



MAZDA DEALER EMAIL

September 17, 2020

Attention: Mazda General, Parts and Service Managers

Subject: ****URGENT UPDATE**** - Safety Recall 2818I 2009-2013 Mazda6 Front Cross Member Corrosion Concern - Recall Specified Cavity Wax is **expired** and temporary repair procedure change

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

Concern Outline:

On the subject vehicles, when inspecting the front crossmember for perforation and corrosion, those cross members that passed inspection are repaired with a specific Cavity Wax sourced through eMDCS and fulfilled by Kem Krest, along with the installation of a support bracket. The cavity wax to support this recall has an expiration date and requires replacement. Currently the wax is on backorder.

Dealer Service Personnel Action Required:

Effective immediately and until further notice, all vehicles subject to Safety Recall 2818I must have the front cross member replaced. Claims starting with a repair date of September 18, 2020 or later must include the front cross member until further notice, or they will be denied.

Dealer Parts Personnel Action Required:

1. Effective immediately and until further notice, please confine all subframe brackets and bolts to prevent installation. Brackets will be used for future repairs once the Cavity Wax is back in stock.
2. Seclude all Cavity Wax One Liter cans that have been purchased through eMDCS and fulfilled by Kem Krest. This wax is part number 0000-77-712 AM and is the only approved Cavity Wax to be counted. Tally your remaining inventory including any partially open can. Keep this count for your records and take a supporting photograph.
3. A second communication will be sent shortly to gather the Dealer Inventory level for scrapping and reimbursement. This will be handled through the Dealer Recall Help portal.

IMPORTANT REMINDER - 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.

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

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, and 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