



MAZDA DEALER EMAIL

February 25, 2020

Attention: Mazda General, Parts and Service Managers

Subject: Safety Recall 4320A - 2016MY Mazda CX-5 Daytime Running Lights May Fail - **Parts & Warranty Information and Repair Procedures now available on MGSS**

On February 10, 2020, the Mazda Warranty Department announced this Safety Recall Campaign for certain 2016 Mazda CX-5 vehicles. Parts & Warranty Information and Repair Procedures will be uploaded to the Mazda Global Support System (MGSS) on February 25, 2020.

Action Required:

Please make sure to follow the steps outlined in the Repair Procedure. Once both headlamps are inspected, determine what repair action is required. Some headlight assemblies will be inspection only, some headlight assemblies will require replacement of 2 improved sealing gaskets and desulfurizing materials (gas adsorption sheets) inside each headlight housing, or if the DRL portion of the headlights are inoperable, replacement of the headlight assembly.

To support repairs for functioning DRL headlight assemblies, a small push shipment was uploaded yesterday, February 24. These orders should arrive on your next DDS delivery day and in eMDCS you can reference the purchase order number for these orders as "R4320A PUSH".

As a reminder, all vehicles under this recall will show as "Not Launched" status in eMDCS until the Owner Letters are mailed out. For customers that inquire about this recall and demand a repair prior to launch, dealers can elect to perform the repair and then submit a claim through eMDCS. Mazda will notify owners of affected vehicles by first class mail no later than April 3, 2020. Owners will be asked to bring their vehicle to the nearest Mazda dealership for repairs.

Protect What is Important to You

Mazda North American Operations

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

