



ZOOM-ZOOM

TO: All Mazda Dealership General Managers, Service and Parts Managers

DATE: December 2016

SUBJECT: 2013-2016 CX-5, 2010-2013 Mazda3, 2012-2015 Mazda5 and 2016 CX-3
Lift Gate Stay Damper Concern - Safety Recall 9916H

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in the following vehicles.

Model	Production Date
2013-2016 CX-5	From December 15, 2011 through December 26, 2015
2010-2013 Mazda3	From November 18, 2008 through June 8, 2013
2012-2015 Mazda5	From October 26, 2010 through June 22, 2015
2016 CX-3	From June 1, 2015 through December 26, 2015

The rustproof coating on the lift gate stay dampers of the subject vehicles, applied to the end of the external cylinder, may not provide sufficient protection from corrosion. Salt water intrusion may cause the end of the cylinder to become corroded. Over time, increased corrosion may cause it to break as the lift gate is operated. The lift gate could drop suddenly, and the broken parts may injure people near the vehicle.

The purpose of this recall is to replace the lift gate stay dampers with modified ones. Please refer to Repair Procedure document on MS3.

Owners of affected vehicles were notified of this recall by first class mail beginning November 1, 2016. Owners were advised that the parts are currently not available, and they will be re-notified by mail when the replacement parts are available.

Owners will be notified in waves to bring their vehicle into a dealership for the repair. The owner notification schedule is currently under review.

Important Safety Notice: The National Traffic and Motor Vehicle Safety Act prohibits the delivery of any subject vehicle without performing the necessary repair for defects or failures. 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. Service and Parts information and Repair Procedure documents 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. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.
5. 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,

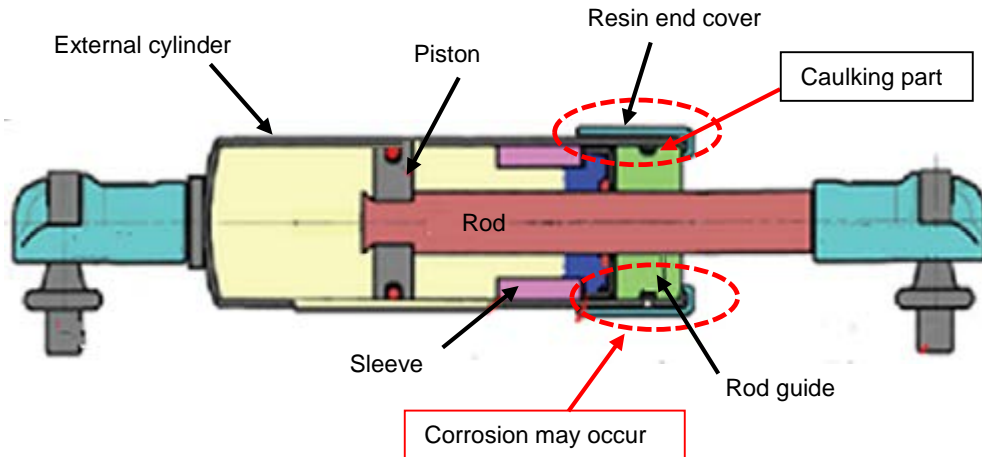


Akira Ikemoto
Director, Technical Services Division
Mazda North American Operations

CONDITION OF CONCERN

The rustproof coating on the lift gate stay dampers of the subject vehicles, applied to the end of the external cylinder, may not provide sufficient protection from corrosion. Salt water intrusion may cause the end of the cylinder to become corroded. Over time, increased corrosion may cause it to break as the lift gate is operated. The lift gate could drop suddenly, and the broken parts may injure people near the vehicle.

Lift gate Stay Damper



SUBJECT VEHICLES

Model	VIN range	Build date range
2013-2016 CX-5	JM3 KE**** D0 100063 – 169134 E0 300040 – 430753 F0 430754 – 554561 G0 600015 – 760020	From December 15, 2011 through December 26, 2015
2010-2013 Mazda3	JM1 BL**** A1 100652 – 354727 B1 354789 – 902535 C1 500035 – 701155 D1 704375 – 844419	From November 18, 2008 through June 8, 2013
2012-2015 Mazda5	JM1 CW**** C0 100018 – 144686 D0 144687 – 162756 E0 162757 – 178577 F0 178586 – 191325	From October 26, 2010 through June 22, 2015
2016 CX-3	JM1 DK**** G0 103784 – 131129	From June 1, 2015 through December 26, 2015

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

PARTS INFORMATION

Description	Part number	Quantity	Applicable model	Notes
Stay damper kit	KDY7-76-61XA	1	CX-5 produced after 10/31/2012	2 stay dampers (for right & left)
	KDY3-76-61X	1	CX-5 produced on or before 10/31/2012	
	BBY9-76-61XB	1	Mazda3	
	C5Y3-76-61XA	1	Mazda5	
	D1YE-76-61XA	1	CX-3	
Campaign Label	9999-95-065A-06	1=50 labels		Obtain in Mazda e-Store (no charge)

OWNER NOTIFICATION

Mazda notified all subject U.S. owners by first class mail beginning November 1, 2016.

Due to limited parts supply, owners will be instructed to bring their vehicles into dealerships for the repair in waves.

PARTS AVAILABILITY

Unfortunately we do not have enough parts supply to open the recall to all customers. However, we do have a small supply to take care of emergency repairs. Last week you received a notification of parts shipments to your dealership for this recall. For all other emergency repairs contact DAG to order parts.

WARRANTY CLAIM PROCESSING INFORMATION

Please note the following process numbers will no longer be accepted after 12/2/2016:

- AG014M (Lot number inspection for vehicles in dealer inventory – Pass inspection)
- AG014N (Lot number inspection for vehicles in dealer inventory – Fail inspection)
- AG014Z (Emergency repair)

DEALER STOCK CX-5 produced after 10/31/2012 – Temporary until Stay Damper Kit arrives

Replacement of Stay Dampers (Both right & left) DEALER STOCK CX-5 produced after 10/31/2012	
Warranty Type	R
Process Number	AG014A
Symptom Code	99
Damage Code	99
Part Number Main Cause	KD77-62-620A (Right Side)
Quantity	1
Related Part	KD77-63-620A (Left side)
Quantity	1
Labor Operation Number	XXM7XARX
Labor Hours	0.3 Hrs.

