



MAZDA DEALER EMAIL

June 23, 2021

Attention: Mazda General, Parts and Service Managers

Subject: ****URGENT UPDATE**** - 2009-2013 Mazda6 Front Cross Member Corrosion Safety Recall 2818I – Side Member Repairs with Cavity Wax

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

Concern Outline:

Mazda North American Operations has discovered that numerous dealers were performing the recall repairs without proper application of the required Cavity Wax as specified in the repair documents. All warranty and recall repairs have always required the use of factory parts and Mazda-required chemicals unless specifically stated as otherwise, such as Locally Procured Part.

Bracket Repairs were put on hold for a short period of time to build inventory of the required Cavity Wax and during that time, multiple communications were sent advising that the only allowed cavity wax to be used for the proper repair of recall 2818I is sourced through Mazda and fulfilled by Kem Krest. This requirement was also addressed in the Recall training course where we explained that using Mazda-required chemicals and supplies for recall repairs are to be strictly followed. Lastly, repair documents were updated clearly outlining the requirement of the cavity wax and its source.

Bracket repairs requiring the use of this Cavity Wax resumed in early January and was referenced in the Dealer Email sent on January 8, 2021 and posted to MGSS under this Recall.

During a recent review of Cavity Wax sales to dealers, it was found that some dealers performed Recall repairs without any supporting purchase of this wax. Data on each affected dealer's shortage was provided to all District Field Management multiple times. Your DSM will advise which VIN's are affected.

As a result of the analysis, all Recall 2818I claims in which a bracket was

installed and submitted for 2021 from dealers that did not order Cavity Wax will be debited.

Action Required:

To correct this scenario, a push shipment of cavity wax will be sent to these affected dealers. Dealers with shortages of 7 (or less) side-member repairs since early 2021 will receive 1 bottle, those that have 8 to 15 will receive 2 bottles, etc., as each bottle repairs 8 vehicles.

The affected dealers have until August 30, 2021 to contact the affected customers for a reinspection of the subframe and application of the Cavity Wax as outlined in the repair procedures. Once completed, an appeal of the debit can be submitted. The appeal must include a copy of the complete new repair order, and photograph of the sprayed subframe with date stamp or RO in the photo frame. Appeals submitted without the required attachments will be rejected. The attachments will be reviewed and once approved the appeal will credit the debited claim. On and after September 1, 2021, no appeals will be accepted and the debits will be considered final and the recall will be reopened and the customer contacted.

Cavity Wax Credits 2020 – Dealers with no shortage concerns will receive their cavity wax credits processed in July.

If any aspect of this communication is not clear please contact Dealer Recall Help on MXConnect Warranty.

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