

UPDATED JANUARY 8, 2021.

A. VEHICLE INSPECTION PROCEDURE

ATTENTION – ALL TECHNICIANS PLEASE READ: There is no inspection-only claim, only a repair option based on the results of the inspection of the vehicle.

If you feel that the subframe is in poor shape, but does not have perforation in Zone’s 1, 2 or 3, please take photos of the subframe and fill out Dealer Recall Help form on MXConnect > Warranty. DO NOT let the customer leave until you have spoken to Dealer Recall Help.

1. Subject vehicles

2009 Mazda6 (HP) through 2013 Mazda6 (HZ) vehicles, which were originally sold in, or currently or previously registered in Salt Belt States listed below.

23 “Salt Belt” States:				
Connecticut	Delaware	District of Columbia	Illinois	Indiana
Iowa	Kentucky	Maine	Maryland	Massachusetts
Michigan	Minnesota	Missouri	New Hampshire	New Jersey
New York	Ohio	Pennsylvania	Rhode Island	Vermont
Virginia	West Virginia	Wisconsin		

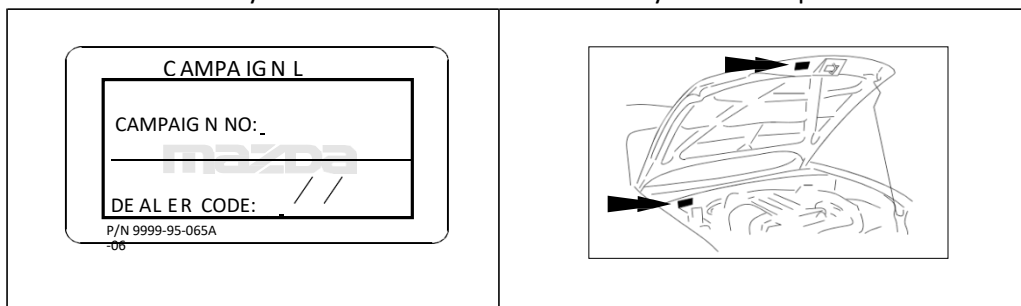
Model	Subject VIN range	Subject build date range	Note
2009-2013MY Mazda6	1YV HP**** 95 M00001 – M52259 1YV HZ**** A5 M00014 – M58879 1YV HZ**** B5 M00002 – M30741 1YV HZ**** C5 M00001 – M44241 1YV HZ**** D5 M00004 – M17345	From February 4, 2008 through August 24, 2012	Currently or ever registered in Salt belt states

The asterisk symbol “*” can be any letter or number.

- If the vehicle is within the above ranges, proceed to Step 2.
- If the vehicle is not within the above ranges, return vehicle to the customer or inventory.

Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for Campaign Labels **Recalls 2818I** attached to the vehicle’s hood or bulkhead. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

NOTE: Be sure to verify Recall number as the vehicle may have multiple Recall labels.



eMDCS System - Warranty Vehicle Inquiry Results:

If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 2818I OPEN	Present	Contact the Warranty Hotline at (877) 727-6626 option 3 to update vehicle history.
	Not present	Proceed to "B. INSPECTION PROCEDURE".
RECALL 2818I CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Proceed to "C. CAMPAIGN LABEL INSTALLATION".
RECALL 2818I IS NOT PRESENT	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer.

B. CROSS MEMBER INSPECTION PROCEDURE 2009-2013 MAZDA6

On certain subject vehicles in salt belt states, it is possible that the front cross member may be corroded due to possible insufficient paint coating. Corrosion may be more severe on the portion just under the air conditioner drain, causing a perforation.

Continued use of the vehicle with such condition may allow the perforation to progress, and the support of the right lower control arm front bushing to decrease. This may result in a change of the right front wheel alignment.

The vehicle having such conditions may exhibit the concerns as described below.

- Vehicle stability concerns (steering wheel off center, and pull to right side while driving/braking in a straight line)
- The Right Front tire may interfere with the mud guard, causing an abnormal noise and vibration.
- Cross member may fracture due to a heavy impact with a large pothole etc. Under high speed driving with such condition, it is possible that the steering control may become difficult.

