



IMPORTANT SAFETY RECALL – PARTS NOW AVAILABLE

2016 CX-5 – Daytime Running Lights May Fail - Safety Recall 4320A
NHTSA Campaign Number 20V-063

December 2020

This notice applies to your vehicle: 20xx Mazda Modelname VIN _____

Dear Mazda Owner:

What is the reason for this notice?

Mazda previously sent a notice in May 2020 which advised that parts supplies under recall 4320A had been impacted due to COVID-19 for vehicles requiring replacement of headlamp assemblies. Because of this issue, complete headlamp assemblies to support this recall repair were not available for several months. If you are a recipient of this letter, please read the information below as headlamp assemblies are now available.

What is the problem?

The LED type daytime running lights (DRL) may flicker or fail to illuminate while driving which may reduce vehicle visibility to other drivers on the road, increasing the risk of a crash. One or both front DRLs on affected vehicles could be affected by this defect. As of this mailing your vehicle is unrepaired.

What should you do?

Mazda has made available all repair parts needed for vehicles registered 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. Please contact any authorized Mazda dealer to schedule an appointment to have your CX-5 vehicle inspected or repaired for free as soon as possible. You must visit a Mazda dealer to inspect or repair your vehicle whether or not the headlamps have been replaced prior to the recall launch in March 2020.

If you have visited a Mazda dealer recently and had your vehicle repaired under recall 4320A, please disregard this notice. However, if your DRLs flicker or fail to illuminate after the recall repair, please contact your nearest Mazda dealership.

How long will it take?

The time required for the repair will depend on the inspection. If your vehicle is not equipped with the affected headlight units and only the inspection is necessary, approximately half an hour will be required to complete the inspection. If repairs are necessary on your vehicle, it will take approximately two hours to complete; however, your Mazda dealer may need your vehicle for a longer period of time.

Still have questions?

If you have any questions regarding this campaign, please contact our **Customer Experience Center toll free at (800) 222-5500, option #6**. As a reminder, you can always go to www.MazdaRecallInfo.com and enter your VIN to view recalls and service campaigns that apply to your vehicle as well as register to receive future recall alerts.

If Mazda or its dealers do not repair the defect free of charge and within a reasonable amount of time, you may notify the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327- 4236 (TTY: 1-800-

424-9153); or go to <http://www.safercar.gov>.

Sincerely,

Mazda North American Operations

NOTICE: If this is a leased vehicle, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.
