

MAZDA DEALER EMAIL



August 13, 2018

Attention: Mazda Dealership Sales and Service Managers

Subject: Dealer Rework (DRW) 13 - Mazda Connect Navigation Concern 2018MY CX-5, CX-3, CX-9, Mazda6, Mazda 3 and MX-5

As you may know, DRW13 was launched in March of 2018. This notice is to advise all dealers that DRW13 will be ending August 16th 2018 and all claims must be submitted by this date.

As a reminder, all campaigns including DRW13 must be completed prior to the sale of any in stock vehicle. In addition, if a vehicle is sold with an open DRW13 your step 3 PDI warranty claim will be subject to debit.

We would like to thank you for your support in the performance of DRW13 thus far, as this contributes to improved Brand loyalty and increased customer satisfaction. If you have any questions regarding how to complete this DRW, please contact the Warranty Department directly.

We apologize for any inconvenience this program may cause your dealership and your customers. Your understanding and support are greatly appreciated.

Sincerely,

Akira Ikemoto
Director, Technical Services Division
Mazda North American Operations

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