



## MAZDA DEALER EMAIL

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**TO: Mazda Service & Parts Managers**

**DATE: April 16, 2019**

**SUBJECT: Push Shipment Repair Parts - Recall Campaign 3219D**

On Tuesday, April 16<sup>th</sup> Mazda placed a sales order for front body control modules to help your dealership repair new vehicles and any Certified Preowned vehicles in your inventory. The quantity of parts you will receive is based on the number of affected VINs at your dealership.

These sales orders started processing on Tuesday, and you should receive the parts on your next DDS delivery day. In eMDCS, you can reference the purchase order number for these orders as "RECALL 3219D NEW" and/or "RECALL 3219D CPO."

**Please note this recall is not launched. New and CPO vehicles can be repaired and a submitted warranty claim will close the recall. All unsold 2016-2018 affected vehicles must not be delivered to customers until the recall repair is completed. Currently there are 138 affected vehicles that are unsold and do not have a warranty start date.**

Beginning on Wednesday, April 17<sup>th</sup> the repair parts for Recall 3219D can be ordered using the Scarce Parts Screen in eMDCS. Additional details about this ordering process to follow on a separate communication.

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.

Please make certain the appropriate personnel in your dealership are aware of these push shipments and are familiar with the details for this recall.

Regards,

Carol Robbins  
Senior Analyst, Quality Campaigns  
Parts Operation Division

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MAZDA NORTH AMERICAN OPERATIONS