



MAZDA DEALER EMAIL

November 8, 2019

Attention: Mazda General, Parts and Service Managers

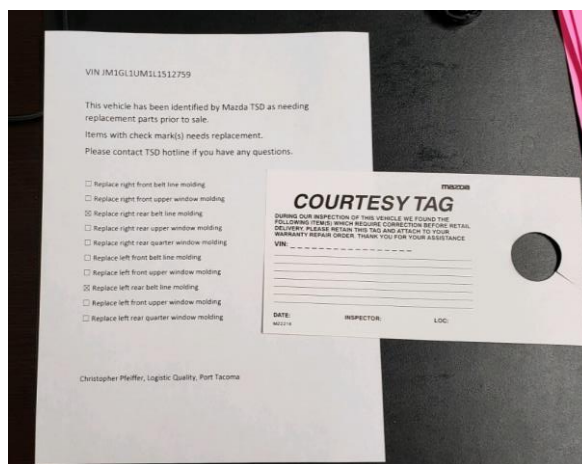
Subject: Dealer Rework (DRW) 27 Chrome Plated Window Moldings Concern
2019 CX-5 / 2020 Mazda3 / 2019-2020 CX-9 / 2020 Mazda6

Concern Outline:

On certain subject vehicles, it is possible that the chrome plated window moldings may be dirty or have rust spots. The subject vehicles were parked outside when Typhoon No.17 passed through Hiroshima and Hofu, Japan, and might have been exposed to seawater mist generated by heavy winds. All of the potentially affected vehicles have been rinsed with fresh water prior to shipment. These vehicles received a second inspection and cleaning of the chrome plated window moldings at the ports. Vehicles that still exhibited rust spots on one or more moldings are subject to this DRW and will require parts replacement.

Action Required:

Vehicles needing repair will display a hangtag inside the vehicle (example below) identifying which chrome molding(s) should be cleaned or replaced. Only the affected vehicles will display DRW27 in eMDCS Warranty Vehicle Inquiry. This DRW must be performed before the vehicle is sold and is a requirement for a New Car Ready Claim. The warranty claim for this DRW should be entered as soon as possible, but the vehicle can be sold as long as the repair is completed, the warranty claim can be entered at a later date but no more than 7 days per warranty policy.



Vehicles affected by this DRW will be visible in eMDCS tomorrow November 9, 2019. Since inspections are on-going at the ports, affected vehicles in this campaign are expected to be less

than 1,000 and an initial load of 567 will occur today November 8, 2019. Affected vehicles are expected to arrive at your dealership starting today. The number of additional vehicles will be loaded until all ports have concluded inspections which is expected to be in 1-2 weeks. The VIN list, Repair Procedures and Parts and Warranty Information will be loaded to MGSS by November 8, 2019 and the VIN list will be updated weekly or as needed in MGSS with additional VIN's.

Affected Vehicle VIN Range:

Model	Subject VIN range	Subject production date range
2019 CX-5	JM3KF**** K* 688671 - 699875	From August 28, 2019 through September 21, 2019
2019-2020 CX-9	JM3TC**** K0 336766 – 337524 JM3TC**** L0 400008 - 400882	From August 28, 2019 through September 21, 2019
2020 Mazda3	JM1BP**** L1 150540 - 152432	From August 1, 2019 through September 21, 2019
2020 Mazda6	JM1GL**** L1 511106 - 512850	From September 3, 2019 through September 21, 2019

Number of subject vehicles:

Country	Subject vehicles
USA	TBD expected to be less than 1,000

Outline of Repair:

- 1) Look for a hangtag placed in the vehicle by the port. If one is found and the vehicle displays DRW27 in eMDCS, please follow the inspection and repair procedure.
- 2) If the vehicle has a port hangtag with direction to clean or replace a chrome molding, but does not display DRW27 in eMDCS Warranty Vehicle Inquiry, please contact Dealer Recall Help on MXConnect > Warranty.

We apologize for any inconvenience this Dealer Rework may cause you and your customers. Your understanding and support in carrying out this campaign is greatly appreciated.

If you have any questions regarding this DRW, please contact Dealer Recall Help on MXConnect > Warranty or contact the Mazda Warranty Department at warrantydept@mazdausa.com

Sincerely,

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