Check the list of VINs that have had a new Front Cross Member installed May 2018 or later, and check eMDCS as a secondary confirmation.

Step 1. Was Front Cross Member replaced under the recall or as goodwill? Go to step 2 if Yes. Go to Step 3 if No.

Step 2. Go to the A/C Drain Hose Installation procedure document. Once drain hose is installed, vehicle is repaired. Return the vehicle to the customer.

Step 3. Check the condition of the cross member and determine if it is OK or Not OK based on the inspection criteria.

OK: No perforation due to corrosion exists on the cross member.

NOT OK: Perforation due to corrosion exists in any area(s) of the cross member or imminent perforation exists such as soft spots or perforation can be made by

tapping rust with a screw driver. If you cannot determine if NOT OK, please fill out Dealer Recall Help form on MXConnect > Warranty.

If a rust hole exists in the specific areas Zone's 1, 2 or 3, the cross member may be broken due to a heavy impact with a large pothole.

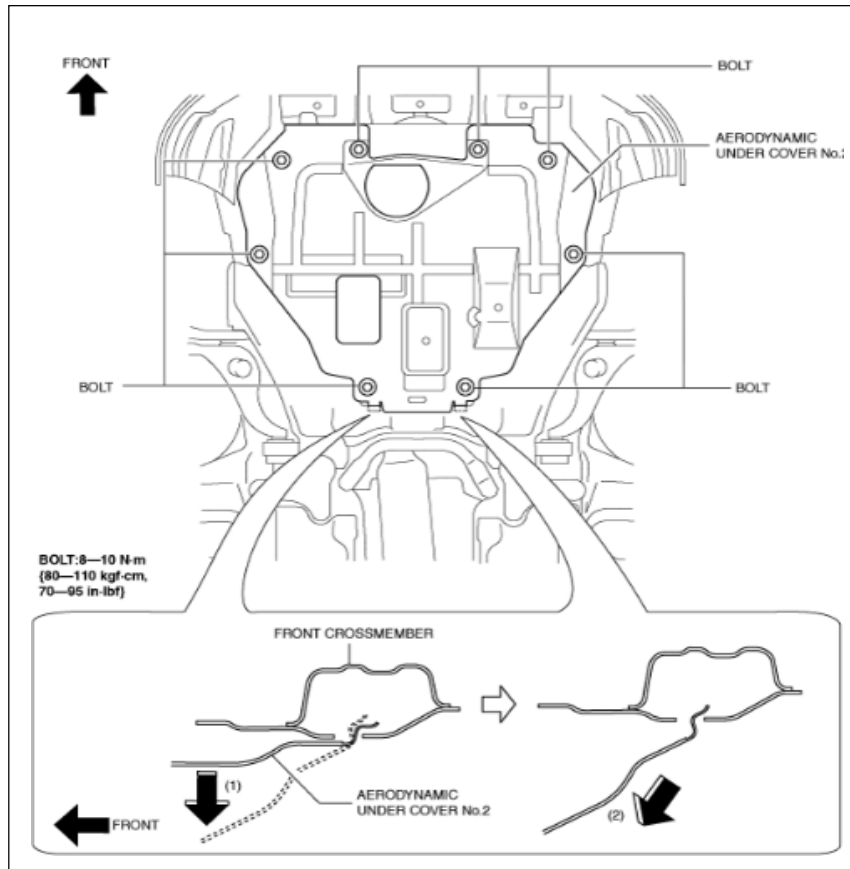
- 1. If there are any holes of rust in the crossmember, in Zone's 1 – 3, do the following:**
 - A. Do NOT install a bracket, replace the crossmember**
 - B. Notate the location and size of the hole(s), approximate in inches on the repair order.**

- 2. If metal appears or feels soft to the touch in any location on the subframe, DO NOT install a bracket and install a subframe.**
 - A. Also, if there are any holes of rust or perforation can be felt in any area by pushing on metal or tapping with a screwdriver and hammer, then DO NOT install a bracket.**

- 3. If there are any holes of rust in the crossmember, in areas other than Zone's 1 – 3, do the following:**
 - A. Take photos of the damage and forward them to Dealer Recall Help for guidance.**
 - B. Notate the location and size of the hole(s), approximate in inches on the repair order.**

- 4. If no holes exist and you can determine no imminent perforation in any area of the subframe as outlined above, then proceed as below:**
- 5. Thoroughly wash the front end of the vehicle and underneath to clean dirt, snow, salt and other debris from the cross member. Let dry.**
- 6. Remove the Aerodynamic under cover No.2 for I4 engine vehicles.
(See AERODYNAMIC UNDER COVER NO.2 REMOVAL/INSTALLATION.)**

Note: There is no Aerodynamic under cover No.2 for V6 engine vehicles.



