



IMPORTANT SAFETY RECALL

Safety Recall 4320A 2016 CX-5 – Daytime Running Lights May Not Illuminate Transport Canada Reference No. 2020-040

October 2022

VIN _____

Dear Mazda Owner,

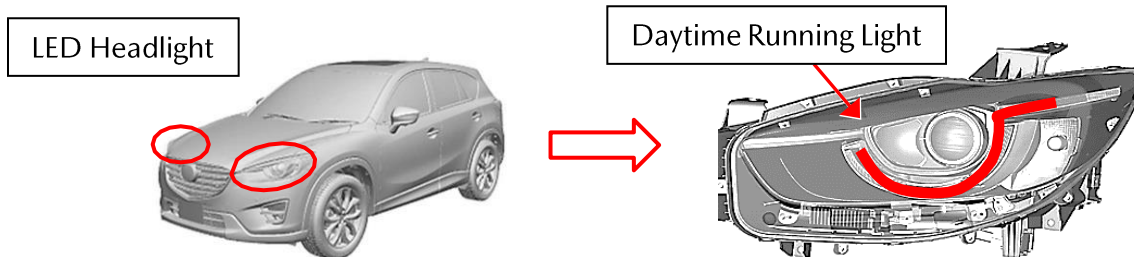
This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Mazda Motor Corporation has decided a defect which relates to motor vehicle safety exists in certain 2016 CX-5 vehicles produced from November 12, 2014 through December 7, 2015. **The U.S. National Highway Traffic Safety Administration (NHTSA) has advised Mazda that your vehicle is permanently in the United States and remains unrepaired.** We encourage you to take your vehicle to any Mazda dealer in Canada or the U.S. as soon as possible. The recall repair will be free of charge. In the United States, to locate the nearest Mazda dealer, visit www.MazdaRecallInfo.com, or call the Mazda USA Customer Experience Center at (800) 222-5500, option #6.

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

What is the problem?

The LED Daytime Running Lights (DRL) may flicker or fail to illuminate when powered on or while driving. The DRL wiring connectors may have been damaged by poor headlight sealing gasket material. The gaskets can release sulphur, 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.



Safety Risk: If one or both DRLs fail to illuminate, surrounding traffic and pedestrians may not see your vehicle, especially when headlights are off in low light conditions or low visibility. This may increase the risk of a crash

Minimize Safety Risk Until Repair is Completed: Until the recall repair is completed, please keep the headlight switch in the “ON” position at all times and inspect that both headlights are operating before driving.

What will Mazda do?

Your Mazda dealer will inspect each headlight for proper operation. If the DRL is flickering or fails to illuminate, the failed headlight unit will be replaced with a new one. If the DRL is operating normally, the production date and lot number of the headlight unit will be inspected to confirm whether they are affected by the recall. If the headlight is affected, a material will be installed inside the headlight to absorb the Sulphur gas and the sealing gaskets will be replaced with improved ones. **The inspection and repair will be performed at no cost to you.**

How long will it take?

The time required will vary from 0.5 hours to 1.5 hours depending on the necessary repair. Please expect around 1.5 hours to complete the repair if both headlights need replacing; however, the dealer may need more time with your vehicle.

What should you do?

Protect What Is Important To You

Mazda is concerned about your safety, and we encourage you to contact any authorized Mazda dealer to schedule an appointment to have your Mazda vehicle repaired 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 a repair or replacement related to this concern?

If you have already paid for repair 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 contact our Customer Assistance Centre at 1-800-263-4680.

Where is the closest Mazda dealer?

To locate your nearest Mazda Canada dealer, visit our website and try our “Find a Dealer” feature at www.mazda.ca, or contact our Customer Assistance Centre at 1-800-263-4680. In the United States, to locate your nearest Mazda dealer, visit www.MazdaRecallInfo.com, or call the Mazda USA Customer Experience Center at (800) 222-5500, option #6.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, our Customer Assistance team is available to assist you with making updates. For a Change of Ownership request you may be asked to provide proof of ownership. Please contact our Customer Assistance team by:

Email: Send an email with a subject line of “Recall Related Updates” to mciep@mazda.ca. Please reference the recall number in your email.

Phone: Call us at 1-800-263-4680, select Option #4, then Option #3

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten working days after the day on which this notice is received.

Still have questions?

If you have any questions regarding this campaign, please contact our Customer Assistance Centre at 1-800-263-4680.

Your safety is our first priority at Mazda. We apologize for any inconvenience this recall may have caused you.

As a reminder, you can always go to <https://www.mazdarecalls.ca> and enter your VIN to view open recalls that apply to your vehicle.

Sincerely,

Mazda Canada Inc.