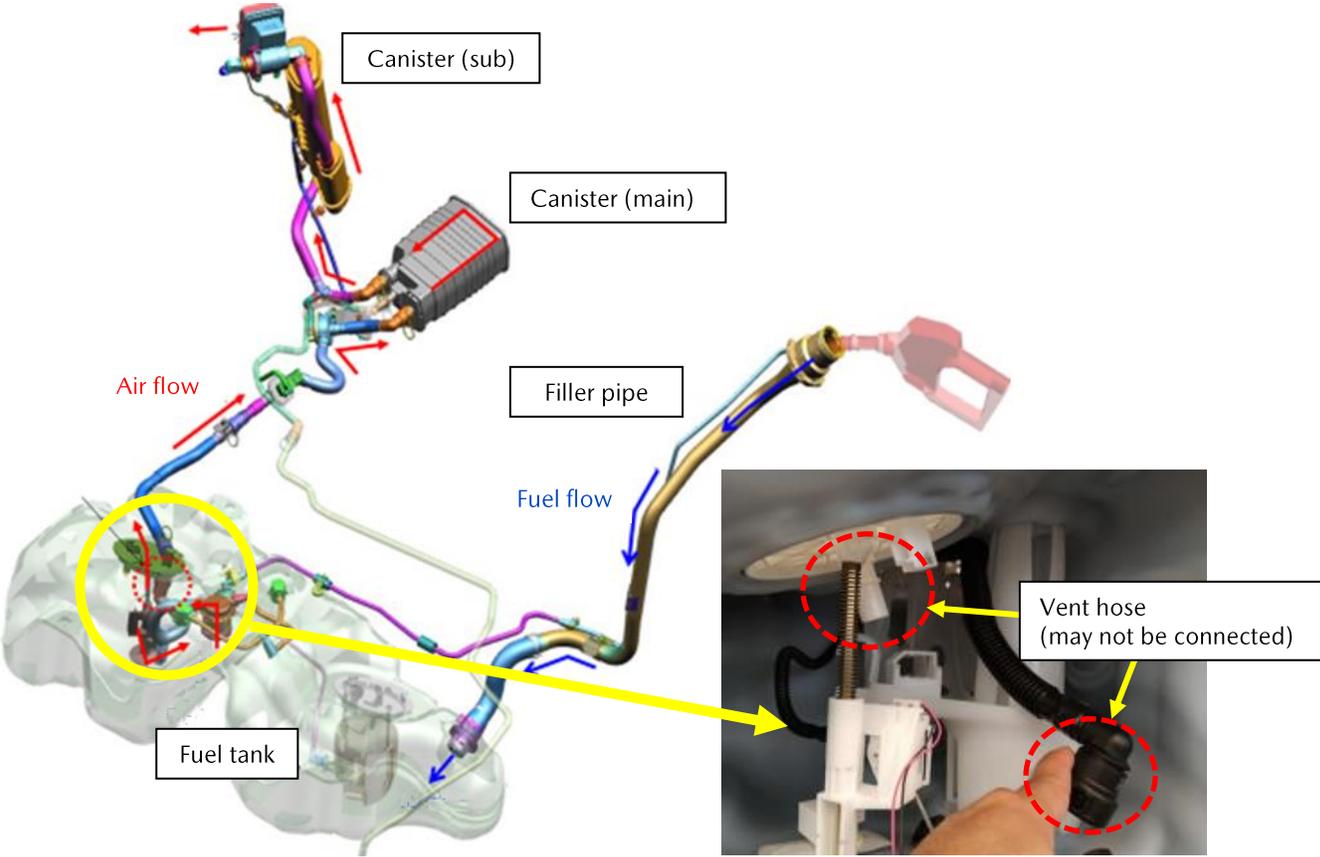


CONDITION OF CONCERN

On certain subject CX-30 vehicles, the fuel evaporative vent hose may not be connected to the fuel sender unit due to an improper manufacturing process at the fuel tank manufacturing plant. 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 in the Multi-Information Display and Active Driving Display may notify the driver of a malfunction in the vehicle emissions system if this defect occurs.



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SUBJECT VEHICLES

Model	VIN range	Build date range
2020 CX-30	3MV DM**** LM 104188 – 137005	From November 13, 2019 through March 24, 2020

The asterisk symbol "*" can be any letter or number.

OUTLINE OF REPAIR

Parts are required for an inspection or Repair. Inspect the fuel evaporative vent hose in the vehicle fuel tank. If the hose is found to be disconnected, connect the hose to the fuel sender unit and depending on whether the vehicle is retailed or in dealer stock, authorization to replace the charcoal canister and some related parts with new ones from Dealer Recall Help will be required

Please refer to the Repair Procedure document on MGSS for further details.

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail beginning no later than August 1, 2020.

PARTS INFORMATION

Necessary for inspection: THESE 2 PARTS ARE REQUIRED FOR INSPECTION

Description	Part number	Quantity	Note
RING, 'O' ILLUST.NO.2	DGJ8-42-165	1	Necessary for inspection (Inspection result: ok)
RETAINER	CC43-42-693	1	

Necessary for inspection and repair: Must Have Dealer Recall Help Authorization. They will work with the DAG to order the parts for this recall due to the extremely low failure rate.