A. Remove the right front tire.

B. Remove **visible** clips of side cover of right front tire house.

Then bend the side cover so that Inspection point Zone No.1: Upper surface of the cross member can be seen



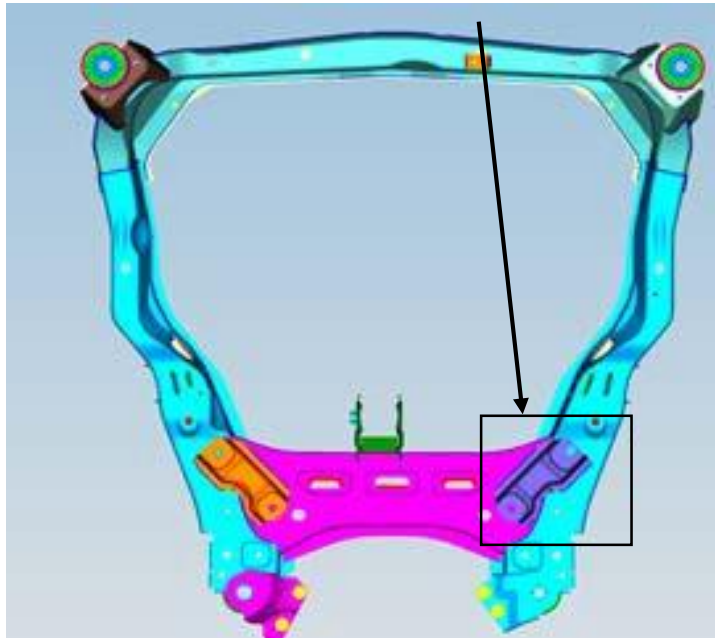
- Inspection contents

Check for perforation at all three areas by visual inspection: Top Surface, Inside and Side.

If even one hole exists at these points Zone No.1 to Zone No.3, the vehicle needs replacement of the cross member.

Meanwhile, even if there are holes at other places, except holes at Zone No.1 to Zone No. 3 points, the vehicle doesn't need replacement of the cross member. Instead, the subject vehicle will require the installation of the reinforcement side member and the A/C drain hose and wax application.

Top View – Area affected (Right Top Side)



