



MAZDA DEALER EMAIL

June 3, 2024

Attention: Mazda General, Parts and Service Managers

Subject: Repair Procedure Update AND MDRT Tool return for Safety Recall 4621B - Power Liftgate May Lower & Special Service Program SSP (C5) 2019-2021 Mazda3 / 2020-2021 CX-30 – Control Units Reprogramming

Attention: All Mazda General, Service, and Parts Managers

Dear Mazda Dealer Partners,

In May 2022 an MDRT tool was shipped to all active Mazda dealers to repair Special Service Program SSPC5 and Safety Recall 4621B. As of June 3, 2024 this MDRT Tool below will no longer work as the tool software has expired. We have posted new, updated repair procedures for both campaigns using M-MDS on Mazda Global Service Support. You will no longer need to use the MDRT tool to repair these campaigns and the MDRT must be returned.

ACTION REQUIRED SSPC5/4621B MDRT Tool Return:

With the change to repair SSPC5 and Safety Recall 4621B with M-MDS the MDRT tool must be returned immediately. **If the tool is not returned to the vendor address below, by July 15, 2024 your Mazda dealer will be charged \$1,000 to the parts statement. Your District Service Manager will be updated on a bi-weekly basis on the status of the returned tools.**

TOOL RETURN ADDRESS – SHIP ONLY THIS ONE TOOL TO THE ADDRESS BELOW, DO NOT SHIP TO ANY OTHER ADDRESS. PLEASE SAVE YOUR UPS TRACK #. For any questions regarding this return, please contact Dealer Recall Help on [OneMazda](#).

DOCUMENT YOUR UPS TRACKING NUMBER, THEN PACK AND SHIP VIA UPS GROUND TO:

MAZDA SSPC5 TOOL RETURN
c/o - Crestec USA, Inc.
2410 Mira Mar Avenue
Long Beach, CA 90815

PHOTO OF MDRT Tool to be returned – SSPC5/4621B ONLY



NEW MAZDA DEALERS SINCE MAY 2022. If you do not have this tool, please fill out Dealer Recall Help on [OneMazda](#) advising you are a new dealer, however you may have likely received a SSPC5/4621B MDRT Tool since beginning operations and it will be required to be returned.

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

Sincerely,

Mazda North American Operations

Travis Young

Manager, Recalls

Technical Services Division