



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

September 15, 2016

Mr. David Robertson  
Group Manager, Environmental, Safety and Powertrain Engineering  
Mazda North American Operations  
1025 Connecticut Ave, NW  
Washington, DC 20036

NEF-150TB  
16V-644

**Subject:** Rear Lift Gate may Fall if Lift Gate Stays Corrode

Dear Mr. Robertson:

This letter serves to acknowledge Mazda North American Operations's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MAZDA/CX-3/2016  
MAZDA/CX-5/2013-2016  
MAZDA/MAZDA3/2010-2013  
MAZDA/MAZDA5/2012-2015  
MAZDA/MAZDASPEED3/2010-2013

**Mfr's Report Date:** September 6, 2016

**NHTSA Campaign Number:** 16V-644

**Components:**

STRUCTURE:BODY:HATCHBACK/LIFTGATE

**Potential Number of Units Affected:** 580,455

**Problem Description:**

Mazda North American Operations (Mazda) is recalling certain model year 2010-2013 Mazda3 and Mazdaspeed3 vehicles manufactured November 18, 2008, to June 8, 2013, 2012-2015 Mazda5 vehicles manufactured October 26, 2010, to June 22, 2015, 2016 CX-3 vehicles manufactured June 1, 2015, to December 26, 2015, and 2013-2016 CX-5 vehicles manufactured December 15, 2011, to December 26, 2015. On the affected vehicles, the lift gate support struts may corrode, possibly causing the struts to break and/or the lift gate to drop unexpectedly.

**Consequence:**

If the lift gate falls unexpectedly, it may hit the user, increasing their risk of injury.

**Remedy:**

Mazda dealers will replace the both lift gate supports, free of charge, however parts are not currently available. Mazda will send interim notifications to owners beginning November 1, 2016 and will mail a second notice when remedy parts are available. Owners may contact Mazda customer service at 1-800-222-5500. Mazda's number for this recall is 9916H.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Tariq Bond who may be reached by phone at 1-202-366-5472, or by email at [tariq.bond@dot.gov](mailto:tariq.bond@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



Jennifer Timian  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement