



## MAZDA DEALER EMAIL

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May 8, 2019

**Attention:** Mazda General, Parts and Service Managers

**Subject:** 2009-2013 Mazda6 Front Cross Member Corrosion Concern Safety Recall 2818I – **Launch of 2009-2010 model year affected vehicles in all remaining states.**

Mazda Motor Corporation decided to conduct a Safety Recall Campaign to address a concern with certain 2009-2013 Mazda6 vehicles, produced from February 4, 2008 through August 24, 2012, and originally sold in, or currently or previously registered in 23 salt belt states listed below.

Connecticut	Delaware	District of Columbia	Illinois	Indiana
Iowa	Kentucky	Maine	Maryland	Massachusetts
Michigan	Minnesota	Missouri	New Hampshire	New Jersey
New York	Ohio	Pennsylvania	Rhode Island	Vermont
Virginia	West Virginia	Wisconsin		

Concern Outline:

On certain subject Mazda6 vehicles in salt belt states, it is possible the front cross member may be corroded due to suspected insufficient paint coating. Continued use of the vehicle may allow the corrosion to progress and support of the right lower control arm to decrease. Passing over a pothole may result in breakage of the cross member and reduced steering control, increasing the risk of a crash.

Affected Vehicles:

Model	Subject VIN range	Subject build date range
2009-2013 MY Mazda6	1YV HP**** 95 M00001 – M52259 1YV HZ**** A5 M00014 – M58879 1YV HZ**** B5 M00002 – M30741 1YV HZ**** C5 M00001 – M44241 1YV HZ**** D5 M00004 – M17345	From February 4, 2008 through August 24, 2012

### Owner Notification:

Mazda will notify 19,392 owners of 2009-2010 model year affected vehicles in all remaining states by first class mail beginning May 9, 2019. Owners will be asked to bring their vehicle to the nearest Mazda dealership repairs as parts are available. After this mailing, all 2009-2010 model year vehicles under this recall will be in Open status.

All 2011-2013 Salt State affected vehicles remain in Not Launched status. Mazda will notify owners of affected vehicles by first class mail no later than June 21, 2019. If a customer brings in their 2011-2013 model year Salt State affected vehicle requesting to perform this recall prior to launch, please inspect and repair according to the current repair process. You must use the Tracking and Rental Pre-Authorization form and send to Dealer Recall Help in order to receive parts and authorization for rental vehicles.

Repair parts can be ordered using the DAG Restricted Parts Ordering link on MXConnect for Recall 2818I. [The web ordering screen will only accept orders for VINs that are in an "Open" status.](#) A dealer email communication will be sent advising the launch of the remaining 2011-2013 Salt State affected vehicles.

**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. Parts and Warranty information, Inspection and Repair procedures and Owner Letter are posted on MGSS (Mazda Global Service Support) websites via MXConnect.
2. Parts and Warranty information is also available on eMDCS.
3. For technical assistance, contact the Technical Assistance Hotline at (888) 832-8477, Option 3.
4. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
5. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.

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.

### **Protect What is Important to You**

Mazda North American Operations

Sincerely,

Hideo Takashima  
Director, Technical Services Division  
Mazda North American Operations

