



MAZDA DEALER EMAIL

September 14, 2022

Attention: Mazda General, Parts, and Service Managers

Subject: Warranty Claim Debits Due to Incorrect Recall Part Submission – Safety and Emissions Recall 5321K – Multi-Model Fuel Pump May Fail

Dear Mazda Dealer Partners,

Mazda Warranty Operations has identified a small percentage of Safety Recall claims that were submitted under Recall 5321K and paid with a fuel pump that did not match the vehicle. Unfortunately, the claim submission error forces Warranty Operations to debit all incorrectly paid claims.

At the suggestion of the region management, this dealer email is being sent as advance notice of the upcoming debits, and to reinforce the message in the Dealer Email sent on September 9, 2022. Approximately 1,600 debits will be performed starting Wednesday, September 14th. Many dealers had zero errors and some dealers had 1 or 2 errors.

Action Required

For each debited claim pull the repair order to confirm if the error was in submission or if the incorrect part was used. Claim analysis shows most issues occurred during submission. Warranty Operations believes that either the incorrect template was selected, or the template was not changed to match the various models.

- ***Wrong Part Entered on the Warranty Claim***
If you have verified the correct part was installed and the repair order reflects the correct part, appeal the debited claim, and attach a copy of the repair order showing the correct part was documented and replaced on the vehicle. Each appeal will be pending for review, and this may take several days to complete.
- ***Incorrect Part Installed***
If you have determined that the incorrect part was installed, or you cannot reliably determine the installed part matches the vehicle, the customer will need to return, and the correct fuel pump will have to be installed. Once completed, submit the claim for the proper replacement and attach a copy of the new repair order showing the correct part was replaced
- ***Currently Appealed Claims***
This week, if you have submitted an appeal in an attempt to correct your original recall repair; thank you. We are in the process of reviewing all appeals and they will likely be processed this week. However, the original claim will still require the debit.

Once the entire process has been completed, the dealer will see a debit for the original paid submission and an appeal for the correct submission. This will net out as 1 payment for 1 repair.

We will not simply accept an explanation that the repair order had a clerical error, the wrong part was charged out, but we know we installed the correct part. It is imperative that all dealer service personnel ensure that all repair procedures are properly followed and executed when repairing any vehicle at their dealership, whether Warranty, Recall, Campaign, or other repair. It is equally imperative that every dealer always submits an accurate claim submission. *Inaccurate claim and/or repairs could expose your dealership to substantial fines from NHTSA.* Mazda's goal is to always repair the vehicle to the highest standards with our collective focus on customer safety, reliability, and instilling confidence once the vehicle leaves your dealership.

Best Practices, for All Warranty and Recall Claims

- Parts personnel must check that all parts match the model, model year, engine, and drive type. If the incorrect part was received, contact the Dealer Assistance Group (DAG) immediately.
- Technicians also must make sure the replacement part is the correct part, again by model, model year, engine, and drive type, utilizing MGSS and any Recall/Campaign documentation.
- Warranty administrators must check parts on the repair order and apply the correct Warranty Information and/or Claim Template which represents the repair performed. Do not blindly pick and choose the most convenient option for submission. Otherwise, your claim is subject to denial or debit.

We appreciate everyone's patience and support in carrying out repairs for all Mazda Recalls/Campaigns. If you have questions about this email, please fill out the Dealer Recall Help form on OneMazda ([Click here](#)) or contact the Mazda Warranty Department.

Protect What is Important to You

Sincerely,

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