

# Part 573 Safety Recall Report

# 16V-644

**Manufacturer Name :** Mazda North American Operations**Submission Date :** SEP 06, 2016**NHTSA Recall No. :** 16V-644**Manufacturer Recall No. :** 9916H**Manufacturer Information :**

Manufacturer Name : Mazda North American Operations

Address : 1025 Connecticut Avenue, NW

Suite 910 Washington DC 20036

Company phone : 800-222-5500

**Population :**

Number of potentially involved : 580,455

Estimated percentage with defect : NR

**Vehicle Information :**

Vehicle 1 : 2010-2013 Mazda Mazda3

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Plant information; Hofu plant of Mazda Motor Corporation in Japan.

Production Dates : NOV 18, 2008 - JUN 08, 2013

VIN Range 1 : Begin : JM1BL1H61A1100652 End : JM1BL1H64A1354727  Not sequentialVIN Range 2 : Begin : JM1BL1K61B1354789 End : JM1BL1M69B1902535  Not sequentialVIN Range 3 : Begin : JM1BL1L44C1500035 End : JM1BL1L31C1701155  Not sequentialVIN Range 4 : Begin : JM1BL1L81D1704375 End : JM1BL1LP5D1844419  Not sequential

Vehicle 2 : 2012-2015 Mazda Mazda5

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Plant information; Hiroshima plant of Mazda Motor Corporation in Japan.

Production Dates : OCT 26, 2010 - JUN 22, 2015

VIN Range 1 : Begin : JM1CW2DL2C0100018 End : JM1CW2DLXC0144686  Not sequentialVIN Range 2 : Begin : JM1CW2BL6D0144687 End : JM1CW2BL1D0162756  Not sequentialVIN Range 3 : Begin : JM1CW2BL1E0162757 End : JM1CW2DL6E0178577  Not sequentialVIN Range 4 : Begin : JM1CW2DL5F0178586 End : JM1CW2BL5F0191325  Not sequential

Vehicle 3 : 2016-2016 Mazda CX-3

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Plant information; Hofu plant of Mazda Motor Corporation in Japan.

Production Dates : JUN 01, 2015 - DEC 26, 2015

VIN Range 1 : Begin : JM1DKBD72G0103784 End : JM1DKDC74G0131129  Not sequential

Vehicle 4 : 2013-2016 Mazda CX-5

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Plant information; Hiroshima plant of Mazda Motor Corporation in Japan.

Production Dates : DEC 15, 2011 - DEC 26, 2015

VIN Range 1 : Begin : JM3KE2CE4D0100063 End : JM3KE2BE3D0169134  Not sequential

VIN Range 2 : Begin : JM3KE4CY7E0300040 End : JM3KE4CY3E0430753  Not sequential

VIN Range 3 : Begin : JM3KE2CY8F0430754 End : JM3KE2BE4F0554561  Not sequential

VIN Range 4 : Begin : JM3KE2CY8G0600015 End : JM3KE4BY4G0760020  Not sequential

## Description of Defect :

Description of the Defect : The lift gate stay dampers may corrode by salt water due to improper coating of the outer tube at the end cap. Continued use causes corrosion to advance which leads to outer tube swelling and eventual end cap cracking. In the worst case, the outer tube may get thin, resulting in breaking off.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the outer tube of the stay damper breaks off, the broken parts of the stay damper may hit the customer and/or the lift gate may drop suddenly drop, causing injury.

Description of the Cause : Insufficient corrosion protective coating on the stay damper outer tube.

Identification of Any Warning that can Occur : NR

## Supplier Identification :

### Component Manufacturer

Name : Showa Corporation.

Address : 1-14-1, Fujiwara-cho, Gyoda, Saitama 361  
FOREIGN STATES

Country : Japan

## Chronology :

In January, 2016; SHOWA informed Mazda of their investigation of another OEM's field incident where the stay damper corroded and broke off by its internal pressure.

In March, 2016; Mazda received information from SHOWA that salt water may penetrate into the gap between the outer tube and the end cap because of continued temperature changes, which lead to eventual corrosion of the stay damper.

From April to August, 2016; Mazda began an internal investigation with launch of a parts collection from field vehicles in use. Although no broken stay dampers were found, the outer tube of some returned parts were confirmed to be corroded. Mazda also conducted an anti-corrosion evaluation. As a result, Mazda verified that the anti-corrosion performance of a certain specification was not sufficient.

On August 30, 2016; At present, there are no field incidents of stay damper breakage in any of Mazda's global markets. However, from the investigation results, Mazda determined that the stay damper may potentially break off on Mazda vehicles in future. Therefore, out of an abundance of caution, Mazda decided to conduct a recall campaign of the lift gate stay dampers on MY 2010-2013 Mazda3, MY 2012-2015 Mazda5, MY 2016 CX-3 and MY 2013-2016 CX-5 vehicles.

## Description of Remedy :

Description of Remedy Program : Owners of record will be notified of this issue and instructed to take their vehicles to a Mazda dealer for repair. The repair will be to replace both the left and right side lift gate stay dampers with modified parts. The repair will be performed free of charge to vehicle owners. Mazda will conduct the field action for this recall campaign in two phases: (1) First, Mazda will notify all vehicle owners that a recall campaign will be conducted, and (2) secondly, vehicle owners will be re-notified to have the repair performed when modified parts are available.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

**Recall Schedule :**

Description of Recall Schedule : A draft of the planned owner letter will be provided when it becomes available.

Planned Dealer Notification Date : OCT 07, 2016 - OCT 07, 2016

Planned Owner Notification Date : NOV 01, 2016 - NOV 01, 2016

\* NR - Not Reported