



MAZDA DEALER EMAIL

March 18, 2020

Attention: Mazda General, Parts and Service Managers

Subject: Dealer Rework (DRW) 28 Chrome Plated Window Moldings Concern from Strong Wind

Mazda Dealer Partners,

We realize these are challenging times and we are trying to minimize any distractions as you work to serve customers and keep your operations going as efficiently as possible. We hope this rework action does not add to the burden you are facing at this time and we are here to help and support you in any way we can. Please let us know if you have any concerns or need any assistance with this DRW.

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 on February 17, 2020 when the wind was very strong in Hiroshima. These vehicles may have been exposed to misty seawater caused by the strong wind and could have potentially sustained chrome molding damage. The vehicles subject to this DRW may need additional cleaning, polishing, or possibly molding replacement.

Action Required:

Vehicles departed the ports beginning yesterday, March 17, 2020 arriving at dealers as early as today. Only the affected vehicles will display DRW28 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. The VIN list and Repair Procedures are posted on Mazda Global Support System (MGSS) and Parts and Warranty Information will be loaded to MGSS by March 23, 2020.

Affected Vehicle VIN Range:

Model	Subject VIN range	Subject production date range
2020 CX-5	JM3 KF**** L0 801553 – 805908	From February 10, 2020 through February 17, 2020
2020 CX-9	JM3 TC**** L0 418804 – 419648	From February 10, 2020 through February 17, 2020

Number of subject vehicles:

Country	Subject vehicles
USA	1,496

Outline of Repair:

Wash the vehicle as per Mazda Step 1 PDI Procedures. If any rust spot(s) remain after washing, proceed to polishing the chrome plated window molding(s). If rust spot(s) or chrome molding are pitted after polishing, replace the affected molding.

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