CX-5 (repair kit available):

Replacement of Stay Dampers (Both right & left)		
Warranty Type	R	
Process Number	AG014A	
Symptom Code	99	
Damage Code	99	
Part Number Main Cause	KDY7-76-61XA (for CX-5 produced after 10/31/2012) or KDY3-76-61X (for CX-5 produced on or before 10/31/2012)	
Quantity	1	
Labor Operation Number	XXM7XARX If gas released after removing dampers from vehicle	XXM7XBRX If gas released with both dampers on the vehicle (one or both dampers fail inspection)
Labor Hours	0.3 Hrs.	0.4 Hrs.

Mazda3:	Replacement of Stay Dampers (Both right & left)	
Warranty Type	R	
Process Number	AG014B	
Symptom Code	99	
Damage Code	99	
Part Number Main Cause	BBY9-76-61XB	
Quantity	1	
Labor Operation Number	XXM7XARX If gas released after removing dampers from the vehicle	XXM7XBRX If gas released with both dampers on the vehicle (one or both dampers fail inspection)
Labor Hours	0.3 Hrs.	0.4 Hrs.

Mazda5:	Replacement of Stay Dampers (Both right & left)	
Warranty Type	R	
Process Number	AG014C	
Symptom Code	99	
Damage Code	99	
Part Number Main Cause	C5Y3-76-61XA	
Quantity	1	
Labor Operation Number	XXM7XARX If gas released after removing dampers from the vehicle	XXM7XBRX If gas released with both dampers on the vehicle (one or both dampers fail inspection)
Labor Hours	0.3 Hrs.	0.4 Hrs.

CX-3:	Replacement of Stay Dampers (Both right & left)	
Warranty Type	R	
Process Number	AG014D	
Symptom Code	99	
Damage Code	99	
Part Number Main Cause	D1YE-76-61XA	
Quantity	1	
Labor Operation Number	XXM7XARX If gas released after removing dampers from the vehicle	XXM7XBRX If gas released with both dampers on the vehicle (one or both dampers fail inspection)
Labor Hours	0.3 Hrs.	0.4 Hrs.

RENTAL CAR INFORMATION

Mazda recommends the usage of the MCVP loaner vehicle when available. If all MCVP loaner vehicles are in use and unavailable, and the customer needs a rental car, then use your local rental facility and offer a rental car. Be sure that every effort is made to repair the car within one business day or less in order to allow the next customer the same experience.

Rental Car Warranty Claim Information

	MCVP Vehicle Preferred	Rental Agency Vehicle
Warranty Type Code	N/A MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main Cause		5555-99-16HR
Part Quantity		0
Labor Operation Code		MM024XRX
Labor Hours		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.

MULTI-MODEL - LIFTGATE STAY DAMPER SAFETY RECALL 9916H REPAIR PROCEDURE

A. VEHICLE INSPECTION PROCEDURE

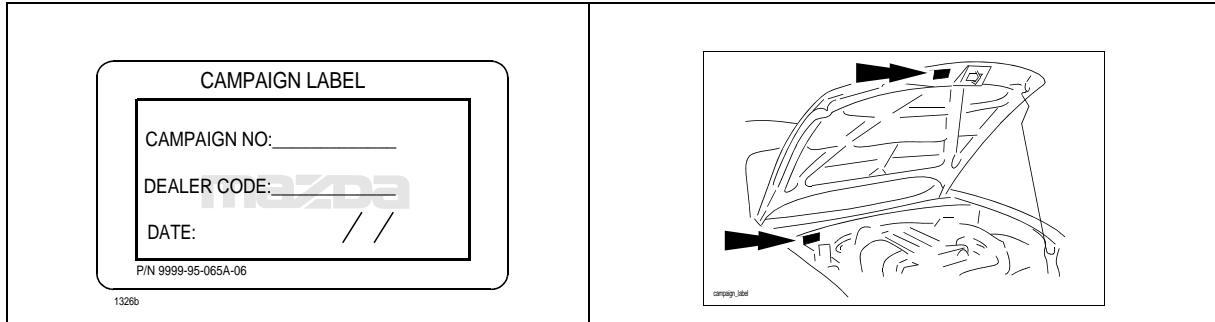
1. Verify that the vehicle is within the following range:

Model / Model Year	VIN Range		Build Date Range
2016 CX-3	JM1 DK****	G0 100037 - 131129	From Mar. 10, 2015 through Dec. 26, 2015
2013 CX-5	JM3 KE****	D0 100063 - 170454	From Dec. 15, 2011 through Dec. 26, 2015
2014 CX-5		E0 300040 – 430753	
2015 CX-5		F0 430754 – 554564	
2016 CX-5		G0 600015 – 760020	
2010 Mazda3 (5-Door) and Mazdaspeed3	JM1 BL***	A1 100652 – 381090	From Nov. 18, 2008 through Jun. 11, 2013
2011 Mazda3 (5-Door) and Mazdaspeed3		B1 354782 – 903167	
2012 Mazda3 (5-Door) and Mazdaspeed3		C1 500035 – 701155	
2013 Mazda3 (5-Door) and Mazdaspeed3		D1 704374 – 844419	
2012 Mazda5	JM1 CW****	C0 100018 – 144686	From Oct. 26, 2010 through Dec. 26, 2015
2013 Mazda5		D0 144687 – 162756	
2014 Mazda5		E0 162757 – 178585	
2015 Mazda5		F0 178586 – 191325	
2016 Mazda5		G0 191326 – 191864	

- If the vehicle is within one of the above ranges, proceed to Step 2.
- If the vehicle is not within one of the above ranges, return vehicle to the customer or inventory.

- Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for Campaign Labels **Recall 9916H** 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 9916H OPEN	Present	Contact the Warranty Hotline at (877) 727-6626 option 3 to update vehicle history.
	Not present	Proceed to "B. INSPECTION PROCEDURE".
RECALL 9916H CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a label and apply to vehicle's hood or bulkhead.
RECALL 9916H is not displayed	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

B. INSPECTION PROCEDURE

WARNING: Be aware that when removing corroded stay damper(s), the gas sealed inside the dampers could escape unexpectedly. As a result, you and/or other people could be injured. Be sure to review the Warnings, Cautions and Notes below before performing any repairs.

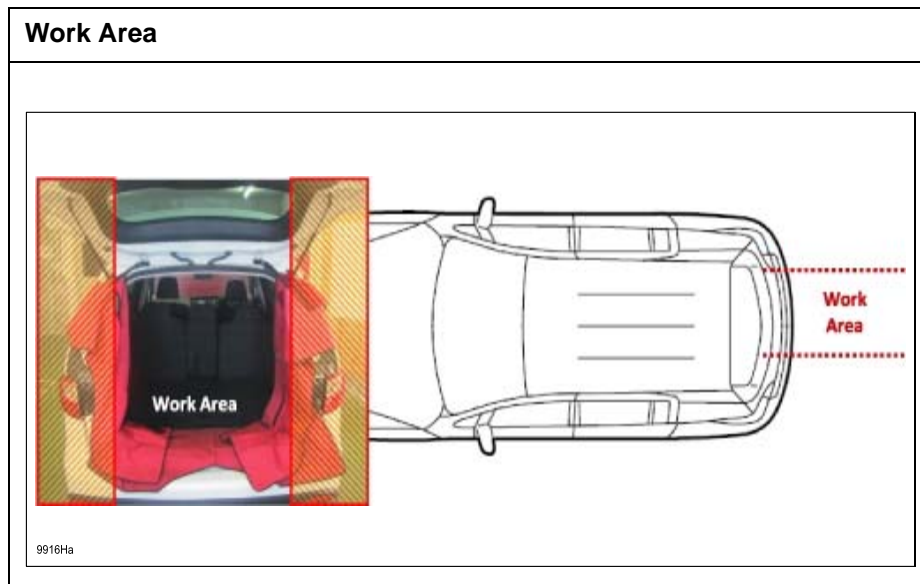
WARNING:

- Wear protective glasses when performing repairs.
- Wear protective gloves when performing repairs.
- Work with the help of one (1) other person to help support the lift gate.
- If working alone, use wooden support rods/dowels/equivalent to help support the lift gate and prevent potential stress on the hinges or injury from the open liftgate falling on you.
- If using wooden support rods/dowels/equivalent, cover the ends to protect the paint on the lift-gate and vehicle body.
- Support person should also avoid standing in front of the stay damper(s).
- Pay attention to the open the lift gate. DO NOT let the open lift gate fall on you or the other person.

CAUTION: Mount fender covers (as shown below) onto the vehicle to avoid scratching the painted surface of the body, bumper cover and lift gate.

NOTE:

- Avoid working directly in front of the stay damper(s). Work from the center of the vehicle in the work area (as shown below).
- Work in an area where there are no other vehicles parked behind the subject vehicle.
- **Do not work on both side stay damper at the same time.**
- **Replace one stay damper at a time.**



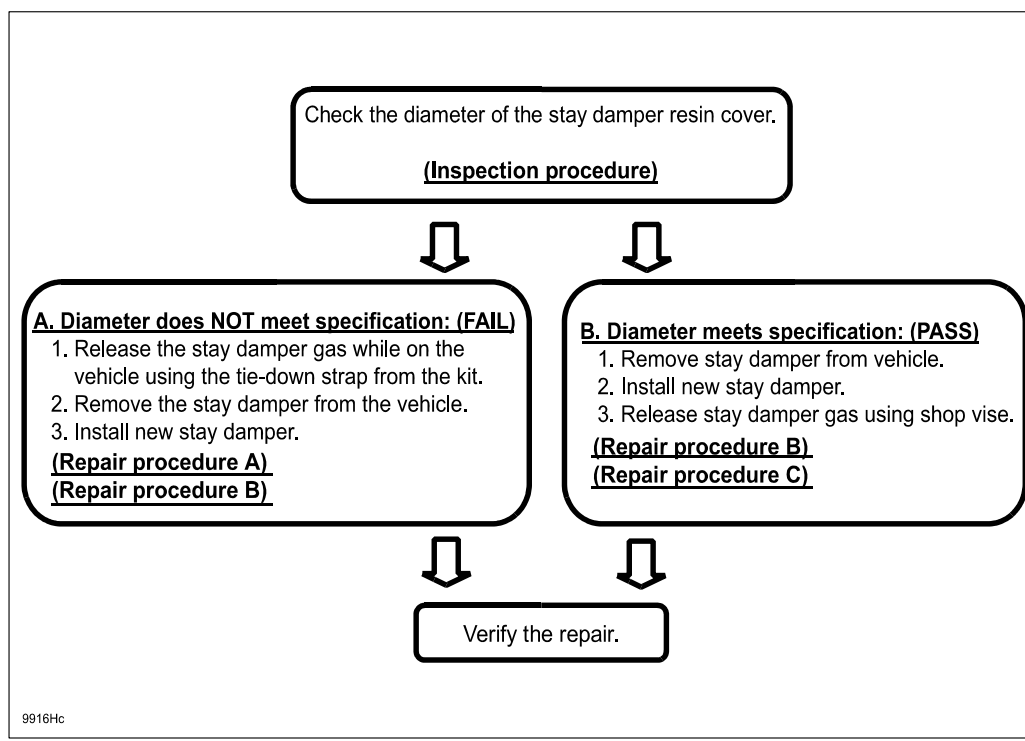
Tool Kit



9916Hb

1a	Gauge Tool - Large Inner Diameter (Mazda5, and CX-5)	3	Bands
1b	Gauge Tool - Small Inner Diameter (Mazda3 and CX-3)	4	Tie-Down Strap
2	Support Cylinder	5	Degassing Tool

