



TO: All Mazda Dealership General, Service, and Parts Managers

DATE: September 24, 2018

SUBJECT: *****UPDATE*** Interim Inspection Procedure Now Available**
2009-2010 Mazda6 – Front Cross Member Corrosion Concern
Recall Campaign 2818I

An Interim Vehicle Inspection Procedure has been developed for those vehicles that arrive, or are currently at the dealership prior to the launch of the recall.

Interim Vehicle Inspection Procedure/Tracking:

Follow the Interim Inspection Procedure posted on MGSS. The vehicle should be inspected for corrosion holes or cracks in at least one place at specific points on the cross member. If the vehicle has been determined to need repair, please follow these vital instructions: Pictures will be required.

- **DO NOT return the vehicle to the customer.**
- **Contact Mazda Warranty Department via the new Dealer Recall Help Form on MXConnect > Warranty.**
- **Provide photos of cross member perforation, VIN, Mileage and RO#.**
- **Offer a MCVP vehicle until parts are available in order to provide the best customer experience.**
- **If your dealership cannot provide a MCVP vehicle immediately, you must request rental vehicle authorization from the Warranty Department, and provide the expected date the customer can be transferred into a MCVP Loaner. A new Recall Pre-Authorization request form will be posted in MGSS under this recall for any rental authorization request.**
- **DO NOT request rental authorization from your District Field Manager or CEC (Customer Experience Center). The Warranty and Recall Operations teams will be tracking all downed vehicles.**
- **Submit an inspection claim through eMDCS**

NOTE: New cross members should be available in limited quantities by early December, 2018. Once parts are available an order will be placed and sent for each downed vehicle.

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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