



IMPORTANT SAFETY RECALL

2016 CX-5 – Daytime Running Lights May Fail - Safety Recall 4320A

NHTSA Campaign Number 20V-063

March 2020

This notice applies to your vehicle: VIN _____

Dear Mazda Owner:

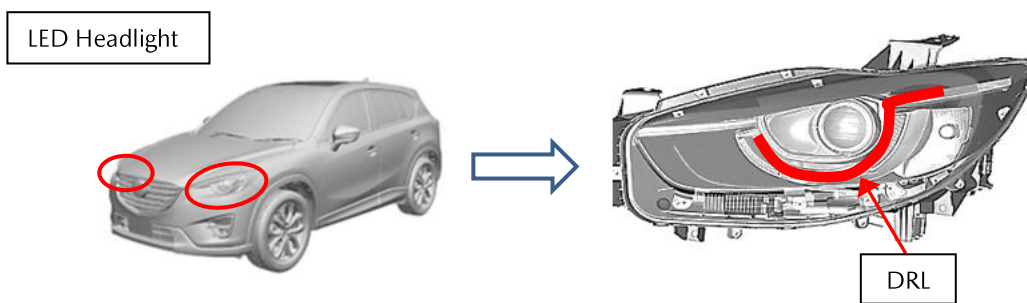
This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2016 model year CX-5 vehicles produced from November 3, 2014 through December 7, 2015.

If you received this notice, your vehicle is included in this Safety Recall.

What is the problem?

The LED type daytime running lights (DRL) may flicker or fail to illuminate while driving. If one or both DRLs fail to illuminate, the vehicle's visibility may be reduced to other drivers on the road, increasing the risk of a crash. 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 DRLs on affected vehicles could be affected by this defect.



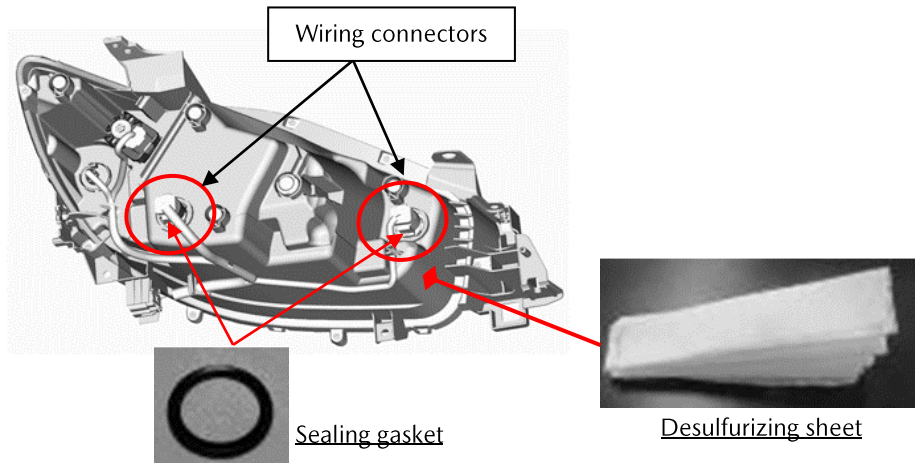
What will Mazda do?

Protect What Is Important To You

Your Mazda dealer will inspect the DRL operation on your CX-5 vehicle. If a flickering or failure to illuminate condition is observed on the DRL, the failed headlight unit(s) will be replaced with a new headlamp assembly.

If the DRL exhibits normal operation, the production date and lot number of the headlight units will be inspected to confirm if they are affected by the recall. On the affected headlight unit(s), desulfurizing materials will be installed and the sealing gaskets will be replaced with improved parts. The inspection and repair will be performed at no cost to you.

Back of headlight unit



How long will it take?

The time required for the repair will depend on the inspection. If your vehicle is not equipped with the affected headlight units and only the inspection is necessary, approximately half an hour will be required to complete the inspection. If repairs are necessary on your vehicle, it will take approximately two hours to complete; however, your Mazda dealer may need your vehicle for a longer period of time.

Mazda will provide alternate transportation, if needed, when your vehicle is at an authorized Mazda dealership for a recall repair. Please schedule an appointment with an authorized Mazda dealer so they can discuss and accommodate your needs.

What should you do?

Mazda is concerned about your safety, and we encourage you to contact any authorized Mazda dealer to schedule an appointment to have your CX-5 vehicle inspected/repared as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

What if you already paid for repair related to this concern?

If you have already paid for repairs due to conditions similar to this recall campaign prior to receiving this notice, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards. Please visit www.mazdareimbursement.com and enter your Vehicle Identification Number (VIN). Follow the online screen prompts to enter the relevant information to submit your claim. For further questions, or, for vehicle owners that prefer submitting claims by

mail, contact the Mazda Customer Experience Center at 1-800-222-5500, Option #4. Note for online claims, allow 4-6 weeks for processing and for claims sent by mail, allow 6-8 weeks for processing.

Where is the closest Mazda dealer?

To locate your nearest Mazda dealer, visit our website www.MazdaRecallInfo.com, or call our Customer Experience Center at (800) 222-5500, option #4.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete and mail the enclosed postage-paid Information Change Card (no envelope required) as soon as possible. This enables us to update our records and notify the current owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Still have questions?

If you have any questions regarding this campaign, please contact our **Customer Experience Center toll free at (800) 222-5500, option #6.**

If Mazda or its dealers do not repair the defect free of charge and within a reasonable amount of time, you may notify the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

As a reminder, you can always go to www.MazdaRecallInfo.com and enter your VIN to view recalls and service campaigns that apply to your vehicle as well as register to receive future recall alerts.

Your safety is our first priority at Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. We apologize for any inconvenience this recall may have caused you.

Sincerely,

Mazda North American Operations

*Para información en español, visite www.MazdaSeguridad.com o llame a nuestro **Centro de Experiencia para el Consumidor al (800) 222-5500, opción #8** para hablar con un representante en español.*