



January 22, 2018

Attention: Mazda General Managers, Parts and Service Managers

Subject: Announcing the launch of Safety Recall 1617K 2017 Mazda CX-5 Equipped with a Genuine Mazda Accessory Trailer Hitch Harness

On November 22, 2017, Mazda Motor Corporation decided that a defect relating to motor vehicle safety exists on certain model year 2017 CX-5 vehicles manufactured from 12/27/2016 through 10/31/2017.

Concern Outline:

On vehicles with a Genuine Mazda Accessory Trailer Hitch Harness installed, due to inappropriate routing of the harness, there may be an insufficient clearance between the harness and the main exhaust silencer. If the exhaust silencer makes contact with the harness while driving, harness damage may eventually occur causing harness wires to become short-circuited. If a short-circuit (e.g., blown fuse) occurs, the trailering lights (brake and turn signals) would become inoperative, increasing the risk of a crash.

Affected Vehicles:

Model	Subject VIN range	Subject production date range
2017 Mazda CX-5	JM3 KFBDL* H0 100044 - 228604	From December 27, 2016 through October 31, 2017

Customer Notification: Please Note a Very Important Action Request

Mazda will notify approximately 733 customers on January 22, 2018 to bring their vehicle to the nearest Mazda dealership for repairs. Counter-measure repair parts are shipping to the PDC's this week and will be available for ordering the week of January 29th.

However, based on Dealership Accessory Parts Sales there are approximately 252 unidentified additional vehicles that will require dealership action.

Action Request: Review all parts sales from your dealership for the Mazda Genuine Accessory part number 0000-8E-R07 (Hitch Harness) and match the customer with a VIN. Please check the VIN on eMDCS to verify that Recall 1617K is present. If Recall 1617K is not present, please contact the Warranty Department at warrantydept@mazdausa.com so we can add the VIN to this campaign. In addition, if you are servicing a 2017 Mazda CX-5, and notice the factory installed hitch harness, please verify the VIN is present for Recall

1617K. If the VIN is not present, please contact the Warranty Department at the link above.

Important Safety Notice: The National Traffic and Motor Vehicle Safety Act prohibits the delivery of any subject vehicle without performing the necessary repair for defects or failures. Failure to perform applicable recalls before delivery can result in extensive dealer fines and penalties from the Federal Government. Therefore, you must complete this recall for all affected vehicles in your inventory prior to delivery.

To help you effectively perform this recall, Mazda has developed the following resources:

1. Parts and Warranty Information, Inspection and Repair Procedures, and Owner Letters are posted on MGSS (Mazda Global Service Support) website via MXConnect.
2. Parts and Warranty information is available on eMDCS.
3. For technical assistance, contact the Technical Assistance Hotline (888) 832-8477, Option 3.
4. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
5. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.
6. We recommend using the **Recall Customer Identification Report #JS30R192-2** available in Web Reports to encourage customers who received the recall notice to come in for the recall. Dealers may use such customer information for the sole purpose of conducting and performing this recall, and for no other purpose. **Using it for marketing activities is strictly prohibited and could subject your dealership to serious fines.** The information in the report is protected by state privacy and other applicable laws regarding disclosure of personal and/or confidential, restricted or blocked information. It is the dealer's responsibility to protect the confidentiality of customer records and prevent the release of information to other parties.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this recall before responding to customer inquiries.

We apologize for any inconvenience this recall may cause your dealership and your customers.

Your understanding and support are greatly appreciated.

Because Driving Matters, Safety Matters. Your safety is important to Mazda.

Mazda Technical Services

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