



MAZDA DEALER EMAIL

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**TO:** All Mazda Service & Parts Managers

**DATE:** February 25, 2019

**SUBJECT:** Scarcity Ordering Process for Model Year 2009-2010 Mazda6 – V6  
Front Cross Member - Recall Campaign 28181

Beginning on Tuesday, February 26th dealers can use the [Scarce Parts Ordering](#) page on eMDCS to order the repair parts for any V6 model Mazda6 in need of a cross-member replacement — **Please refer to eFC-I-18-00389 released on January 22nd for the detailed ordering instructions.**

To place an order, use **part number 0000-V6-2818** on the Scarce Parts Ordering screen. This kit part number will order all of the parts required to complete a V6 sub-frame replacement. This process is only intended for repairs of downed VINs, so orders will be limited to one kit per day, per dealer.

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, please promptly submit the claim using the details provide here 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.

Scarcity Part Surcharge Reimbursement	
Warranty Information	
Warranty Type	A
Process Number	J1901A
Symptom Code	99
Damage Code	99
PNMC	5555-19-001A
Quantity	0
Operation Number / Labor Hours:	YY804XRX / 0.0 Hrs
Sublet Code	Z9

Due to very limited supply of this part, and to ensure all supply is directed to critical customer repairs, this ordering process is required temporarily. Orders for an I4 cross-member will continue to process by using the Dealer Recall Help link on the MXConnect > Warranty page. Salt State based dealers who need to order a side-member kit should continue to contact the Dealer Assistance Group for help with

those requests. We apologize for the added steps and are working with the supplier to expedite additional supply as quickly as possible.

For additional questions, please don't hesitate to email the Dealer Assistance Group at [corpdag@mazdausa.com](mailto:corpdag@mazdausa.com) or call 877-727-6626 – Option 2.

Regards,  
Carol Robbins  
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MAZDA NORTH AMERICAN OPERATIONS