



MAZDA DEALER EMAIL

April 17, 2020

Attention: Mazda General, Parts and Service Managers

Subject: Safety Recall 4320A - 2016MY Mazda CX-5 Daytime Running Lights May Fail – Headlamp Units on Collection

As a follow up to the Dealer Email sent on Wednesday April 15, 2020 due to higher than expected headlamp unit failure, combined with shipping delays created by the Covid-19 pandemic, MNAO is experiencing headlamp unit parts supply shortages associated with this recall.

Dealer Action Required

- Headlamp units that have been replaced due to DRL failure may be called back for data analysis and additional inspection.
- If your dealer has been selected to return Headlamp assemblies, please follow the shipping instructions contained in your emailed request and ship the unit(s) back as quickly as possible to Irvine along with a copy of the repair order with technician notes.
- Headlamp units may be scrapped 30 days after the claim acceptance date as listed on your Parts Scrap report.
- Failure to return Headlamp units upon request will result in a debit for this claim. All requests will be made within 30 days of the claim acceptance date.
- Please review this communication with every technician in your dealership so they are aware of the collection activities and confirm that your technicians fully understand the repair procedures of this recall.

This recall only impacts the Daytime Running Light, so please inform the customer that both the low beam and high beam lamps will function normally while they wait for parts to become available to replace their non-functional DRL.

MNAO parts distribution is working to restore supply as soon as possible and will provide parts supply updates as more information becomes available.

We apologize for any inconvenience this may cause and appreciate your patience.

Protect What is Important to You

Mazda North American Operations

Sincerely,

Travis Young

Manager, Recalls
Technical Services Division
Mazda North American Operations

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