



MAZDA DEALER EMAIL

December 7, 2020

Attention: Mazda General, Parts and Service Managers

Subject: ****REPAIR PROCEDURE AND MATERIAL SHIPMENT UPDATE**** - Dealer Rework (DRW) 35 - 2021 CX-30 & 2021 Mazda3 – Potential Paint Spots on the Vehicle

Mazda Dealer Partners,

Repair Procedures and Parts & Warranty information have been uploaded to Mazda Global Service Support (MGSS) and Parts & Warranty Information is available on eMDCS. Please read the entire dealer email for important information regarding required cleaning materials that must be used to complete DRW35. As a reminder, the vehicle cannot be delivered to the customer until DRW35 is completed.

Action Required:

MNAO Technical Services has partnered with Auto Magic to provide cleaning supplies for this DRW. Beginning December 8th, 2020 Auto Magic will contact Parts Managers to process the order for the required cleaning supplies in an amount needed to repair all DRW35 vehicles at your dealership. Please be ready to pay for the order and the shipment will be processed the same day. All supplies should arrive by Friday December 11th or earlier.

Please carefully review the Repair Procedure and Parts & Warranty Information to be familiar with all procedures and required supplies as only MNAO-approved chemicals, materials and parts (if needed) are to be used for this repair as well as reimbursement information for the purchase.

Concern Outline:

It is possible that fine yellow and/or white paint spots may be present on the entire body surface of the vehicle. The affected vehicles were potentially exposed to overspray from a construction site near the port.

Number of Affected Vehicles: 779 US vehicles, 705 CX-30 and 74 Mazda3

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, and if you have any questions, 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