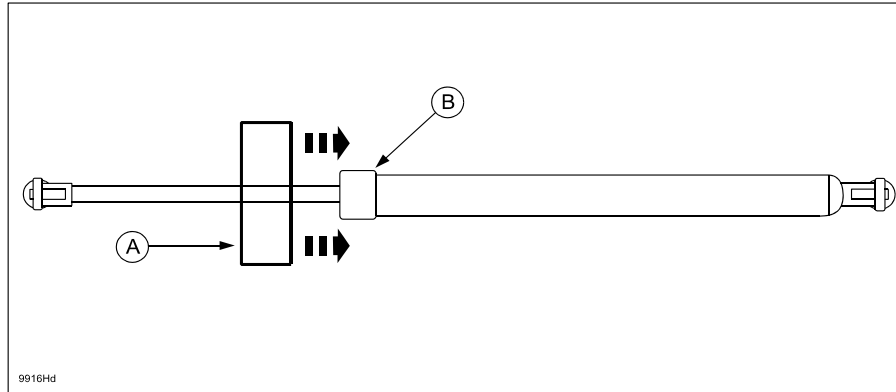
Work Flow



9916Hc

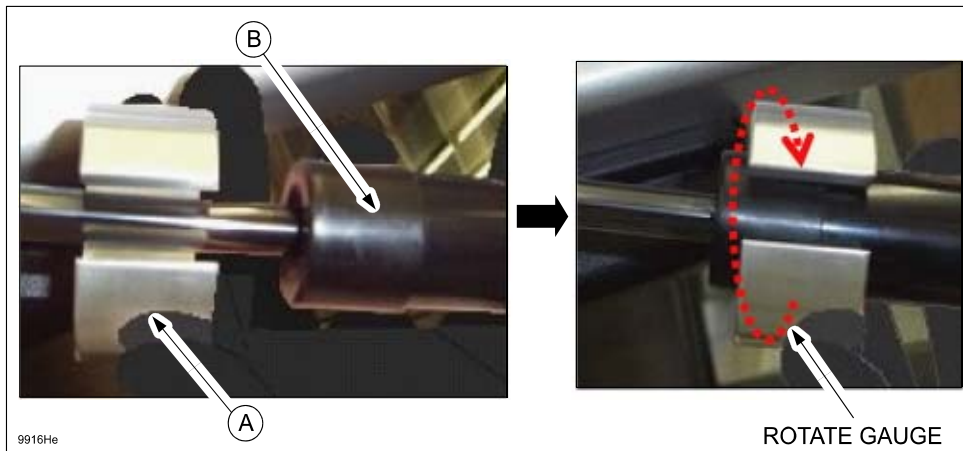
- From the rod side of the stay damper, use the gauge tool (A) to pass over the resin cover (B) of the stay damper (as shown below).

NOTE: In order to confirm a small bulge in the resin cover, (that may not be confirmed by visual inspection), always be sure to use the gauge tool.



- Make one (1) rotation with the gauge tool (A) over the resin cover (B), as shown below.

NOTE: The formation of rust/corrosion inside the resin cover causes it to expand/increase in diameter. If there is resistance (even a small amount), DO NOT force the gauge tool over the resin cover.



Result of resin cover inspection with gauge tool:

Result	Next Step	Repair Procedure
FAIL: The gauge tool is caught on the resin cover. It does not pass smoothly or cannot be rotated over the resin cover.	1. Release the stay damper gas while on the vehicle using the tie-down strap from the kit.	A
	2. Remove the stay damper from the vehicle.	B
	3. Install new stay damper.	B
PASS: The gauge tool passes smoothly over the resin cover and the rotation does not leave scratches on the resin cover.	1. Remove stay damper from vehicle.	B
	2. Install new stay damper.	B
	3. Release stay damper gas using shop vise.	C

REPAIR PROCEDURE A:

Releasing Stay Damper Gas While On The Vehicle:

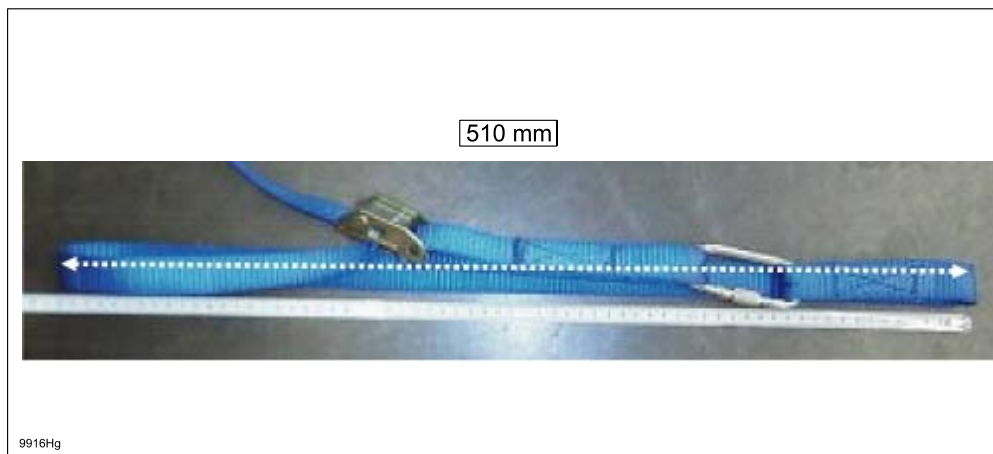
1. Install fender covers to protect the lift gate area from damage.



