



MAZDA DEALER EMAIL

March 19, 2020

Attention: Mazda General, Parts and Service Managers

Subject: Launch of Safety Recall 4320A - 2016MY Mazda CX-5 Daytime Running Lights May Fail

Mazda Dealer Partners,

We realize these are challenging times and we are trying to minimize any distractions as you work to serve customers and keep your operations going as efficiently as possible. We hope this safety recall action does not add to the burden you are facing at this time and we are here to help and support you in any way we can. Please let us know if you have any concerns or need any assistance with this safety recall.

Mazda Motor Corporation has decided to conduct a Safety Recall Campaign on certain 2016 Mazda CX-5 vehicles within the VIN range below, affecting 36,761 U.S. and U.S. Territory vehicles.

Affected Vehicles:

Model	Subject VIN range	Subject production date range
CX-5 built at MC (Japan)	JM3 KE**** G0 600017 – 751326	From November 3, 2014 through December 7, 2015

Concern Outline:

The LED Daytime Running Lights (DRL) on certain subject vehicles may unexpectedly flicker or fail to illuminate while driving. If one or both DRLs fail to illuminate, surrounding traffic and pedestrians may not be able to see the affected vehicle, especially when the headlights are off in low light conditions. Please note this recall only affects CX-5 vehicles equipped with LED headlamps. Vehicles equipped with Halogen headlamps are not affected by this recall.

Due to an inappropriate material specification of the sealing gasket attached to the LED daytime running light (DRL) wiring connector, the gasket can release sulfur which may corrode the LED circuit controlling the DRL. If corrosion of the circuit develops, the circuit may lose continuity, causing flickering and/or failure of DRL illumination. One or both front DRL's on affected vehicles could be affected by this defect.

For all subject vehicles:

Inspect the headlights and, if needed, replace each with an improved sealing gasket and attach desulfurizing materials (gas adsorption sheets) inside the headlight housing or if the headlights are inoperable, replace the headlight unit(s).

Owner Notification:

Mazda will notify owners of affected vehicles by first class mail tomorrow, March 20, 2020. Owners will be asked to bring their vehicle to the nearest Mazda dealership for repairs. As advised March 17, 2020 customers will submit their reimbursement claim for repairs that were made prior to the recall launch online at the new Mazda Customer Reimbursement website www.mazdareimbursement.com. Effective tomorrow, this recall will be tracked on the Missed Recall report.

Important Safety Notice:

The National Traffic and Motor Vehicle Safety Act prohibits the delivery of any subject vehicle without performing the necessary repair for defects or failures. Failure to perform applicable recalls before delivery can result in extensive dealer fines and penalties from the Federal Government. Therefore, you must complete this recall for all affected vehicles in your inventory prior to delivery.

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

1. Parts and Warranty Information and Repair procedures are posted on MGSS. Parts and Warranty Information are also available on eMDCS.
2. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
3. Vehicles will display in eMDCS as "Open" on March 20, 2020.
4. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.
5. For recall questions please fill out the Dealer Recall Help Form located on MX-Connect under the Warranty Tab.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this recall before responding to customer inquiries.

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.

Protect What is Important to You

Mazda North American Operations

Sincerely,

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