers in the Philippines free of charge.

Thank you and more power!

Best Regards,


Oliver Ramon Buan
Manager- Technical Service and Parts Operation


Mark Arthur Tamula
Manager – Dealer Service Operation

Noted by: 
Ramil De Vera
General Manager
Customer Service Operation