



MAZDA DEALER EMAIL

January 20, 2021

Attention: Mazda General, Parts, and Service Managers

Subject: **Safety Recall 4320A - 2016MY Mazda CX-5 Daytime Running Lights (DRL) May Fail – Final Phase 2 – Full Relaunch - PLEASE READ**

As communicated in December 2020, we advised a two-phase relaunch for repairs needing a headlamp assembly replacement under Recall 4320A. We are pleased to report the supply flow has recovered to a level where headlamp assembly replacement can resume for all customers.

Starting on January 26th, Phase 2 customers will be notified by U.S. Mail to contact their local Mazda dealership to schedule an appointment and have their CX-5 vehicle inspected/repaired.

Dealer Action Required

- Repairs requiring headlamp replacement can resume for all vehicles beginning on January 26, 2021. Please repair any vehicle that arrives at your dealership under the recall.
- In the unlikely event a customer returns after a Recall 4320A repair with a failed DRL, please contact Dealer Recall Help on MXConnect under the Warranty tab or the Warranty Department at warrantydept@mazdausa.com for review of the concern.

Parts Update:

In May Mazda transitioned all existing stock backorders offline until the PDC supply levels could support headlamp repairs. In anticipation to relaunch headlamp repairs, these stock backorders from May will begin filling for Phase 2 dealers on January 21st, 2021. Orders will start arriving on your next DDS delivery day and it could take a few days for all pieces to arrive. In eMDCS you can reference the purchase order number for these orders as "R4320A BO". Again, this applies only to dealerships located in a Phase 2 state.

We apologize for the extended inconvenience this has caused and appreciate your patience.

Mazda North American Operations

Sincerely,

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

