



ZOOM-ZOOM

TO: All Mazda Dealership General Managers and Service Managers

DATE: February 2016

SUBJECT: 2014-2016 CX-5 Non-compliance with Federal Motor Vehicle Safety Standard No. 301 Recall Campaign 9216B

Mazda Motor Corporation has decided that certain 2014-2016 CX-5 vehicles, produced from June 27, 2013 through February 2, 2016, fail to conform to Federal Motor Vehicle Safety Standard No. 301, Fuel System Integrity.

Certain 2014-2016 CX-5 vehicles do not comply with the requirement specified in the Federal Motor Vehicle Safety Standard (FMVSS) No. 301, Fuel System Integrity. At the FMVSS 301 rear-end collision test by NHTSA, the rear-end offset impact was applied to a CX-5 vehicle at a speed of 80 km/h, and then the tested vehicle was rolled over to check if fuel leak occurred. In this rollover test, the amount of fuel spillage exceeded the specified value, and the tested CX-5 did not satisfy the requirement of FMVSS 301.

Owners of affected vehicles will be notified by first class mail beginning February 25, 2016.

This package contains important information about Recall Campaign 9216B:

Attachment I	Dealer Service Information
Attachment II	Repair Procedure
Attachment III	Owner Notification Letter

Failure to perform applicable recalls before delivery can result in extensive dealer fines and penalties from the Federal Government. Therefore, you must complete this recall for all affected vehicles in your inventory prior to delivery.

To help you effectively perform this recall, Mazda has developed the following resources:

1. The attached service information (Attachment I) and repair procedure (Attachment II) are available on eMDCS and MS3 (Mazda Service Support System) websites via MXConnect.
2. For technical assistance, contact the Technical Assistance Hotline at (888) 832-8477, Option 3.
3. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
4. We recommend using the Recall Reminder Report #JS30R165-1 and Recall Reminder Labels available in Web Reporting to encourage customers to come in for the recall (with recall reminder postcards). Dealers may use such owner information for the sole purpose of conducting and performing this recall, and for no other purpose. **Using it for marketing activities is strictly prohibited and could subject your dealership to serious fines.** The information in the report is protected by state privacy and other applicable laws regarding disclosure of personal and/or confidential, restricted or blocked information. It is the dealer's responsibility to protect the confidentiality of owner records and prevent the release of information to other parties.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this recall before responding to customer inquiries.

We apologize for any inconvenience this recall may cause you and your customers. Your understanding and support in carrying out this campaign is greatly appreciated.

Sincerely,



Akira Ikemoto
Director, Technical Services Division
Mazda North American Operations

CONDITION OF CONCERN

Certain 2014-2016 CX-5 vehicles do not comply with the requirement specified in the Federal Motor Vehicle Safety Standard (FMVSS) No. 301, Fuel System Integrity. At the FMVSS 301 rear-end collision test by NHTSA, the rear-end offset impact was applied to a CX-5 vehicle at a speed of 80 km/h, and then the tested vehicle was rolled over to check if fuel leak occurred. In this rollover test, the amount of fuel spillage exceeded the specified value, and the tested CX-5 did not satisfy the requirement of FMVSS 301.

Dealers are instructed to perform repair on all subject CX-5 vehicles to prevent potential rupture on the fuel filler pipe. This recall repair must be performed on all subject vehicles at no charge to the vehicle owner.

SUBJECT VEHICLES

Model	VIN range	Build Date Range
2014-2016 CX-5	JM3 KE**** E0 366986 – 430753 JM3 KE**** F0 430754 – 554564 JM3 KE**** G0 600015 – 773296	From June 27, 2013 through February 2, 2016

The asterisk symbol “*” can be any letter or number.

NOTE: Certain CX-5 vehicles within the subject VIN/build date ranges were repaired at the ports.

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail beginning February 25, 2016.

PARTS INFORMATION

Description	Part Number	Quantity	Notes
Protective Tape	0000-VG-3M1	1	1 = sheet of 50 discs
Aerosol Undercoat	0000-VG-104A	1	
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store (no charge)

WARRANTY CLAIM PROCESSING INFORMATION

	Remove mounting bolt, Apply protective tape and undercoating
Warranty Type Code	A
Symptom Code	99
Damage Code	99
Process Number	AF062B
Part Number Main Cause / Part Quantity	7777-SP-K70 / 0 pcs
Related Part Number / Part Quantity	0000-VG-3M1 / 1 pc
Labor Operation Number / Labor Hours	XXM2DXRX / 0.4 hrs.

