



MAZDA DEALER EMAIL

TO: All Mazda Service & Parts Managers

DATE: February 28, 2019

**SUBJECT: UPDATE: Scarcity Ordering Process for Model Year 2009-2010 Mazda6 – V6
Front Cross Member - Recall Campaign 2818I**

On Tuesday, February 26th Mazda successfully launched the Scarce Parts Ordering page on eMDCS for the Mazda6, V6 cross-member replacement kit (p/n 0000-V6-2818).

To ensure all claims are promptly reimbursed the Mazda Warranty team recommends **using the VIN from the affected vehicle as the sales order number.**

As a reminder, all orders placed through this process are subject to the 25% Scarce Parts surcharge that is reimbursable for claims closed within ten business days of the order entry date. To ensure your dealership is reimbursed for the 25% surcharge, promptly submit the claim as noted in the prior dealer email and attach a copy of the part sales order. This attachment is needed for confirmation of the part ordered and a refund of the surcharge amount.

Regards,
Paul Woolley
Senior Manager Warranty Operations