



## MAZDA DEALER EMAIL

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September 9, 2022

**Attention:** Mazda General, Parts, and Service Managers

**Subject:** Recall Claim Submission Reminder – Safety and Emissions Recall 5321K – Multi-Model Fuel Pump May Fail - *Claims Issue*

Dear Mazda Dealer Partners,

**This is a reminder notice**, as Mazda Warranty Operations has discovered that certain Recall 5321K claims have been submitted with the incorrect Part Number Main Cause (PNMC) or Related Parts. In these situations, a debit will be issued. It is unacceptable for a dealer warranty administrator to choose the wrong template to process multiple claims quickly. In the case where the incorrect template was used, the dealer will need to appeal each debit issued with a copy of the repair order that verifies the correct parts were installed. If the repair order does not clearly identify that the correct part(s) were installed, the Recall will have to be re-opened and the customer could be notified by Mazda that the dealership incorrectly repaired their vehicle and that they need to return for the correct repair. It is not acceptable to simply state the repair order had a clerical error; the repair will have to be redone or rechecked to ensure the correct part was installed on the vehicle.

**Action Required:**

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. 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.

- 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

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MAZDA NORTH AMERICAN OPERATIONS