Note: The labor hours for this repair include an allocation for the amount of undercoating spray necessary for each vehicle’s repair

Sublet – TOWING INFORMATION

For customers who are afraid to drive their vehicles, towing charges can be submitted as a sublet to the warranty claim.

Sublet Invoice Number	Number from Towing Invoice or Dealer Purchase Order
Sublet Type Code	K1
Sublet Amount	Amount from Towing Invoice

RENTAL CAR INFORMATION

Mazda will authorize rental and service loaner vehicles on a limited basis. We are requesting dealer understanding and partnership regarding rental and loaner vehicle utilization. Please make every effort to utilize alternative transportation solutions in place of rental use. Rental is covered if customer has no alternative means of transportation.

Rental Car Warranty Claim Information

Please submit rentals on a separate claim problem number as follows:

	Rental Agency Vehicle	Dealer Loaner Car Fleet Vehicle
Warranty Type Code	A	A
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause	5555-92-16BR	5555-92-16BL
Part Quantity	0	Number of days loaner car was used Mazda pays \$35.00/day
Labor Operation Code	MM024XRX	MM024XRX
Labor Hours	0.0	0.0
Sublet – Rental Car		
Sublet Invoice Number	Number from Rental Invoice or Dealer Purchase Order	
Sublet Type Code	Enter "Z9" (other)	
Sublet Amount	Up to \$30.00 per day for the number of days customer had rental car	
Sublet Text	Number of days rental car was supplied to customer	

Rental expenses exceeding the two-day limit will require prior DSM Authorization, as outlined in the Mazda Rental Car Reimbursement Program policy.

VERIFY THE VEHICLE NEEDS THE RECALL

1. Verify the vehicle is within the following ranges:

Model	VIN range	Build Date Range
2014-2016 CX-5	JM3 KE**** E0 366986 – 430753 JM3 KE**** F0 430754 – 554564 JM3 KE**** G0 600015 – 773296	From June 27, 2013 through February 2, 2016

Note: The asterisk symbol “*” can be any letter or number.

- If the vehicle is within the above ranges, proceed to step 2.
 - If the vehicle is not within the above ranges, Recall 9216B is not applicable.
2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for an Authorized Campaign Label RECALL9216B attached to the vehicle’s hood or bulkhead.

eMDCS System – Warranty Vehicle Inquiry Results:

If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 9216B Open	Present	Contact the Warranty Hotline at (877) 727-6626, option 3, to update vehicle history.
	Not present	Proceed to “REPAIR PROCEDURE”.
RECALL 9216B CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a label and apply to vehicle's hood or bulkhead.
RECALL 9216B is not displayed	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

REPAIR PROCEDURE

Please refer to Attachment II.

2014 - 2016.5 CX-5 - FUEL FILLER - SAFETY RECALL 9216B

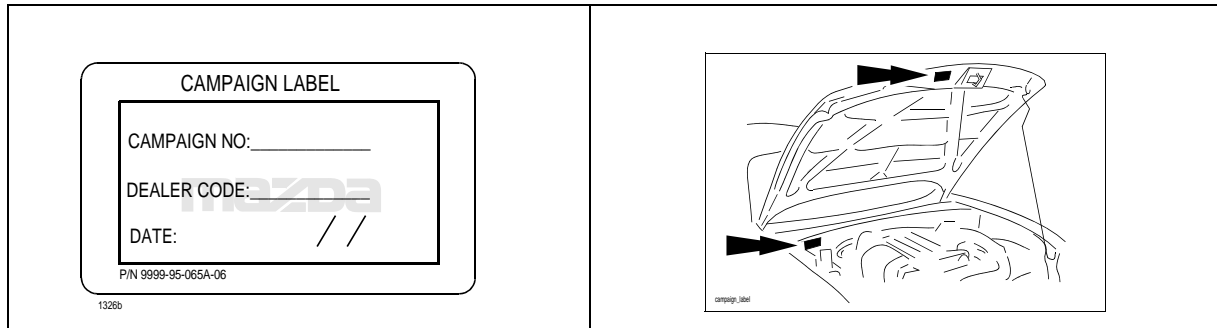
A. VEHICLE INSPECTION PROCEDURE

1. Verify that the vehicle is within the following range:

Model	VIN Range	
2014 CX-5	JM3KE****E0	366986 - 430753
2015 CX-5	JM3KE****F0	430754 - 554564
2016 - 2016.5 CX-5	JM3KE****G0	600015 - 773296