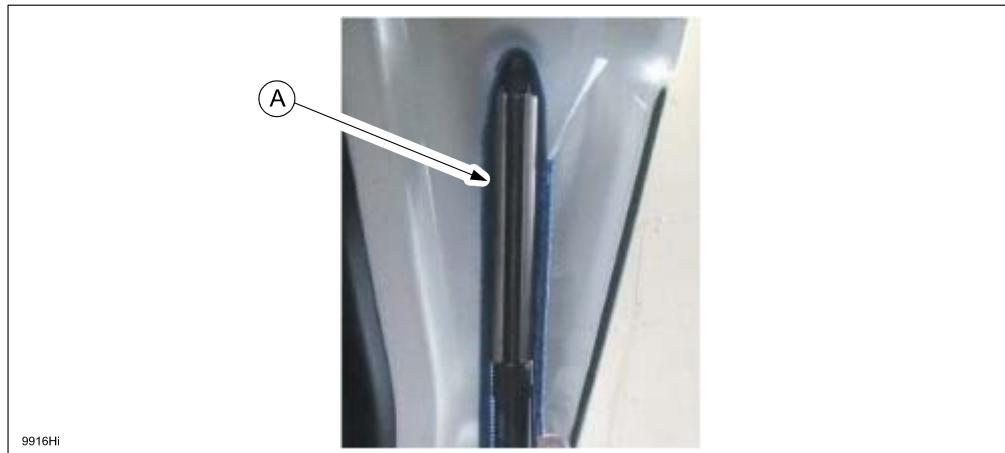
2. Adjust the length of the tie-down according to the subject vehicle.

NOTE:

- CX-3 - 530 mm
- CX-5 - 450 mm
- Mazda3 HB - 560 mm
- Mazda5 - 510 mm (example shown below)

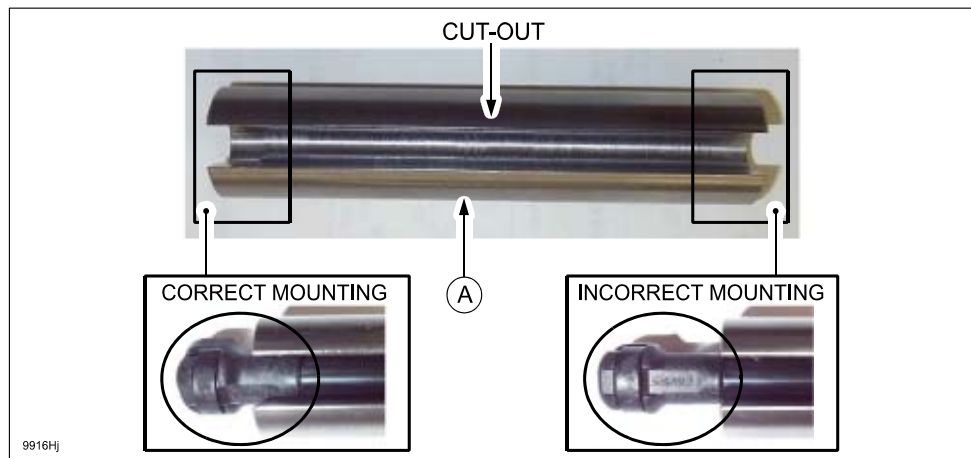


3. Attach the support cylinder (A) to the rod side of the stay damper with the cut-out side facing outward (as shown below).



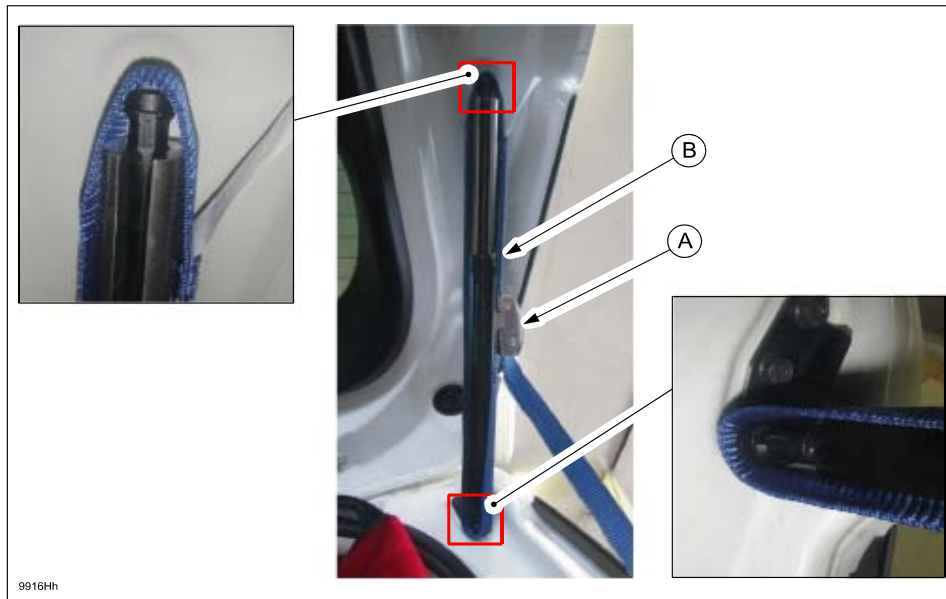
NOTE: Illustration above is shown with tie-down already installed.

NOTE: Align the end of the support cylinder (A) with the stay damper (as shown below).



4. Install the tie-down around both ends of the stay damper (as shown below).

CAUTION: If the metal tie-down buckle (A) contacts the resin cover (B), the stay damper is likely to fall off of the vehicle.



