



MAZDA DEALER EMAIL

December 5, 2022

Attention: Mazda General, Parts and Service Managers

Subject: Notification of Compliance Recall 5622K – 2019-2021 Mazda2 Headlamp Adjustment Cap Missing - Puerto Rico and 2020-2023MY Mazda2 vehicles sold in Mexico.

Dear Mazda Dealer Partners,

Mazda Motor Corporation has decided to conduct a Compliance Recall Campaign on certain 2019-2021MY Mazda2 vehicles sold in Puerto Rico and 2020-2023MY Mazda2 vehicles sold in Mexico. There are no U.S. Vehicles affected in this campaign. Please see the description, model, year, and VIN ranges below.

Subject Vehicles:

Affects 226 Puerto Rico:

Model	Subject VIN range	Subject production date range
2019-2021MY Mazda2	3MDDJ**** LM 400466 - 402865 3MDDJ**** MM 404276 - 409068	From November 1, 2019 through December 9, 2021

Affects 16,176 Mexico Vehicles

Model	Subject VIN range	Subject production date range
2020-2023MY Mazda2	3MDDJ**** LM 400006 - 404109 3MDDJ**** MM 404110 - 409028 3MDDJ**** NM 450013 - 453970 3MDDJ**** PM 453971 - 457550	From October 4, 2019 through September 13, 2022

Concern Outline:

On the subject Mazda2 vehicles, the headlamp horizontal aiming prevention cap was not installed during the manufacturing process, which may allow the headlamp horizontal aiming to be improperly adjusted by end users. The vehicles with missing headlamp horizontal aiming prevention caps do not conform with Federal Motor Vehicle Safety Standards (FMVSS) regarding vehicle headlamp adjustability.

For all subject vehicles:

Mazda dealers will install a headlamp horizontal aiming prevention cap on each headlamp. There will be no charge for this service to vehicle owners.

Parts Ordering:

NOTE: If a 2019-2021 Model Year Mazda2 vehicle arrives at your dealership, please fill out Dealer Recall Help on OneMazda or contact the Warranty Department. We will advise if the campaign is open for the VIN. If the vehicle is affected by the recall, the recall team will contact the DAG to place a CEO order for you.

Owner Notification:

For Puerto Rico vehicles Mazda will notify owners of affected vehicles for this campaign no later than January 29, 2023. The owners for Mexico sold vehicles will be contacted at a future date to be determined. Owners will be asked to bring their vehicle to the nearest Mazda dealership for repairs. As a reminder, any vehicle from a U.S. Territory or Mexico can be repaired at any Mazda dealership in North America.

To help you effectively perform this recall, Mazda has developed the following resources:

1. Puerto Rico vehicles. If a vehicle from Puerto Rico arrives at your dealership, please fill out Dealer Recall Help on OneMazda or contact the Warranty Department and they will advise if the campaign is affected. The recall will not appear in eMDCS but the vehicle may be under the recall.
2. Mexico vehicles. Recall information will be available in eMDCS for all Mexico sold vehicles at a future date to be determined.
3. Parts and Warranty Information and Repair Procedures will be posted on MGSS on or before December 8, 2022 by the end of the business day. Searching the campaign with a VIN is available the same day. Keyword searching in MGSS for the campaign will be available the following business day.
4. For Warranty questions, please contact the Warranty Hotline at (877) 727-6626, Option 3.
5. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.
6. For recall related questions, please fill out the Dealer Recall Help Form located on OneMazda.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this recall before responding to customer inquiries. We apologize for any inconvenience this recall may cause you and your customers. Your understanding and support in carrying out this campaign are greatly appreciated.

This recall will not be tracked on the Missed Recalls Dashboard.

Sincerely,

Mazda North American Operations

