



MAZDA DEALER EMAIL

January 8, 2021

Attention: Mazda General, Parts and Service Managers

Subject: ****URGENT UPDATE**** - 2009-2013 Mazda6 Front Cross Member Corrosion Safety Recall 28181 - Specified Cavity Wax is Available and Repair Procedures Updated

PLEASE READ THE ENTIRE COMMUNICATION
THOROUGHLY AND SHARE WITH ALL SERVICE AND PARTS
PERSONNEL

Concern Outline:

As advised in September 2020, vehicles that required the support bracket repairs were suspended as the cavity wax had reached its expiration date. The only cavity wax that is required for the proper repair of this recall is sourced through Mazda and fulfilled by Kem Krest. Please read below for details on cavity wax availability to support the resumption of support bracket repairs.

Dealer Service Personnel Action Required:

1. Limited quantities of fresh cavity wax are available and starting on January 11th will be drop shipped to dealers based on individual dealer repair rates. With the cavity wax, vehicles that pass inspection will be repaired with the installation of the bracket and the new AC drain hose, along with spraying the cavity wax using the Recall Specified procedure, and the dealer supplied spray gun. Repairs starting with a repair date of January 14, 2021 or later can be claimed after following the updated inspection and repair procedures available on MGSS.
2. See the warning in red text below. The only cavity wax one liter cans that are to be used must be procured through Mazda and fulfilled by Kem Krest. The Mazda cavity wax is part number 0000-77-712 AM. Please only use cavity wax that is not expired.
3. Please make sure the inspection of the subframe is thoroughly completed. If you feel the integrity of the subframe is poor despite passing the inspection, please put the customer in a MCVP, and contact Dealer Recall Help with photos of the front subframe condition.

IMPORTANT REMINDER – All Inspection and Repair Procedures must be reviewed each time a vehicle is repaired. Also, it is strictly forbidden to source and utilize aftermarket items to repair any Safety Recall or other campaign unless specifically authorized in the Parts and Warranty communications. Aftermarket cavity wax is not allowed for Recall 28181.

Please take the time to clean and inspect the spray gun used to apply the Recall Specific Cavity Wax and ensure it functions properly.

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. If you have any questions regarding this recall, please contact Dealer Recall Help on MXConnect > Warranty.

Sincerely,
Travis Young
Manager, Recalls, Technical Services Division
Mazda North American Operations