



MAZDA DEALER EMAIL

October 7, 2020

Attention: Mazda General, Parts and Service Managers

Subject: Dealer Rework (DRW) 33 Chrome Plated Window Moldings Concern from Pacific Typhoon

Concern Outline:

On certain subject vehicles parked outside after production, it is possible that the chrome plated window moldings may be dirty or have rust spots from a Typhoon that recently passed by Hiroshima and Hofu Japan. These vehicles may have been exposed to misty seawater caused by a 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:

There are currently 504 vehicles in dealer inventory or arriving soon that must be repaired as soon as possible. The affected dealer inventory will be posted to MGSS by tomorrow end of day October 7th. Only the affected vehicles will display DRW33 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 will be posted on Mazda Global Support System (MGSS) by end of day October 7th, and Parts and Warranty Information will be loaded to MGSS by October 14, 2020.

Affected Vehicle VIN Range:

Model	Subject VIN range	Subject production date range
2021 CX-5	JM3KF**** M* 106338 - 307511	From September 1, 2020 through September 5, 2020
2021 CX-9	JM3TC**** M0 450546 - 506011	From August 5, 2020 through September 5, 2020
2021 Mazda3	JM1BP**** M1 305425 - 308142	From August 21, 2020 through September 5, 2020

2021 Mazda6	JM1GL**** M1 600006 - 601662	From August 4, 2020 through September 5, 2020
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Number of subject vehicles:

Country	Subject vehicles
USA	2,986

Outline of Repair:

- 1) 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).
- 2) If rust spot(s) or chrome molding are pitted after polishing, replace the affected molding.
- 3) Parts and Warranty Information will be available on MGSS by October 14, 2020
- 4) Dealer Inventory and Repair Procedures will be available by end of day October 7, 2020.

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