



MAZDA DEALER EMAIL

August 4, 2022

Attention: Mazda General, Parts and Service Managers

Subject: Safety and Emissions Recall 5321K – Multi-Model Fuel Pump May Fail - Missed Recall Dashboard Update

Dear Mazda Dealer Partners,

The Mazda Recall Team has been closely monitoring the effect Recall 5321K is having on the Missed Recall Dashboard. As of Wednesday August 4th, 2022 the 5321K Safety and Emissions Recall will be temporarily removed from the Missed Recall Dashboard until August month end. The Recall will not be added back to the Dashboard until September 11, 2022 in which case dealers will regain visibility the following day. The Mazda Recall Team will send another communication when Recall 5321K is added back to the Dashboard.

There will be no Missed Recalls for 5321K counted against Mazda dealers for the months of July and August 2022. Once the change is made today, the Dashboard will process overnight and the data will disappear on the following days monthly preview. This decision was made primarily due to direct feedback received from Mazda dealers nationwide struggling to meet customer needs and unforeseen factors affecting Recall 5321K.

The Recall Team will continue to monitor all Recall 5321K claims to ensure consistent repairs and that you have the tools to provide a high level of Customer Experience. As a reminder, 5321K documents (Dealer Emails, Repair Procedures and Parts & Warranty Information) should be reviewed in Mazda Global Service Support (MGSS) each time a vehicle arrives at your dealership. If you have any questions about the temporary removal, please fill out Dealer Recall Help on OneMazda.

We appreciate everyone's patience and support in carrying out this recall and all Mazda campaigns.

Protect What is Important to You

Sincerely,

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

