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## IMPORTANT SAFETY RECALL

**2017 Mazda CX-5  
Genuine Mazda Accessory Trailer Hitch Harness Safety Recall 1617K  
NHTSA Campaign No. 17V-744**

January 2018

**This notice applies to your vehicle: VIN \_\_\_\_\_**

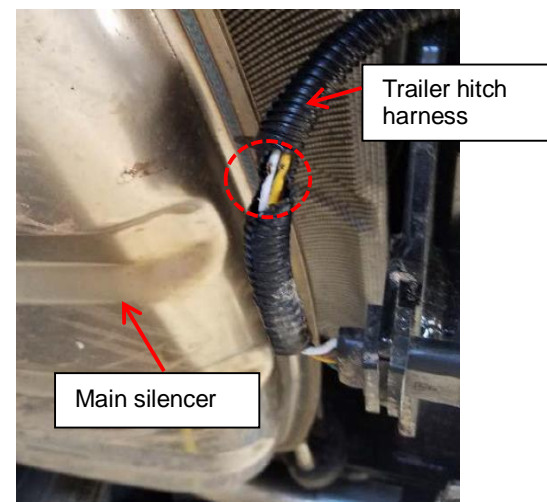
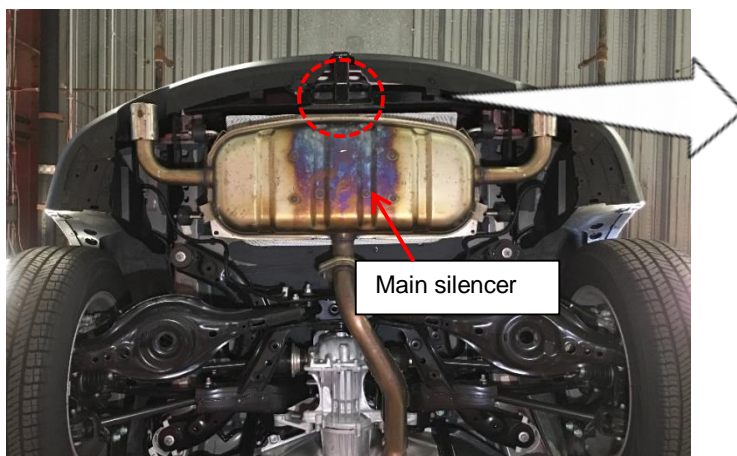
Dear Mazda Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Mazda Motor Corporation has decided that a defect relating to motor vehicle safety exists on certain MY 2017 CX-5 vehicles manufactured from 12/27/2016 through 10/31/2017.

**If you received this notice, your vehicle is included in this Safety Recall.**

### What is the problem?

On vehicles with a genuine Mazda accessory trailer hitch harness installed, due to inappropriate routing of the harness, there may be an insufficient clearance between the harness and the main exhaust silencer. If the exhaust silencer makes contact with the harness while driving, harness damage may eventually occur causing harness wires to become short-circuited. If a short-circuit (e.g., blown fuse) would occur, the trailering lights (brake and turn signals) would become inoperative, increasing the risk of a crash.



### **What will Mazda do?**

#### **Because Driving Matters, Safety Matters. Your Safety is Important to Mazda.**

Your Mazda dealer will check the trailer hitch harness routing. If the harness is not damaged, the dealer will re-route and re-secure the harness to your vehicle. If the harness is found to be damaged, the trailer hitch harness will be replaced with a modified one. The inspection and repair will be performed at no cost to you.

### **How long will it take?**

It will take approximately one and a half hours 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. 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.

Until the inspection or repair is performed, please do not attach and tow any item with your vehicle that requires a trailer hitch harness connection (e.g. a trailer, tow dolly or dinghy tow hook).

### **Where is the closest Mazda dealer?**

To locate your nearest Mazda dealer, visit our website [www.MazdaRecallInfo.com](http://www.MazdaRecallInfo.com), or call our **Customer Experience Center at (800) 222-5500, option #6.**

### **What if you already paid for repair on the trailer harness?**

If you have already paid for repair or replacement of the trailer hitch harness due to conditions of this recall campaign prior to receiving this notice, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards. Please complete the enclosed "Reimbursement Application Form", include the necessary documentation, and mail it to us in the pre-addressed envelope provided, allowing 6-8 weeks for processing.

**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, 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](http://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.

Sincerely,

**Mazda North American Operations**

*Para información en español, visite [www.MazdaSeguridad.com](http://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.*