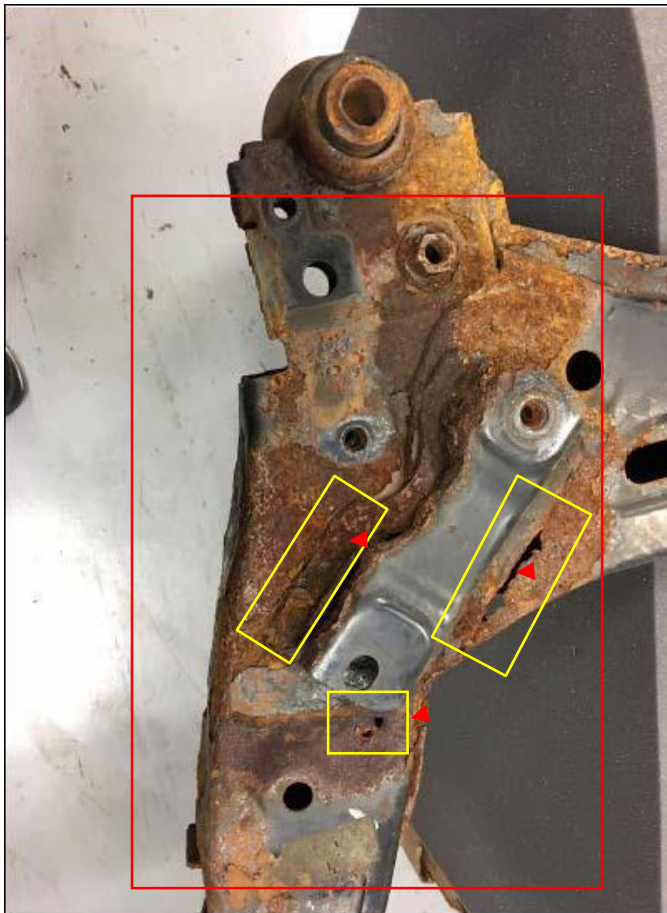
**FRONT
OF VEHICLE**

Zone 1 Inspection – Upper Surface/Top side

Top Side View: Non-Damaged Cross Member



Top View: Used Cross member



⚠Caution

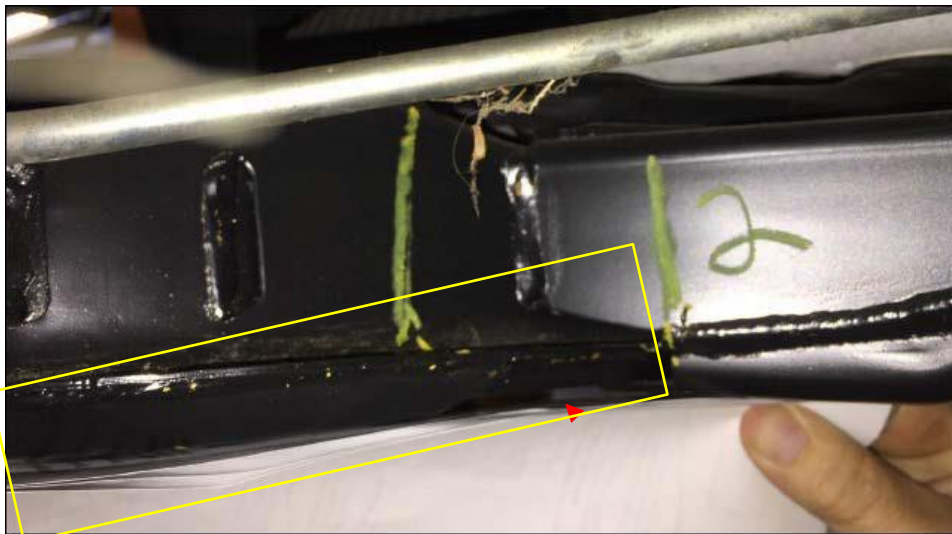
There are bolt holes and other holes which are drilled at manufacturing production. Do not mistake those for holes made by corrosion.

Zone 1 inspection Area: Top Surface

Look for holes or cracks along the top surface in these areas. If a hole or crack is present, the cross member needs to be replaced. This cross member fails inspection as there is perforation

Zone 2 Inspection - Inside Corner/Flange Weld

Inside View: Non-Damaged Cross member



Inside Top View: Damaged Cross member



Zone 2 inspection Area:

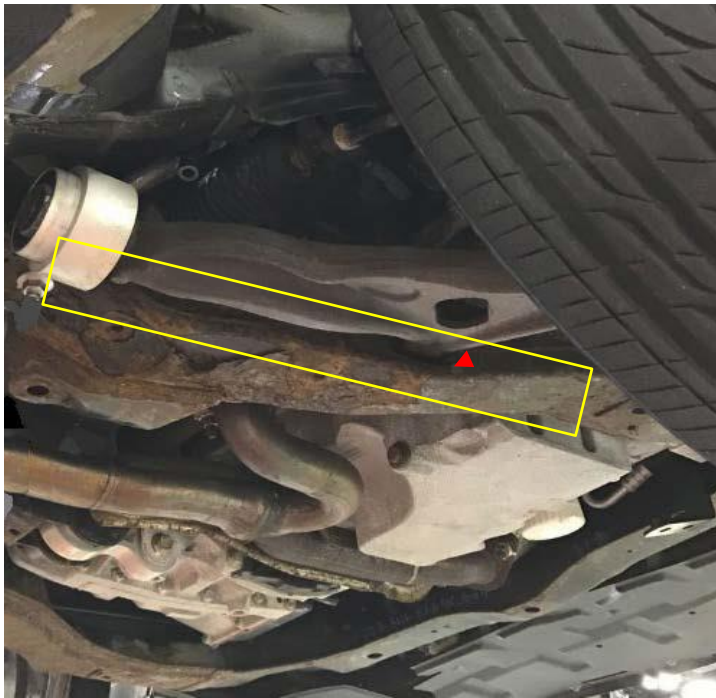
Look for perforation or crack along the flange in this area. If a crack or perforation is present, replace the cross member.

