

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.