



## MAZDA DEALER EMAIL

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May 19, 2020

Attention: Mazda General, Parts, and Service Managers

Subject: Safety Recall 4320A - 2016MY Mazda CX-5 Daytime Running Lights  
May Fail – **Headlamp Units on Backorder - UPDATE PLEASE READ**

Due to various COVID-19 supplier impacts, MNAO is currently experiencing a severe supply shortage of the headlamp units associated with this recall. At this time, complete headlamp assemblies are not available to support this recall. This supply shortage is the result of production and shipping delays created by the Covid-19 pandemic.

On May 21, 2020, MNAO will notify customers affected by this recall with a new mailing advising them that complete headlamp assemblies to support this recall repair will not be available for potentially 4 to 5 months. Even if their daytime running light(s) are already flickering or failing to illuminate, a customer will still have to wait for further notice. Customers will also be advised if both daytime running lights are working properly, to contact any Mazda dealership to schedule an appointment, and have their CX-5 vehicle inspected/repaired as soon as possible. If the vehicle's headlamp(s) fail during inspection, headlamp replacement is still not possible. Our goal is to be transparent with customers regarding the current part situation to help level set their expectations for repair and provide insight on timing for parts availability.

Owners will receive a follow-up mailing once headlamp supplies are restored to adequate levels to support this recall.

Due to the part supply shortage, all recall claims for a headlamp assembly requiring replacement will not be accepted with a repair date after May 25. Additionally, this recall has been removed from the Missed Recalls tracking report.

### **Dealer Action Required**

- If a customer contacts your dealership to schedule an appointment, confirm with the customer that both headlamp DRLs illuminate (Must be daylight, headlamps in Auto or Off position, Vehicle in Drive and moving, second person observes operation).
- If the customer can confirm both headlamp DRLs illuminate properly, schedule the vehicle in for the repair. (part number: KAYL-51-0A2)
- If neither DRL or only one DRL illuminates, parts are not available to perform the recall. This recall only impacts the Daytime Running Light. 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: All headlamp replacements are to be held for the required 30-days after the claim is accepted for processing. Many dealers will see parts requests for quality and failure analysis inspections. **Headlamps not available for inspection will be debited.**
- Previous inspection Recall 4320A result:
  - Headlamp assemblies that light up normally even under extended strenuous testing
  - Headlamp assemblies built after the recall lot number production date
- [www.mazdarecallinfo.com](http://www.mazdarecallinfo.com) will contain information about this recall that you can provide to the customer in the event they have more questions. Customers will have to input their VIN to pull up the specific 4320A recall information
- The Parts Operations Division will send a communication on May 20 regarding disposition of the existing backorders and directions for placing orders for the headlamp assembly in the interim for body shop or customer pay. Only body shop or customer pay orders will be accepted until headlamp supplies are restored.

Please be assured the headlamp supplier and Mazda are working to increase supply as soon as possible and will provide a parts supply update as more information becomes available.

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