Top side Zone 1 Failure due to perforation. Replace

Corrosion or a hole in this area does not compromise the structural integrity of the cross member, however this cross member will fail a state safety inspection due to perforation, so we need to replace the cross member

Zone 3 Inspection - Outer Area

Side View: Non-Damaged Cross member



Zone 3 inspection Area:
Look for perforation especially along the bottom corner ridge line (this area). If perforation or a crack is present the cross member needs to be replaced.

This cross member passes inspection even with the perforation as the bracket supports and covers the hole. If perforation is visible beyond what the bracket covers, the cross member must be replaced as it will fail a state safety inspection for perforation.

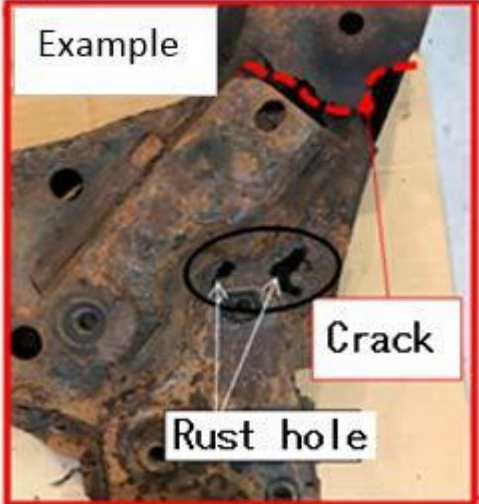
Top Side View: Damaged Cross member



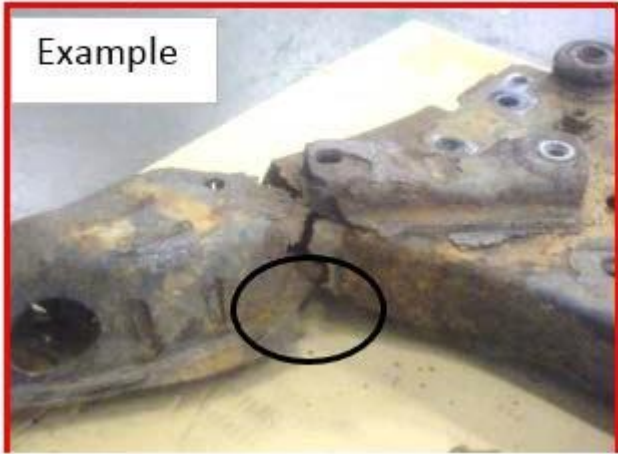
Control arm mount

Additional Failure Examples of Zones 1 through 3

Zone No 1: Upper



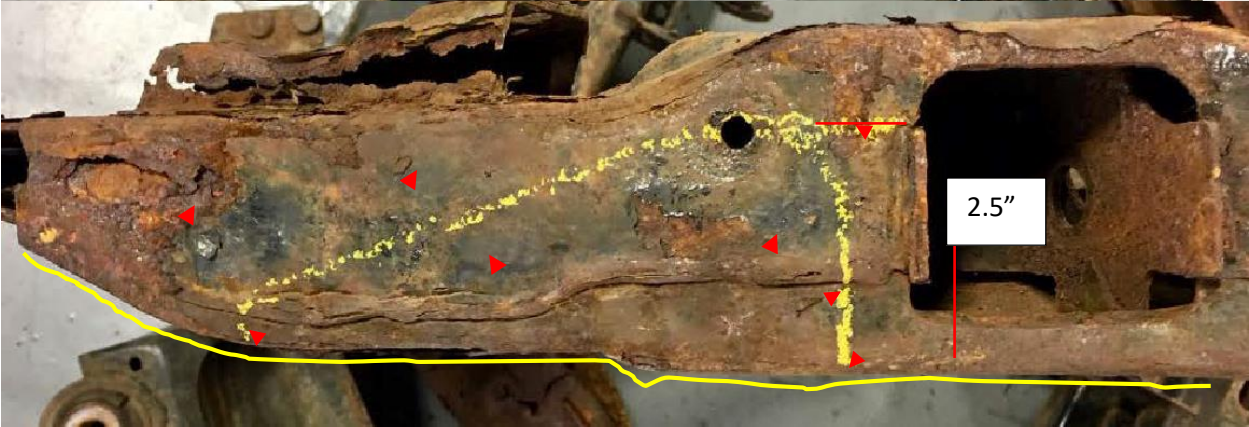
Zone No 2: Flange



No 3: Ridgeline



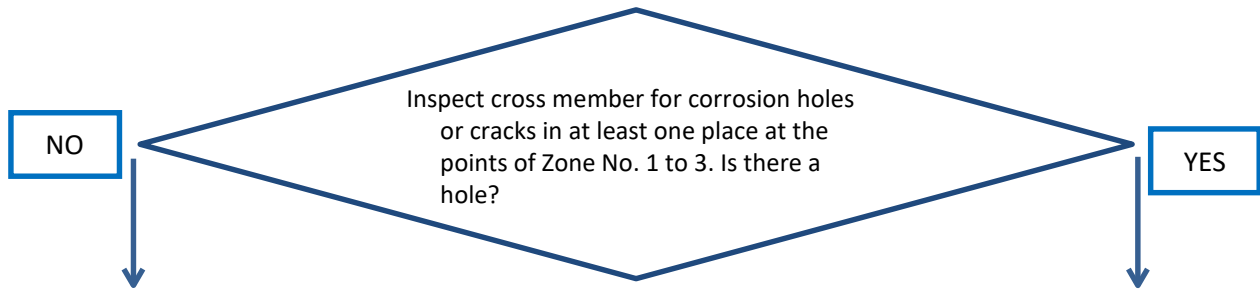
Photos of the bracket installation



Perforation in this area is not covered by the bracket and will fail State Inspection.

6.5 " Perforation in this area is covered by the bracket and is ok to use the cross member.

Inspection Results: Follow the decision tree



- Install the side member brace.
- Install the drain hose to evaporator
- Apply WAX for protecting from rust**
see note below in RED

DO NOT return the vehicle.
Proceed with replacement of the Front Cross Member and installation of the A/C drain hose.

• 7am to 12pm Friday Pacific Time

