



## MAZDA DEALER EMAIL

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January 4, 2022

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

**Subject:** Preliminary Notification to Owners as Parts Not Available Safety and Emissions Recall 5321K  
– Multi-Model Fuel Pump May Fail

Dear Mazda Dealer Partners,

As advised last November, Mazda Motor Corporation has decided to conduct a Safety Recall impacting certain 2018-2019 CX-5, CX-9, and MX-5 Vehicles as well as 2018 Mazda6, and 2019 CX-3 in the US.

**Owner Notification:**

Vehicles will display in eMDCS as “Preliminary Notification” tomorrow, January 5, 2022. Updated communications will be sent once sufficient part levels become available. Sufficient parts for a full launch are not expected until May or June 2022.

**REMINDER: For CPO Inventory Vehicles Action Required:**

- Please review a copy of the owner letter describing this recall and the launch timing. The Customer Letter is available for download and printing on MGSS.
- Have a copy of the customer letter available for the customer to acknowledge and sign. Place the signed customer letter in the deal jacket. Obtain all the customer’s current contact information including email and cell phone numbers, so that they can be reached once the parts are available.
- MNAO CPO certification requirements state the recall must be performed prior to the CPO sale. During these times of unprecedented supply chain issues and the on-going global pandemic, this is not possible given the repair parts to launch the recall will not be available until May or June of 2022. When an adequate number of parts arrive to the PDCs, MNAO Parts Operations will distribute push shipments to dealers.
- By following this interim process, the vehicle can still be delivered, and CPO certification will still be granted.

**For customers who insist on repairs being completed:**

- Place the customer in a MCVP vehicle and fill out Dealer Recall Help with a copy of the RO and advise the recall team will contact the dealer back once parts are available and advise next steps.  
Note: All third-party rentals must be approved via Warranty pre-auth goodwill in advance.

## Subject Vehicles:

Affects 121,038 US and US Territory vehicles:

Model	Subject VIN range	Subject production date range
2018-2019MY CX-5 (KF)	JM3KF**** J* 387268 – 476254 JM3KF**** K* 500024 – 514334	From April 3, 2018 through October 27, 2018
2019MY CX-3 (DK)	JM1DK**** K* 403654 – 428073	From April 10, 2018 through November 6, 2018
2018-2019MY CX-9 (TC)	JM3TC**** J0 229736 – 237357 JM3TC**** K0300008– 308082	From April 16, 2018 through October 17, 2018
2018-2019MY Mazda6 (GL)	JM1GL**** J1 313085 – 329168 JM1GL**** K1 314118 – 329175	From April 5, 2018 through October 24, 2018
2018-2019MY MX-5 (ND)	JM1ND**** J0 205791 – 206202 JM1ND**** K0 300011 – 303267	From April 5, 2018 through October 29, 2018
<b>Mexico Market and Territory Vehicles only. No US market vehicles</b>		
2019-2020MY Mazda2 (DJ)	3MDDJ**** KM 309487 – 316139 3MDDJ**** LM 400466 – 401990	From November 1, 2018 through January 13, 2020
2018MY Mazda3 (BN)	JM1BN**** J1 190558 – 199538	From April 12, 2018 through October 31, 2018

**NOTE:** 2019-2020 Mazda2 and 2018 Mazda3 vehicles are also impacted but they are in Territory markets of Guam, Saipan and/or Puerto Rico. If these vehicles are in the US, they can be repaired at any US Mazda dealership. Please see the specific description, model, year and VIN Ranges below.

### **Concern Outline:**

The impeller in some low-pressure fuel pumps may become deformed under certain conditions, which could cause fuel pump failure. Subject impellers were manufactured with inadequate material which may lead to surface cracking, resulting in impeller deformation. The impeller may deform to the point where it interferes with the fuel pump body, causing fuel pump failure. Fuel pump failure may result in engine no start and/or vehicle stall while driving at low speed and, in rare instances, a vehicle stall could occur while driving at higher speeds, increasing the risk of a crash. Additionally, drivers may notice this defect by a check engine light, and/or rough engine operation.

### **For all subject vehicles:**

When parts become available, dealers will replace affected fuel pumps with improved parts.

### **Important Safety Notice:**

The National Traffic and Motor Vehicle Safety Act prohibits the delivery of any subject vehicle without performing the necessary repair for defects or failures. Failure to perform applicable recalls before delivery can result in extensive dealer fines and penalties from the Federal Government. Therefore, you must complete this recall for all affected vehicles in your inventory prior to delivery.

1. Parts and Warranty Information and Repair Procedures will be posted on MGSS once finalized.
2. For Warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
3. Vehicles will display in eMDCS as "Preliminary Notification" on January 5, 2021.
4. For parts questions, contact the Dealer Assistance Group at (877) 727-6626 Option 2.
5. For Recall questions please fill out the Dealer Recall Help Form located on OneMazda > Warranty, Recall and Service Tools.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this recall before responding to customer inquiries. We apologize for any inconvenience this recall may cause you and your customers. Your understanding and support in carrying out all campaigns are greatly appreciated.

**Protect What is Important to You**

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

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