NOTE:

- CX-3 - 530 mm
- CX-5 - 450 mm
- Mazda3 HB - 560 mm
- Mazda5 - 510 mm

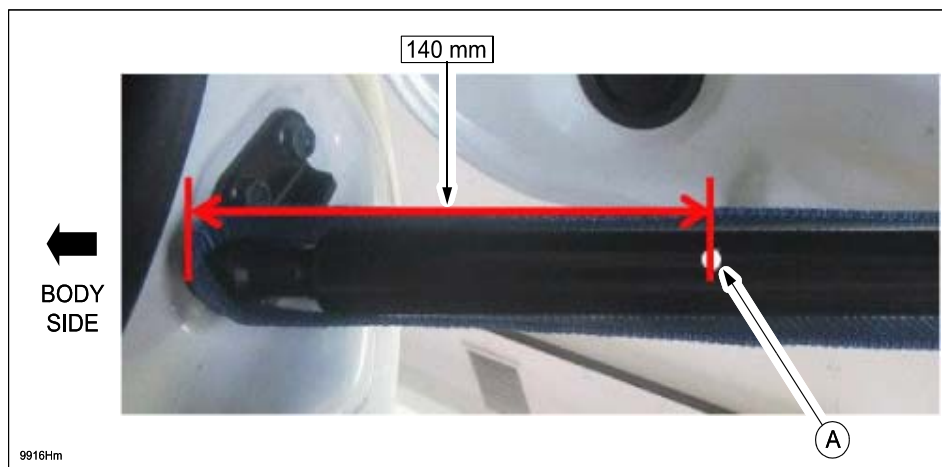
5. While the support person slowly lowers the lift gate, tighten the tie-down until the support cylinder (A) contacts the top of the stay damper resin cover (B).



6. As the support person (or wooden support rods/dowels) holds the lift gate in place, install a band around the tie-down and supporting cylinder as shown below.



7. From inside the vehicle, mark the spot (A) 140 mm from the end of the body side of the stay damper.

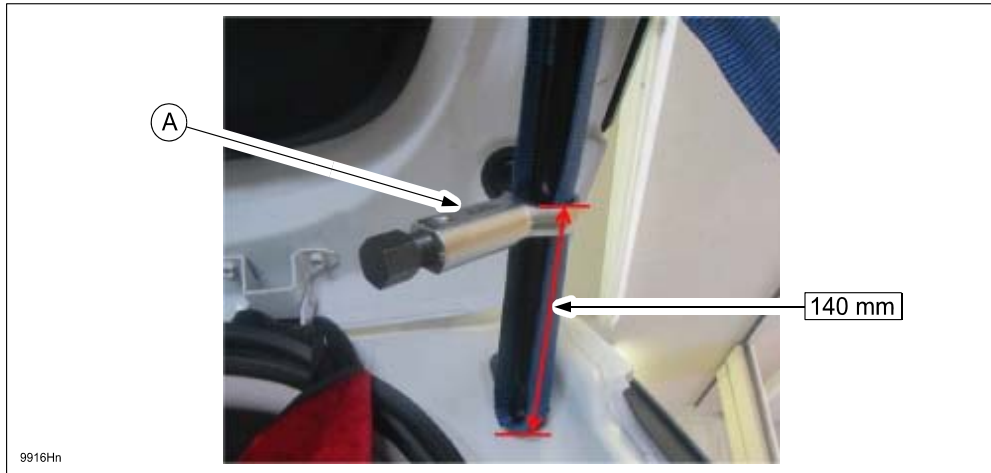


8. Install the degassing tool (A) around the stay damper, as shown below.

CAUTION:

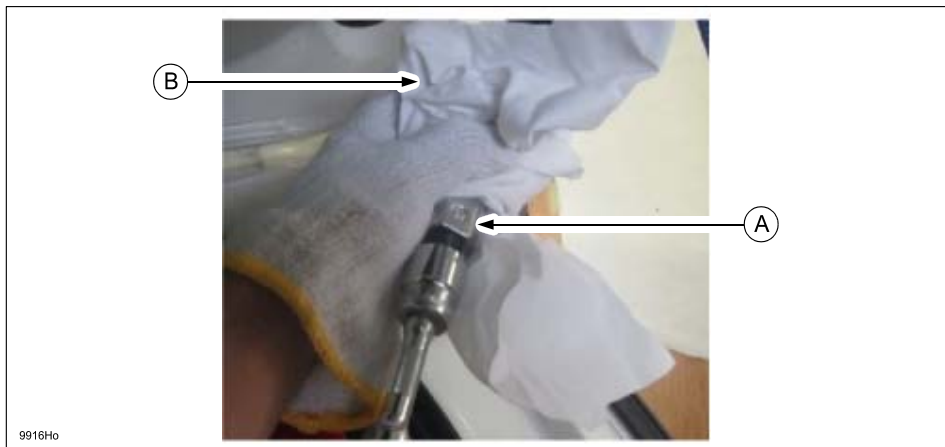
- Wear protective glasses and gloves when degassing the stay damper.
- Do not loosen or remove the degassing tool when the gas begins to escape.
- Cover the puncture site with a shop rag.

NOTE: Tighten the pointed tip of the degassing tool by hand, until it contacts the spot previously marked at 140 mm.



9. Tighten the end of the degassing tool (A) with a wrench, until gas is heard escaping the stay damper.

NOTE: Hold the degassing tool in one hand with a shop rag (B).



10. When there is no longer a sound of gas escaping, the degassing is complete.

11. Remove the band, tie-down and support cylinder from the stay damper.

12. Repeat Steps 1 - 11 on opposite side stay damper.

REPAIR PROCEDURE B:

Stay Damper Removal / Installation:

NOTE: The following repair procedures were performed using the right side stay damper.



>Mazda5, Mazdaspeed3 and Mazda3 (5-Door Hatchback):

1. Using a small screwdriver, remove the stay damper bands at the lift gate side (A) and the vehicle side (B) as shown below.

