



**TO:** All Mazda Dealership General, Service, and Parts Managers  
**DATE:** October 3, 2018  
**SUBJECT:** **\*\*\*UPDATE\*\*\* Tracking and Rental Authorization**  
**2009-2010 Mazda6 - Front Cross Member Corrosion Concern**  
**Recall Campaign 2818I**

This is a follow-up to our September 24<sup>th</sup> Dealer Email for Recall 2818I, to help improve the process to ensure the best possible service to our customers. Once the vehicle has been inspected for corrosion, and the vehicle has been determined to require a front cross member repair, please complete the **Pre-Authorization** form found in MGSS, regardless if the customer is placed into a MCVP, rental vehicle, or none at all.

**\*\*\*NOTE\*\*\*** MCVP's do not require pre-authorization, however the form must be completed for tracking purposes.

This form must be completed and sent to the Recall Warranty team for ALL 2009-2010 Mazda6 vehicles in need of a front cross member repair.

**Procedure:**

1. Perform Inspection (guidelines found in MGSS)
2. Complete and save the Pre-Authorization form, located in MGSS under Recall 2818I
3. NOTE: You must get Rental Authorization for any rental over 2 days from the Recall Warranty team.
4. Go to MXConnect Warranty and click on "Dealer Recall Help Form"
5. Fill out all necessary fields
  - a. \*\*\*Indicate MCVP, Rental, or no alternate transportation provided\*\*\*
6. Attach the Pre-Authorization form
7. Attach clear/color photos of corrosion
8. Click Submit
9. Submit the recall interim inspection claim

A Recall Help Specialist will respond within 1 business hour of submission.

**Note: Vehicles that fail inspection are not to be driven.**

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.

*Protect What is Important to You.*

Sincerely,

Akira Ikemoto  
Director, Technical Services Division  
Mazda North American Operations

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