



MAZDA DEALER EMAIL

January 10, 2023

Attention: Mazda General, Parts and Service Managers

Subject: Safety and Emissions Recall 5321K – Multi-Model Fuel Pump May Fail – Repair and Warranty Information Updates.

Dear Mazda Dealer Partners,

Mazda Warranty Operations and the Recall Team has been closely monitoring the claim submissions for Recall 5321K, and due to continued errors involving incorrect parts and claims submitted the following changes have been implemented.

5321K Safety and Emissions Recall now has a Macro Enabled VIN lookup Excel Calculator to clearly spell out the proper fuel pump required for this recall.

- **ALL SERVICE AND PARTS PERSONNEL INVOLVED WITH THE REPAIR OF THE VEHICLE MUST INPUT THE VIN INTO THE CALCULATOR AND USE THE FUEL PUMP THAT IS SPECIFIED.**
- **THE WARRANTY ADMINISTRATOR MUST CONFIRM THE CORRECT PUMP WAS CHARGED OUT ON THE REPAIR ORDER BY ALSO USING THE EXCEL CALCULATOR. THE FUEL PUMP MUST BE THE PART NUMBER MAIN CAUSE AND THERE ARE NO EXCEPTIONS.**
- **IF THERE ARE MISSING PARTS NOT CHARGED OUT ON THE REPAIR ORDER, THE REPAIR IS CONSIDERED IMPROPER AND THE REPAIR MUST BE REDONE WITH A NEW RO. DO NOT SUBMIT THE CLAIM.**
- **IF THE FUEL PUMP ON THE RO IS INCORRECT TO THE VIN, DO NOT SUBMIT THE CLAIM, THE REPAIR IS IMPROPER AND MUST BE REDONE.**

Due to the numerous claim submission errors, the recall templates associated to Mazda6, Mazda CX-9 and Mazda CX-5 are being removed as these three models have 2 different fuel pumps depending on the Engine and Drivetrain. We apologize if this causes any hardship for the dealer, but we cannot accept anything less than 100% accurate claim submission and repairs for our vehicles.

All parts to support the recall are in stock, and many dealers have sufficient stock to support several weeks' worth of repairs at their current rate. A weekly dashboard has been created and will be shared with your District Service Manager, which will enable them to review repair completion, expected remaining repairs, and parts inventory with your dealership.

The Recall Team will continue to monitor all Recall 5321K claims to ensure the correct repair was completed and that the warranty claim submitted accurately represents the repair. We feel we have provided the dealers the tools needed to ensure a correct repair the first time providing 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.

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

Protect What is Important to You

Sincerely,

Paul Woolley
Senior Manager Warranty and Recalls, Technical Services Division
Mazda North American Operations