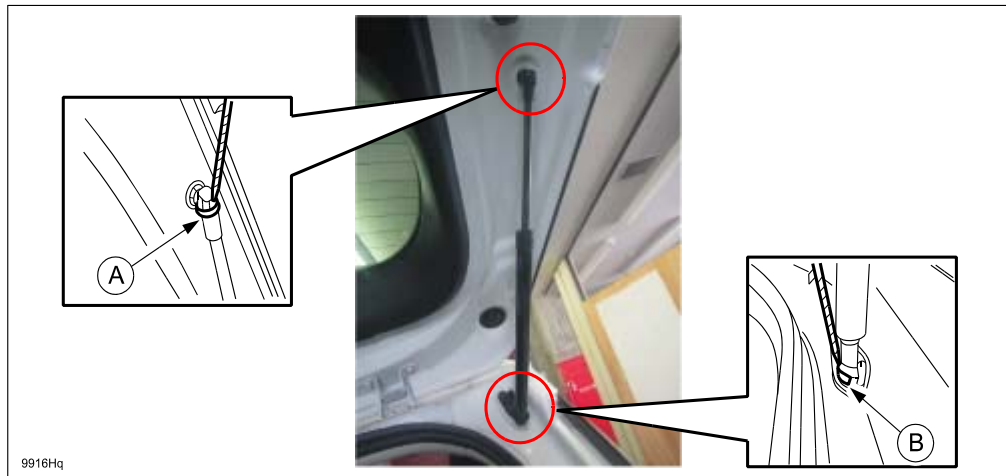
NOTE: Work with the help of at least one (1) other person to help support the lift gate.

CAUTION:

- Be careful not to damage the painted surface of the vehicle.
- If the painted surface is damaged, it must be repaired according to normal body shop practices.

NOTE:

- There is a possibility that the lift gate hinge was deformed when using the support cylinder to support the lift gate.
- DO NOT use the support cylinder to hold the lift gate up by the opposite side stay damper.
- Be sure that the support person holds the lift gate up by hand or with wooden support rods/dowels.



2. Clean the stud-ball on the lift gate side and the vehicle side with a cloth after stay damper removal.
3. Install the modified stay damper to the stud-ball housing onto the **vehicle side**.
4. Install the modified stay damper to the stud-ball housing onto the **lift gate side**.
5. Rotate the stay damper to make sure that the metal clip is not floating from the stud-ball housing.

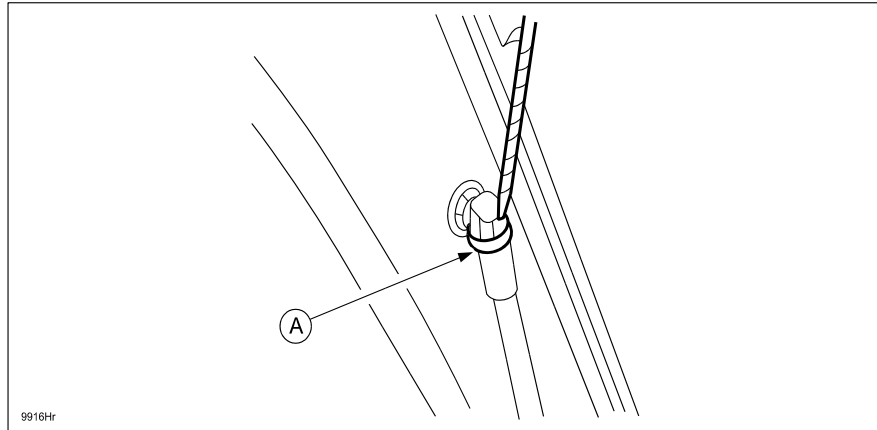
NOTE: Verify there are no abnormal lift gate noises and the lift gate opens and closes properly.

>CX-3 and CX-5:

1. Using a small screwdriver, remove the stay damper band at the lift gate side (A) as shown below.

NOTE: Work with the help of at least one (1) other person to help support the lift gate.

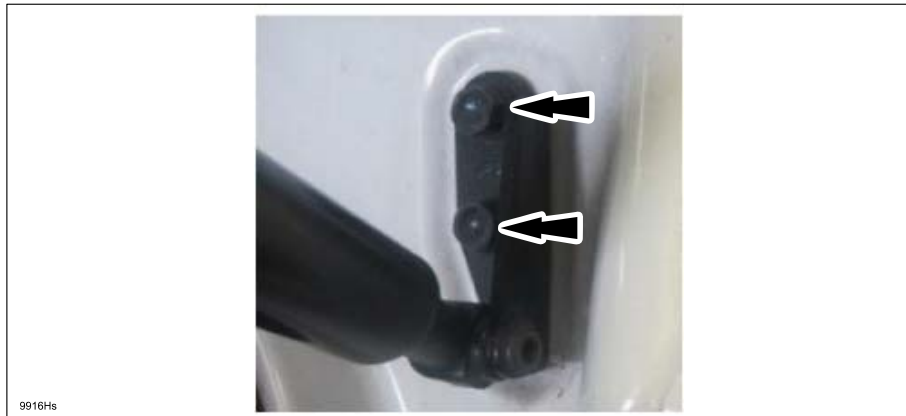
CAUTION: Be careful not to damage the painted surface of the vehicle.



NOTE:

- There is a possibility that the lift gate hinge was deformed when using the support cylinder to support the lift gate.
- DO NOT use the support cylinder to hold the lift gate up by the opposite side stay damper.
- Be sure that the support person holds the lift gate up by hand or with wooden support rods/dowels.

2. Remove the stay damper bracket bolts from the vehicle side (as shown below) to remove the stay damper.



CAUTION:

- Be careful not to damage the painted surface of the vehicle.
- If the painted surface is damaged, it must be repaired according to normal body shop practices.

3. Clean the mounting surface of the stay damper bracket, using special care to prevent damage to the painted surface under the bracket.
4. Clean the stud-ball on the lift gate side with a cloth, after stay damper removal.
5. Install the modified stay damper to the stud-ball housing onto the **lift gate side**.
6. Rotate the stay damper to make sure that the metal clip is not floating from the stud-ball housing.
7. Install the stay damper bracket bolts onto the **vehicle side**.
8. Tighten the stay damper bracket bolts to the proper torque specification.

Tightening Torque: 80 - 133 in. lbs. {92 - 153 kgm-cm, 9 - 12 Nm}

NOTE: Verify there are no abnormal lift gate noises and the lift gate opens and closes properly.

