

CONDITION OF CONCERN

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. Other than loss of trailer lighting, no other vehicle systems are affected.

Please refer the Repair Procedure document on MGSS for further details.

SUBJECT VEHICLES

| Model | VIN Range | Build Date Range |
|-----------------|--|---|
| 2017 Mazda CX-5 | ALL-if equipped with Genuine Mazda Accessory Trailer Hitch Harness | 12/27/2016-10/31/2017 If equipped with Genuine Mazda Trailer Hitch Harness |

OWNER NOTIFICATION

All owners of affected vehicles will be notified by or before January 20, 2018.

PARTS INFORMATION

| Description | Part number | Quantity | Remarks |
|-------------------------|--------------------|-----------------|--------------------------------------|
| Harness Rerouting Kit | 0000-8E-R10 | 1 | Kit includes two (2) extra tie-wraps |
| Harness Replacement Kit | 0000-8E-R09 | 1 | Kit includes two (2) extra tie-wraps |

WARRANTY CLAIM PROCESSING INFORMATION

Inspection and rerouting of Harness

| | Inspection and Rerouting of Harness |
|-----------------------------------|--|
| Process Number | J1703A |
| Symptom Code | 99 |
| Damage Code | 99 |
| Part Number Main Cause & Quantity | 0000-8E-R10 (1) |
| Labor Operation Number | YY789ARX |
| Labor Hours | 0.5 hrs. |

Inspection and Replacement of Harness

| | Inspection and Replacement of Harness |
|-----------------------------------|--|
| Process Number | J1703B |
| Symptom Code | 99 |
| Damage Code | 99 |
| Part Number Main Cause & Quantity | 0000-8E-R09 (1) |
| Labor Operation Number | YY789BRX |
| Labor Hours | 0.8 hrs. |

RENTAL CAR INFORMATION

Mazda recommends the usage of the MCVP loaner vehicle when available. If all MCVP loaner vehicles are in use and unavailable, and the customer needs a rental car, then use your local rental facility and offer a rental car. Be sure that every effort is made to repair the car within one business day or less in order to allow the next customer the same experience.

Rental Car Warranty Claim Information

| | MCVP Vehicle Preferred | Rental Agency Vehicle |
|------------------------|---|--|
| Warranty Type Code | N/A MCVP does not require claim submission | A |
| Symptom Code | | 99 |
| Damage Code | | 99 |
| Part Number Main Cause | | 5555-16-17KR |
| Part Quantity | | 0 |
| Labor Operation Code | | MM024XRX |
| Labor Hours | | 0 |
| Sublet – Rental Car | | |
| Sublet Invoice Number | | Number from Rental Invoice or Dealer Purchase Order |
| Sublet Type Code | | Enter "Z9" (other) |
| Sublet Amount | | Up to \$30.00 per day for the number of days customer had rental car |
| Sublet Text | | Number of days rental car was supplied to customer |

Rental expenses exceeding the two-day limit will require prior DSM Authorization, as outlined in the Mazda Rental Car Reimbursement Program policy.