



MAZDA DEALER EMAIL

December 10, 2020

Attention: Mazda General, Parts, and Service Managers

Subject: **Safety Recall 4320A - 2016MY Mazda CX-5 Daytime Running Lights May Fail – LIMITED RELAUNCH - PLEASE READ**

As communicated in May, due to the Covid-19 pandemic, Mazda experienced a severe supply shortage of the headlamp assembly units associated with this recall. As a result, repairs needing a headlamp assembly replacement were suspended while the supply constraints was resolved, and sufficient supply became available to resume repairs. We are pleased to report the supply flow has recovered to a level where headlamp assembly replacement can resume beginning in two phases.

Phase 1: Beginning the week of December 14th, Mazda will relaunch owner letters to customers with unrepaired vehicles in the following states: Delaware, Hawaii, Illinois, Louisiana, Maine, Massachusetts, Mississippi, Missouri, New Hampshire, New Jersey, New York, North Carolina, Pennsylvania, Rhode Island, Texas, Utah, Vermont, Virginia, and West Virginia and Washington, DC.

Customers will be advised to contact their local Mazda dealership to schedule an appointment and have their CX-5 vehicle inspected/repaired.

Phase 2: In early 2021, Mazda will open the remaining states not included in Phase 1 and notify the remaining customers by US Mail to contact a Mazda dealer for inspection/repair.

Dealer Action Required

- If a phase 1 vehicle requires one or both headlamps due to DRL failure, please replace and submit the claim to close the recall. In all other states, if neither DRL or only one DRL illuminates, parts are not available to perform the recall. Please inform the customer that both the low beam and high beam lamps will function normally, and customers can utilize their low beam lamps to provide additional daytime visibility.

- Note: Exceptions will be made on a case by case basis for the following situations:
 - **US Military moving into/out of the USA or those that cannot get onto a military base**
 - **Customers who have a written fix-it ticket from local or state police**
 - **Vehicles being prepped for CPO sale at a Mazda dealer**
 - **In the above cases, or if there are any other extenuating circumstances, please contact Dealer Recall Help on MXConnect > Warranty with the required information and the recall team will**

assist with parts ordering.

- Body shop or customer pay orders will be accepted. Contact the Dealer Assistance Group via email if you need to order headlamp assemblies for Body Shop or Customer Pay situations not related to Recall 4320A.

In May Mazda transitioned all existing stock backorders offline until the PDC supply levels could support headlamp repairs. In anticipation to relaunch headlamp repairs, these stock backorders from May will begin filling on Friday, December 11th. These sales orders will fill according to the appropriate phase for your dealership. Orders will start arriving on your next DDS delivery day and it could take a few days for all pieces to arrive. In eMDCS you can reference the purchase order number for these orders as "R4320A PUSH".

Our goal is to be transparent with customers and dealers regarding the ongoing situation, and to help set expectations for repairs. We apologize for the extended inconvenience this has caused and appreciate your patience.

Mazda North American Operations

Sincerely,

Travis Young

Manager, Recalls
Technical Services Division
Mazda North American Operations