9. Apply a rust preventive coating around the mounting bracket and bolt areas (as shown below).

NOTE: Mask the area to prevent over-spray from coating the surface. Wipe off excess coating as necessary using a clean towel.

Rust Preventative Coating Recommendation: ValuGard Rust Preventative – Part # VG-101-A.



NOTE: One (1) can of rust preventive will be dropped ship to each Mazda dealer prior to the campaign.

Additional Rust Preventative product can be ordered through Automotive International at:

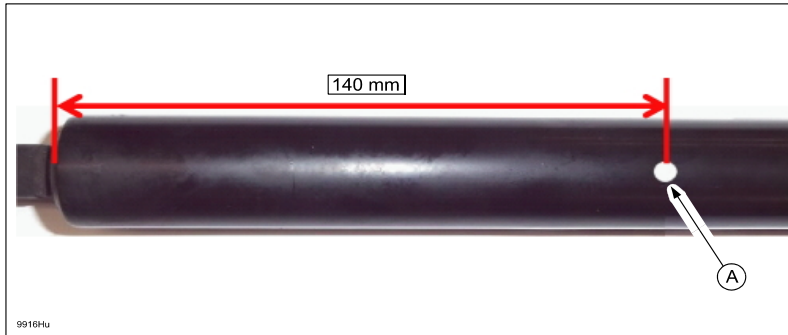
Automotive International
 8855 Blue Ash Rd.
 Cincinnati, OH. 45242

Phone (800) 543-7156 or orders@autointl.com
 Opened M-F (8:00 to 5:00 EST)
 Visa, Master Card and American Express are accepted

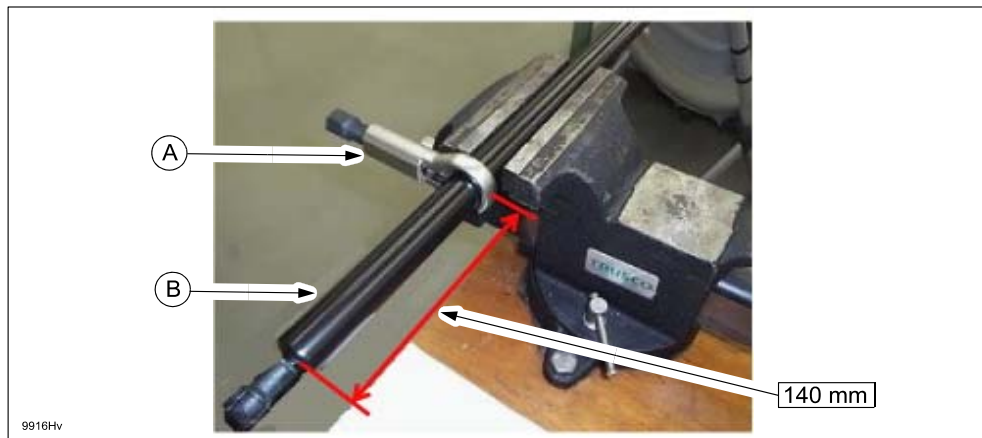
REPAIR PROCEDURE C:

Releasing Stay Damper Gas Using a Shop Vice:

1. Mark the spot (A) 140 mm from the end of the lift gate side of the stay damper.

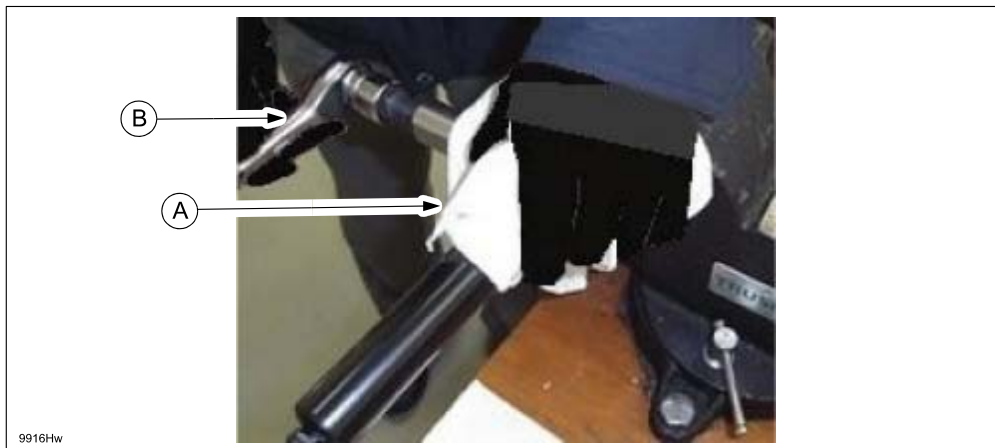


2. Secure the stay damper in a vice.
3. Install the degassing tool (A) around the stay damper (B) (as shown below).



CAUTION:

- Wear protective glasses and gloves when degassing the stay damper.
 - Do not loosen or remove the degassing tool when the gas begins to escape.
 - Cover the puncture site with a shop rag (A).
4. Tighten the end of the degassing tool with a wrench (B), until gas is heard escaping the stay damper.



NOTE: Keeping the puncture site covered with a shop rag.

5. When there is no longer a sound of gas escaping, the degassing is complete.

D. CAMPAIGN LABEL INSTALLATION

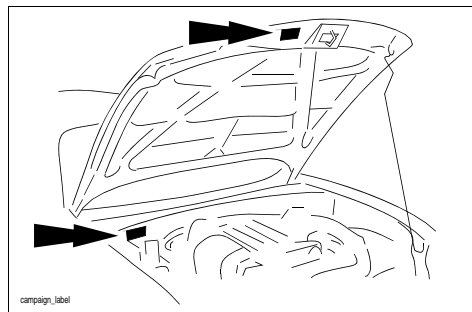
1. Fill out a blue "Campaign Label" (9999-95-065A-06) with Campaign No: "9916H", your dealer code, today's date.

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

P/N 9999-95-065A-06

1326b

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



3. Return the vehicle to customer.