



“RENOTIFICATION”

IMPORTANT SAFETY RECALL

2013-2016 CX-5, 2010-2013 Mazda3, 2012-2015 Mazda5 and 2016 CX-3
Lift Gate Stay Damper Concern - Safety Recall 9916H
NHTSA Campaign No. 16V-644

July 2023

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.

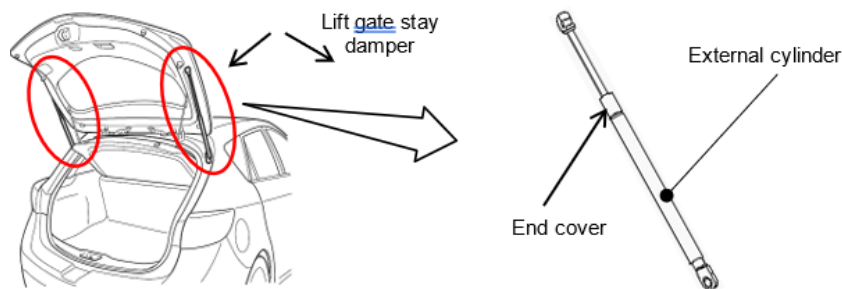
Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in the following vehicles:

- 2013-2016 CX-5 vehicles produced from December 15, 2011 through December 26, 2015
- 2010-2013 Mazda3 vehicles produced from November 18, 2008 through June 11, 2013
- 2012-2015 Mazda5 vehicles produced from October 26, 2010 through December 26, 2015
- 2016 CX-3 vehicles produced from March 10, 2015 through December 26, 2015

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

What is the problem?

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 to the inside of the end cover 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.



What will Mazda do?

Protect What Is Important To You

Your Mazda dealer will replace the lift gate stay dampers (both right and left) with improved ones. The repair will be performed free of charge.

How long will it take?

It will take approximately one hour to complete the inspection and repair; however, your Mazda dealer may need your vehicle for a longer period of time. Mazda will provide alternate transportation, if needed, when your vehicle is at an authorized Mazda dealership for a recall repair. Please schedule an appointment with an authorized Mazda dealer so they can discuss and accommodate your needs.

What should you do?

Mazda is concerned about your safety, and we encourage you to contact any authorized Mazda dealer to schedule an appointment to have your Mazda vehicle inspected and 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.

What if you already paid for repair related to this concern?

If you have already paid for repairs due to conditions similar to this recall campaign prior to receiving this notice, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards. For vehicles purchased in the USA, please visit www.mazdareimbursement.com and enter your Vehicle Identification Number (VIN). Follow the online screen prompts to enter the relevant information to submit your claim. For further questions or if you do not have access to apply online, contact the Mazda Customer Experience Center at 1-800-222-5500, Option #6. For vehicles purchased in U.S. Territories, please contact the U.S. Territory where your vehicle was originally sold.

Where is the closest Mazda dealer?

In the USA, to locate your nearest Mazda dealer, visit our website www.MazdaRecallInfo.com, or call our Customer Experience Center at (800) 222-5500, option #6. If your vehicle is in a U.S. Territory, please contact Customer Service where your vehicle is located.

Puerto Rico: www.mazdapr.com, or call (787) 620-7546.

Saipan: www.carssaipan.com, or call (670) 322-7133.

Guam: www.carsguam.com, or call (671) 648-2277.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete and mail the Information Change Card in the postage paid envelope 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, In the USA, visit our website www.MazdaRecallInfo.com, or call our Customer Experience Center at (800) 222-5500, option #6. If your vehicle is in a U.S. Territory, please contact Customer Service where your vehicle is located.

Puerto Rico: www.mazdapr.com, or call (787) 620-7546.

Saipan: www.carssaipan.com, or call (670) 322-7133.

Guam: www.carsguam.com, or call (671) 648-2277.

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>.

Important Information

As a reminder, you can always go to www.MazdaRecallInfo.com and enter your VIN to view recalls and service campaigns that apply to your vehicle as well as register to receive future recall alerts. You can also sign up for recall notifications in the MyMazda app on your smartphone.

Your safety is our first priority at Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. We apologize for any inconvenience this recall may have caused you. Sincerely,

Sincerely,

Mazda North American Operations

*Para información en español, visite www.MazdaSeguridad.com o llame a nuestro **Centro de Experiencia para el Consumidor al (800) 222-5500, opción #8** para hablar con un representante en español.*