Warranty Email:

- warrantydept@mazdausa.com
- Dealer Recall Help Form

Please review Warranty Bulletins and Mazda Warranty Policies and Procedures manual before contacting Warranty Hotline, or email. If you still need assistance, please have all documents readily available during the call. Thank you.

Additional Contacts:

- **Mazda Pre-Paid Maintenance (MPM):**
(800) 358-2655, M-F 8am-5pm (CST), email: wtechautoads@amtrustgroup.com
- **Mazda Extended Confidence Contracts:**
(800) 358-2655, M-F 8am-5pm (CST),

- Reward Performance by Mazda (RPM)

Training

- Mazda State
- Warranty Appeal Training - IDL Participant Guide - Course# 1670
- Warranty Diagnostic Labor Operations - IDL Participant Guide - Course# 1674
- Master Certification - IDL Participant Guide - Managing Warranty Performance 1579

Recall Campaign and Warranty

Improve your warranty claim processing and performance with these tips

- Dealer Recall Help Form

Recall Campaign

DO NOT USE EXPIRED CAVITY WAX. ONLY USE CAVITY WAX WITH A GOOD LOT # PER THE CHART BELOW.



Exp. Date	Supplier Lot Number
7/10/2021	C200715
10/31/2021	C201105

To help you effectively perform this inspection portion of the recall, Mazda has developed the following resources:

1. Inspection and all repair Procedures are available on MGSS (Mazda Global Service Support) website via MXConnect.
2. For technical assistance, contact the Technical Assistance Hotline at (888) 832-8477, Option 3.
3. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
4. For Rental Authorization, Not MCVP, please use the **Dealer Recall Help Form on MXConnect**. VIN, Mileage and RO# are required, and **Recall Pre-Authorization form**.