- If the vehicle is within the above range, proceed to Step 2.
 - If the vehicle is not within the above range, return vehicle to the customer or inventory.
2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for Campaign Labels **Recall 9216B** attached to the vehicle’s hood or bulkhead. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

NOTE: Be sure to verify Recall number as the vehicle may have multiple Recall labels.



eMDCS System - Warranty Vehicle Inquiry Results:

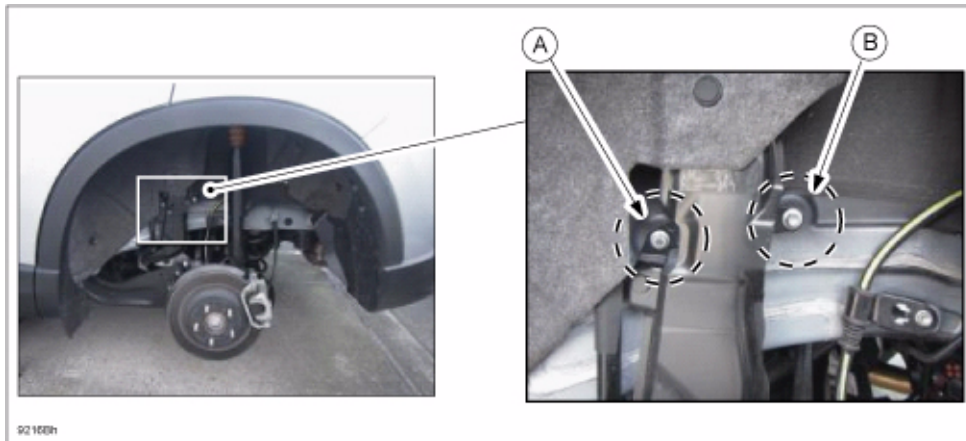
If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 9216B OPEN	Present	Contact the Warranty Hotline at (877) 727-6626 option 3 to update vehicle history.
	Not present	Proceed to "B. REPAIR PROCEDURE".
RECALL 9216B CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Proceed to "C. CAMPAIGN LABEL INSTALLATION".
RECALL 9216B is not displayed	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

B. REPAIR PROCEDURE

1. Secure / lift the vehicle on a hoist.
2. Remove the left rear wheel (fuel pipe side).



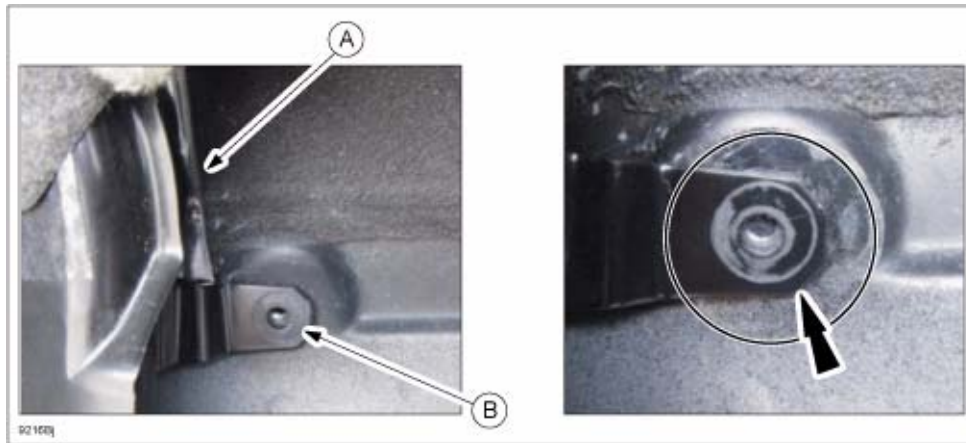
3. Remove the fuel pipe bracket nut (A) and bolt (B).



