



## MAZDA DEALER EMAIL

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April 15, 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**

Due to higher than expected headlamp unit failure, combined with shipping delays created by the Covid-19 pandemic, MNAO is experiencing headlamp unit parts supply shortages associated with this recall. If a customer has made or asks about making an appointment for repairs please know that the DRL headlights, if required, may not be available.

### **Dealer Action Required**

- Headlamp units for this recall are currently on backorder as of April 15.
- If a customer contacts your dealership to schedule an appointment, please ask the customer if they can check if 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.
- If neither DRL or only one DRL illuminates, please advise your customer that parts to replace the headlamp unit are currently on backorder and offer to re-connect with your customer in 30 days to give them a status update of the headlamp availability prior to their appointment date. It is suggested to create a customer tracking list at your dealership so once headlamp assemblies are available you can schedule them for inspection and repairs.
- [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.

This recall only impacts the Daytime Running Light, so please inform the customer that both the low beam and high beam lamps will function normally while they wait for parts to become available to replace their non-functional DRL.

Because of the parts shortages, this recall will also be removed from the Missed Recalls tracking report. MNAO parts distribution is working to restore supply as soon as possible and will provide parts supply

updates as more information becomes available.

If a customer insists on repairs and does need headlamp replacement, please contact Dealer Recall Help so that they can track the VIN and Customer and provide any advice to your dealership.

We apologize for any inconvenience this may cause and appreciate your patience.

**Protect What is Important to You**

Mazda North American Operations

Sincerely,

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