



Subject: WARRANTY GUIDELINES FOR RETURNED TRANSMISSION CORES	Service Alert No.: SA-058/19
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APPLICABLE MODEL(S)/VINS

2020 CX-30
2016-2020 CX-3
2013-2020 CX-5
2014-2020 CX-9
2014-2020 MX-5
2013-2020 Mazda3
2014-2020 Mazda6

DESCRIPTION

Be advised that the Mazda Remanufactured Transmission Center (MRTC) has found that up to 30% of the returned transmission cores either included the wrong transmission oil cooler, or the oil cooler was missing altogether.

IMPORTANT NOTE: ALWAYS REMEMBER TO INCLUDE THE ORIGINAL OIL COOLER WITH THE RETURNED TRANSMISSION CORE!

Why is it important to include the original oil cooler with the transmission core?

- When a transmission fails, the transmission oil cooler can become contaminated with debris. If the old oil cooler is reused, the contamination inside the old oil cooler may then contaminate the replacement transmission and cause premature transmission failure.
- As part of the transmission diagnosis and inspection process, MRTC opens every transmission oil cooler to examine its contents. Without the original oil cooler, they are missing valuable information in determining how and why the transmission failed.

IMPORTANT NOTE: BEGINNING JAN. 2020, MRTC WILL REPORT ALL TRANSMISSIONS RETURNED WITHOUT THE ORIGINAL OIL COOLER TO THE MAZDA WARRANTY DEPARTMENT. TRANSMISSION WARRANTY CLAIMS NOT INCLUDING THE CORRECT OIL COOLER COULD BE DENIED, LEAVING YOUR DEALER WITH AN EXPENSIVE REPAIR BILL.

NOTE: If a remanufactured transmission arrives at your dealer without an oil cooler attached, order a replacement oil cooler (with seals & hardware) and install it onto the transmission before installation.

CONSUMER NOTICE: The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.