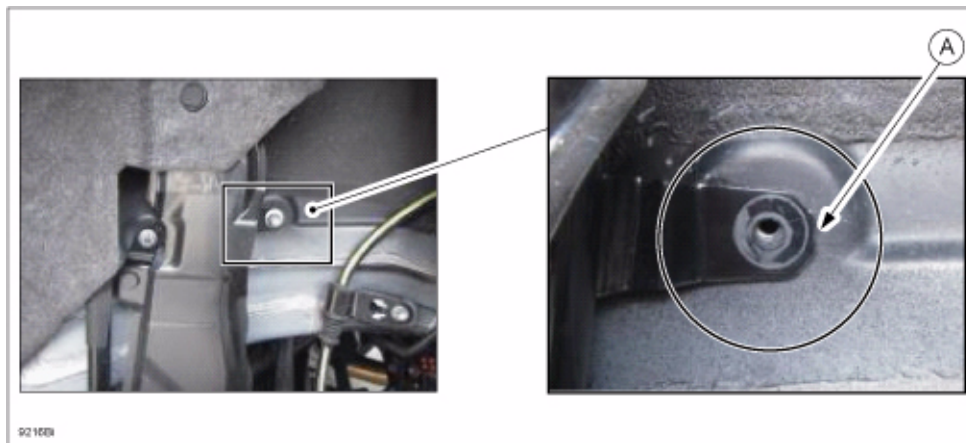
- Using a screwdriver (A), create a gap between the bracket (B) and the vehicle body.

NOTE:

- To prevent scratching, apply masking tape to the screwdriver.
- To prevent deforming bracket, the gap should be 2 mm or less.



- Clean and degrease the bracket (A) and the vehicle body using Mazda Genuine Parts Cleaner (0000-77-620E-03) or equivalent cleaner.



- Adhere the 3.5 cm (1-3/8") piece of tape in between the bracket and the vehicle body (A) after the parts cleaner has dried.

CAUTION: DO NOT wrinkle or crease the tape when attaching it to the body.



- Spray the area (A) with a coat of VALUGARD undercoating (P/N: 0000-VG-104A).

CAUTION: Be careful NOT to spray around the suspension and ABS harness by covering brake assy.



- Reinstall the nut (A) onto the bracket. Verify the tightening torque shown below.

Tightening Torque: 8.8 - 12.7 Nm {78 - 112 in-lbf, 89.7 - 129 kfg-cm}

NOTE: DO NOT reinstall the bolt (B).



- Reinstall the left rear wheel. Verify the tightening torque shown below.

Tightening Torque: 108.8 - 147 Nm {80 - 108 ft-lbf, 11 - 15 kfg-m}

C. CAMPAIGN LABEL INSTALLATION

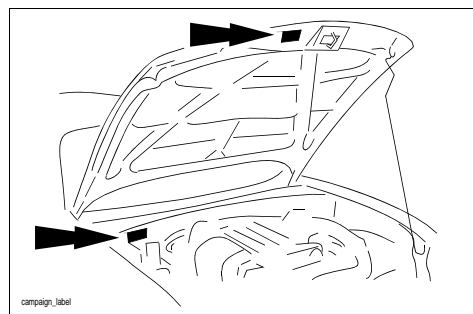
1. Fill out a blue "Campaign Label" (9999-95-065A-06) with Campaign No: "9216B", your dealer code, today's date.

CAMPAIGN LABEL	
CAMPAIGN NO:	_____
DEALER CODE:	_____
DATE:	/ /

P/N 9999-95-065A-06

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2. Affix it to the hood or bulkhead as shown:



3. Return the vehicle to customer.



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IMPORTANT SAFETY RECALL

2014-2016 CX-5

Non-compliance with Federal Motor Vehicle Safety Standard No. 301 - Recall Campaign 9216B

February 2016

This notice applies to your vehicle: VIN _____

Dear Mazda Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mazda Motor Corporation has decided that certain 2014-2016 CX-5 vehicles, produced from June 27, 2013 through February 2, 2016, fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 301, Fuel System Integrity.

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

What is the problem?

During a crash, the fuel filler pipe may rupture and leak fuel. If gasoline leaks during a crash there is a risk of fire.

What will Mazda do?

Your Mazda dealer will modify the attachment structure of the fuel filler pipe to prevent this condition, free of charge. The repair will take approximately half an hour to complete; however, it may take longer depending on the service workload at your Mazda dealership.

If necessary, Mazda will provide alternate transportation while your vehicle is at an authorized Mazda dealership for this repair.

What should you do?

We encourage you to contact any authorized Mazda dealer to schedule an appointment to have your CX-5 vehicle repaired as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

Where is the closest Mazda dealer?

To locate your nearest Mazda dealer, visit our web site and use our "Locate a Dealer" feature at www.MazdaUSA.com or consult your local yellow pages.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete the enclosed prepaid *Information Change Card* as soon as possible. This enables us to update our records and notify the current owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Still have questions?

If you have any questions regarding this campaign, please contact our Customer Experience Center at (800) 222-5500, option #6.

If Mazda or its dealers do not repair the defect free of charge and within a reasonable amount of time, you may notify the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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,

Mazda North American Operations