



## IMPORTANT SAFETY & EMISSION RECALL

2020 CX-30 – Fuel May Leak from Rear of Vehicle - Safety and Emission Recall 4520F  
NHTSA Campaign Number 20V-347

July 2020

This notice applies to your vehicle: VIN \_\_\_\_\_

Dear Mazda Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2020 model year CX-30 vehicles equipped with all-wheel drive and produced from November 13, 2019 through March 24, 2020. **If you received this notice, your vehicle is included in this Recall.**

### What is the problem?

On certain subject vehicles equipped with all-wheel drive, when fully refueling the vehicle, liquid fuel will eventually fill the charcoal canister resulting in a leak. ***A leak from the canister in the presence of an ignition source may increase the risk of a fire. Additionally, the engine may stall while driving, increasing the risk of a crash.*** A Malfunction Indicator Lamp (MIL) and warning messages may be displayed in the Multi-Information Display and Active Driving Display to indicate a malfunction in the vehicle emissions system if this defect occurs. The defect can occur if the fuel evaporative vent hose is not connected to the fuel sender unit due to an improper manufacturing process at the fuel tank manufacturing plant.

### What will Mazda do?

#### Protect What Is Important To You

Your Mazda dealer will inspect the fuel evaporative vent hose in the vehicle fuel tank. If the hose is found to be disconnected, the dealer will connect the hose to the fuel sender unit and replace the charcoal canister and some related parts with new ones. The inspection and repair will be performed at no cost to you.

### How long will it take?

It will take approximately one hour to complete the inspection. If the vent hose is disconnected,

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it will take approximately one and a half hours to complete the repair; however, your Mazda dealer may need your vehicle for a longer period of time.

Mazda will provide alternate transportation, if needed, when your vehicle is at an authorized Mazda dealership for a recall repair. Schedule an appointment with an authorized Mazda dealer so they can discuss and accommodate your needs.

### **What should you do?**

Mazda is concerned about your safety, and we encourage you to contact any authorized Mazda dealer to schedule an appointment to have your Mazda vehicle inspected as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

**Emission Law Information:** To ensure your full protection under the emission warranty made applicable to your vehicle by State or Federal Law, you should have this recall completed as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle. Also, your vehicle may fail a state or local emission inspection if this recall is not completed.

**Important notice to owners registering vehicles in California and Massachusetts:** California Department of Motor Vehicles and the Commonwealth of Massachusetts, in conjunction with the California Air Resources Board and the Environmental Protection Agency for the State of Massachusetts, have implemented the Registration Renewal/Recall Tie-In Program, which requires the completion of Emission Recalls prior to registration renewal. Mazda dealers will provide a Vehicle Emission Recall - Proof of Correction Certificate upon completion of the recall. Be sure to keep the proof of correction certificate provided by the Mazda Dealer until needed for the registration renewal process.

### **Where is the closest Mazda dealer?**

To locate your nearest Mazda dealer, visit our website [www.MazdaRecallInfo.com](http://www.MazdaRecallInfo.com), or call our Customer Experience Center at (800) 222-5500, option #4.

### **Moved or no longer own this vehicle?**

If you have moved or no longer own your Mazda vehicle, please complete and mail the enclosed postage-paid Information Change Card (no envelope required) as soon as possible. This enables us to update our records and notify the current owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

### **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.

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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>.

As a reminder, you can always go to [www.MazdaRecallInfo.com](http://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. You can also sign up for recall notifications in the My Mazda app on your smartphone.

Your safety is our first priority at Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. We apologize for any inconvenience this recall may have caused you.

Sincerely,

**Mazda North American Operations**

*Para información en español, visite [www.MazdaSeguridad.com](http://www.MazdaSeguridad.com) o llame a nuestro **Centro de Experiencia para el Consumidor al (800) 222-5500, opción #8** para hablar con un representante en español.*