



MAZDA DEALER EMAIL

September 7, 2021

Attention: Mazda General, Parts and Service Managers

Subject: Dealer Rework (DRW) 42 Potential Hail Damage Concern

Concern Outline:

On certain subject 2021 MY CX-30 and Mazda3 vehicles, there may be slight hail on the body due to storms that passed through Mexico on August 8, 2021. Port inspections of cars impacted by this storm showed approximately 15% of the vehicles sustaining very minor hail damage requiring minimal paint-less dent repair procedures.

Action Required:

There are currently 914 vehicles in dealer inventory or arriving soon that must be inspected as soon as possible. The affected dealer inventory will be posted to MGSS on Tuesday, September 7 and VIN's will show "Open" the same day. Only the potentially affected vehicles will display DRW42 in eMDCS Warranty Vehicle Inquiry; however, some vehicles were inspected at the port with no damage noted.

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 including dealer inventory, Repair Procedures and Warranty information will be posted on Mazda Global Service Support (MGSS) by end of day September 8, 2021. MNAO reminds dealers that you are responsible for ensuring that you are in full compliance with any applicable pre-sale damage disclosure laws that may exist in your state.

Affected Vehicle VIN Range:

Model	Plant	Subject VIN range	Subject production date range	
			From:	To:
CX-30	MMVO	3MV DM**** M* 300699 – 304540	June 30, 2021	August 6, 2021
Mazda3	MMVO	3MZ BP**** M* 214903 – 250962	June 24, 2021	August 6, 2021

The asterisk symbol "*" can be any letter or number

Number of subject vehicles:

Country	Subject vehicles
USA	914

Outline of Repair:

- 1) Perform visual inspection for entire surface of the vehicle for hail damage.
- 2) If you do find a vehicle with hail damage, please take clear photos of the damage, and send to Dealer Recall Help along with an estimate for paint-less dent repair for next steps.

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 OneMazda > Warranty, Recall and Service Tools or contact the Mazda Warranty Department at warrantydept@mazdausa.com

Sincerely,

Travis Young
Manager, Recalls, Technical Services Division
Mazda North American Operations