MAZDA DEALER EMAIL

January 8, 2020

Attention: Mazda Dealership General, Parts and Service Managers

Subject: Dealer Rework (DRW) 26 - Mazda Connect Concern 2020 Mazda3 – MDRT Tool Return

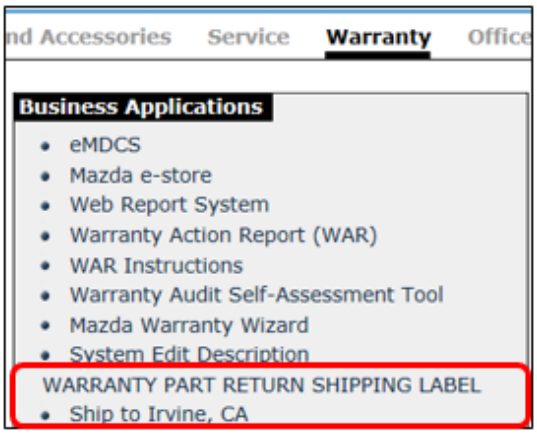
On October 1, 2019, Mazda Technical Services sent out an email announcing the launch of DRW26. As advised in our original Dealer Communication the tool (pictured below) would be returned back after all in-stock vehicles have been repaired.

Action required: At this time the DRW is concluded and all dealer in-stock vehicles have been repaired. All dealers must return their MDRT DRW26 Tool to Mazda with a Warranty Part Return Shipping label by January 17, 2020. This short timeframe is required to reprogram the MDRT to support other activities. Any MDRT DRW26 Tool not returned to Mazda will incur the $1,000.00 missing tool charge.

To return your tool, please do the following:

1. Safely pack the Tool in a box
2. Go to MXConnect > Warranty
3. Click on the link for WARRANTY PART RETURN SHIPPING LABEL - Irvine, CA (see below)
4. Fill out the required information to ship the Tool back to Mazda by UPS Ground
5. For the Warranty Shipping Record field, please type "DRW26 MDRT"

For any questions about returning the part or the Warranty Part Return Shipping Label please contact: Dealer Recall Help on MXConnect > Warranty



If you have any questions regarding the tool return, 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