



ZOOM-ZOOM

IMPORTANT SAFETY RECALL

**2014-2016 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**

May 2019

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. As of April 10, 2019 our records indicate this recall has not been completed.

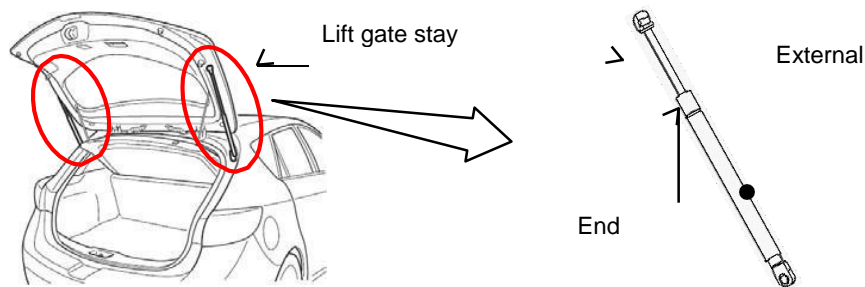
Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in the following vehicles:

- 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.



Mazda North American Operations
200 Spectrum Drive
Irvine, CA 92618

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, and should take approximately one hour to complete; however, it may take more or less time 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 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.MazdaRecallInfo.com.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete and mail the enclosed postage-paid *Information Change Card* (no envelope required) 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 toll free at (800) 222-5500, select 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>.

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.

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.

Page -3-

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.*