



September 7, 2016

Attention: Mazda General Managers, Sales and Service Managers

Subject: Recall 9916H - Lift Gate Stay Damper Concern

Today Mazda Motor Corporation filed a safety defect report with the National Highway Traffic Safety Administration (NHTSA) to address a concern with certain 2013-2016 CX-5, 2010-2013 Mazda3, 2012-2015 Mazda5, and 2016 CX-3 vehicles.

Mazda has assigned safety recall number 9916H to this recall campaign.

**Action Required:**

Beginning today, certain 2013-2016 CX-5, 2010-2013 Mazda3, 2012-2015 Mazda5, and 2016 CX-3 vehicles in your inventory must not be delivered to customers until the recall repair is completed. A list of vehicles currently in dealer inventory has been posted on MS3. Once the affected vehicles in dealer inventory have been repaired, retail delivery may resume.

**SUBJECT VEHICLES**

Model	Build Date Range
2013-2016 CX-5	From December 15, 2011 through December 26, 2015
2010-2013 Mazda3	From November 18, 2008 through June 11, 2013
2012-2015 Mazda5	From October 26, 2010 through December 26, 2015
2016 CX-3	From March 10, 2015 through December 26, 2015

On the affected vehicles, insufficient corrosion protective coating was applied to the ends of the external cylinders of the rear hatch/lift gate gas stay dampers (struts). If water containing road salt enters, it can cause corrosion. Over time, increased corrosion may eventually cause it to break as the rear hatch or lift gate is opened. The rear hatch or lift gate may drop suddenly, and/or the broken parts may hit the customer, causing injury.

There are no reports of accidents or injuries occurring in the subject vehicles as a result of this condition.

Safety Recall 9916H will appear on eMDCS for the affected VINs tomorrow. Replacement parts will be available in a few weeks. Mazda will pay dealer flooring costs for unsold vehicles due to this campaign.

We apologize for any inconvenience this stop delivery may cause your dealership and your customers. Your understanding and support in carrying out this safety recall are greatly appreciated.

Sincerely,



Ron Stettner  
Vice President, U.S. Sales Operations  
Mazda North American Operations

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