Description	Part number	Quantity	Note
CANISTER ILLUST.NO.1	PAJ1-13-970	1	Necessary for inspection and repair (Inspection result: Not ok)
CANISTER ILLUST.NO.2	PAJ2-13-970	1	
VALVE, PRESSURE CONTROL	BDTS-42-95XA	1	
FILTER, AIR	PAF2-13-988	1	
RING, 'O'	PE01-18-201	1	
RING, 'O'	PE02-18-201	1	
RING, 'O'	DGJ8-42-165	1	
RETAINER	CC43-42-693	3	
RETAINER	TD11-42-693	1	
GASKET	PE23-40-305	1	
NUT	9994-61-000	2	

Campaign label & Certificate

Description	Part number	Quantity	Notes
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store (no charge)
Vehicle Emission Recall Proof of Correction Certificate *	9999-95-ERPC-99	1=50 certificates	



* 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 must provide customers a **Vehicle Emission Recall – Proof of Correction Certificate** (p/n 9999-95-ERPC-99) upon completion of the recall.

WARRANTY CLAIM PROCESSING INFORMATION

Claim information – All Vehicles Passed Inspection

Both the Oring and Retainer is required for an inspection as they are not reusable at all.

	Inspection only ALL VEHICLES dealer inventory or customer (Result: OK)	Inspection only ALL VEHICLES dealer inventory or customer (Result: OK) (if performed fuel draining procedure)
Process Number	AL015A	
Symptom Code	99	
Damage Code	99	
Causal Part No. & Quantity	DGJ8-42-165 & 1	
Related Parts No, & Quantity	CC43-42-693 & 1	
Labor Operation	XXS2ZACX	XXS2ZBCX
Labor Hours	0.4 Hours	0.5 Hours

Attachments for (Result: OK) are not required.

Claim information – Dealer inventory (Unsold Vehicle) Failed Inspection ** Requires RO attachment and Photo of the failure****

Dealer Inventory claim information is different as the fuel tank has not been fully filled yet	Confirm with tech, hose was DISCONNECTED - For dealer inventory vehicles (not filled with fuel) where the Result is Not OK only. Photo is required with RO and attached to the claim
Process Number	AL015C
Symptom Code	99
Damage Code	99
Causal Part No. & Quantity	DGJ8-42-165 & 1
Related Parts No. & Quantity	CC43-42-693 & 1
Labor Operation	XXS2ZCRX
Labor Hours	0.4 Hours

Claim information – Retailed Vehicles Failed Inspection – (Includes Dealer Inventory vehicles in which the fuel tank was fully filled). ** Requires RO attachment and Photo of the failure.****

**** The RO must be attached with the D01 attachment id.**

**** The photo must be attached with the D40 attachment id.**

All (Result: Not OK) claims will pend for review.

Note: You must have a preauthorization from Dealer Recall Help to submit a claim that requires any of the below parts. Dealer Recall Help will work with the DAG to order the necessary parts.

Customer Vehicles and Dealer Vehicles already filled with fuel	Inspection (Result: Not OK) & Canister (Main & Sub) Replacement	Inspection (Result: Not OK) & Canister (Main & Sub) Replacement (if performed fuel draining procedure)
Process Number	AL015B	
Symptom Code	99	
Damage Code	99	
Causal Part No. & Quantity	PAJ1-13-970 & 1	
Related Parts No. & Quantity	Refer to PARTS INFORMATION (Necessary for inspection and repair) above. Submit the parts replaced (other than CANISTER ILLUSTRATION.1) as related parts. ** All parts must be charged out on the RO and the RO attached to the claim. Photo required showing hose disconnection and the RO	
Labor Operation	XXS2ZDRX	XXS2ZERX
Labor Hours	1.2 Hours	1.3 Hours

**** The RO must be attached with the D01 attachment id.**

**** The photo must be attached with the D40 attachment id.**

All (Result: Not OK) claims will pend for review.

RENTAL CAR INFORMATION

Mazda recommends the usage of the MCVP loaner vehicle when available. If all MCVP loaner vehicles are in use and unavailable, and the customer needs a rental car, then use your local rental facility and offer a rental car. Be sure that every effort is made to repair the car within one business day or less in order to allow the next customer the same experience.

Rental Car Warranty Claim Information

	MCVP Vehicle Preferred	Rental Agency Vehicle
Warranty Type Code	N/A MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main Cause		5555-45-20FR
Part Quantity		0
Labor Operation Code		MM024XRX
Labor Hours		0
Sublet – Rental Car		
Sublet Invoice Number		Number from Rental Invoice or Dealer Purchase Order
Sublet Type Code		Enter "Z9" (other)
Sublet Amount		Up to \$30.00 per day for the number of days customer had rental car
Sublet Text		Number of days rental car was supplied to customer

Rental expenses exceeding the two-day limit will require prior Warranty Department Authorization, as outlined in the Mazda Rental Car Reimbursement Program policy.