



MAZDA DEALER EMAIL

November 5, 2018

Attention: Mazda Dealership Sales and Service Managers

Subject: **Dealer Rework (DRW) 16 – 2019 CX-5 (KF) Interference of Silencer Hanger**

We are writing to inform you that certain 2019MY CX-5 vehicles, may be affected by the concern mentioned below. Vehicles affected by this DRW will be visible in eMDCS on November 06, 2018. The VIN list of affected vehicles for DRW16 will be uploaded to MGSS along with Parts and Warranty Information on November 06, 2018. Affected vehicles are expected to arrive at your dealership starting November 06, 2018 and as of today most vehicles are not assigned to any dealership.

Please find the outlines of this concern as described below

1. Subject Vehicles

2019MY CX-5 vehicles

- Subject build date range: From September 18, 2018 through October 27, 2018
- Subject VIN range: JM3 KF**** K0 500101 - 514172
- Number of subject vehicles:

Country	Subject vehicles
USA	1,217

2. Outline of Concern

Certain subject CX-5 vehicles may exhibit an abnormal noise from the left rear side of the vehicle when driving on a bumpy road.

Causal factor: The exhaust hanger bracket on the left rear side of the main silencer and the hanger rod mounted on the body side may interfere between each other due to narrow gap.

Action Required:

Please hold the affected vehicles in inventory until the inspection and/or repair procedure has been performed. This DRW must be performed before the vehicle is sold and is a requirement for a New Car Ready Claim.

We apologize for any inconvenience this program may cause your dealership and your customers. Your understanding and support are greatly appreciated.

Sincerely,

Akira Ikemoto
Director, Technical Services Division
Mazda North American Operations

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