



IMPORTANT SAFETY RECALL

Safety Recall 5321K

2018-2019 Multiple Mazda Vehicles – Fuel Pump May Cut Out and Cause Engine to Stall Transport Canada Reference No. 2021-696

October 2022

VIN _____

Dear Mazda Owner,

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Mazda Motor Corporation has decided a defect which relates to motor vehicle safety exists in certain 2018-2019 Model Year Mazda vehicles listed below, affecting 20,762 vehicles in Canada. **The U.S. National Highway Traffic Safety Administration (NHTSA) has advised Mazda that your vehicle is permanently in the United States and remains unrepaired. We encourage you to take your vehicle to any Mazda dealer in Canada or the U.S. as soon as possible. The recall repair will be free of charge. In the United States, to locate the nearest Mazda dealer, visit www.MazdaRecallInfo.com, or call the Mazda USA Customer Experience Center at (800) 222-5500, option #6.**

- **2018 Mazda6** produced from April 9, 2018 through, October 11, 2018
- **2019 CX-3** produced from April 9, 2018 through, November 6, 2018
- **2019 MX-5** produced from May 15, 2018 through, August 31, 2018
- **2018-2019 CX-5** produced from April 3, 2018 through, October 27, 2018
- **2018-2019 CX-9** produced from April 16, 2018 through, October 17, 2018
- **2018 Mazda3** produced from April 12, 2018 through, October 31, 2018

In January 2022, you received a notification of this recall 5321K, and that parts were not yet available, and that Mazda would send another letter to you when repair parts became available. We are pleased to inform you that parts are now available to complete the repair of your vehicle.

If you received this notice, your vehicle is included in this Safety Recall.

What is the problem?

On the affected vehicles, the impeller in the low-pressure fuel pump may become deformed causing a fuel pump failure.

Safety Risk: A fuel pump failure may result in an engine not starting, and/or the engine stalling while driving at low speed. In rare instances, an engine stall could occur while driving at higher speeds, increasing the risk of a crash.

Minimize Safety Risk Until Repair is Completed: Drivers may notice this defect by a check engine light, and/or rough engine operation such as lack of engine power, hard-to-start or no-start conditions, or unsteady engine RPMs. In the event the owner notices rough engine operation conditions prior to driving the vehicle, the owner should have the vehicle towed to the nearest Mazda dealer to have the vehicle repaired. In the event the owner notices rough engine operation conditions while driving, the driver should safely pull over and contact the nearest Mazda dealer.

What will Mazda do?

Your Mazda dealer will replace the low-pressure fuel pump of the affected vehicles with an improved part. The inspection and repair will be performed at no cost to you.

How long will it take?

It will take approximately two hours to complete the repair, and for MX-5 vehicles it will take approximately three hours; however, your dealer may need more time with your vehicle.

What should you do?

Protect What Is Important To You

Mazda is concerned about your safety, and we encourage you to contact any authorized Mazda dealer to schedule an appointment to have your Mazda vehicle repaired as soon as possible. You do not need to bring this notice with you to the dealer, but it may assist in the check-in process.

Where is the closest Mazda dealer?

To locate your nearest Mazda Canada dealer, visit our website and try our “Find a Dealer” feature at www.mazda.ca, or contact our Customer Assistance Centre at 1-800-263-4680. In the United States, to locate your nearest Mazda dealer, visit www.MazdaRecallInfo.com, or call the Mazda USA Customer Experience Center at (800) 222-5500, option #6.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, our Customer Assistance team is available to assist you with making updates. For a Change of Ownership request you may be asked to provide proof of ownership. Please contact our Customer Assistance team by:

Email: Send an email with a subject line of “Recall Related Updates” to mciep@mazda.ca. Please reference the recall number in your email.

Phone: Call us at 1-800-263-4680, select Option #4, then Option #3

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten working days after the day on which this notice is received.

Still have questions?

If you have any questions regarding this campaign, please contact our Customer Assistance Centre at 1-800- 263-4680. Your safety is our first priority at Mazda. We apologize for any inconvenience this recall may have caused you. As a reminder, you can always go to <https://www.mazdarecalls.ca> and enter your VIN to view open recalls that apply to your vehicle.

Sincerely,

Mazda Canada Inc.