



MAZDA DEALER EMAIL

April 7, 2021

Attention: Mazda General, Parts and Service Managers

Subject: Launch of Safety Recall 4621B - 2020-2021 CX-30 vehicles – Power Liftgate May Partially Lower Unexpectedly

Dear Mazda Dealer Partners,

As previously outlined in the dealer notification on February 22, Mazda will now officially launch and notify all unrepaired owners by U.S. Mail beginning tomorrow, April 8, 2021 and all vehicles will be in Open status.

Mazda Motor Corporation has decided to conduct a Safety Recall impacting certain 2020-2021 CX-30 vehicles. Please see the description, model, year and VIN Ranges below. NOTE: A new MDRT Tool was sent in late February to all dealers to repair this campaign.

Subject Vehicles:

Affects 13,857 US and US Territory vehicles

Model	Subject VIN range	Subject production date range
2020-2021MY CX-30	3MVDM**** LM 100116 - 140310	From October 1, 2019 through November 24, 2020
	3MVDM**** MM 200017 - 232924	

STOP DELIVERY: There are currently 467 vehicles in dealer inventory under Recall 4621B. These vehicles cannot be delivered to customers until the vehicle is repaired. If the vehicle fails inspection as outlined in the repair procedure, please fill out the Dealer Recall Help from after verification of a failed Power Lift Gate Unit and the recall team will assist with ordering parts to repair.

Concern Outline:

Due to an improper frictional retaining force of certain power liftgate drive motor units, as well as a reduction in the liftgate support spring force in high ambient temperatures, the power liftgate may slowly lower slightly from the fully opened position when parked on an incline. A person accessing the rear storage area of the vehicle may unexpectedly hit the liftgate and increase the risk of injury if the power liftgate partially lowers from the fully opened position when parked on an incline in high ambient temperatures. There is no risk of the liftgate unexpectedly lowering completely as a result of this defect.


For all subject vehicles:

The power liftgate drive units (both right and left) must be inspected for the product lot number. If the power

liftgate drive unit(s) is verified to be included in the affected production range, it will be replaced with an improved part. After the inspection, and/or replacement of the power liftgate drive units is completed, the MDRT will be used to update the power liftgate control unit with modified software.

Note on Repair Procedure:

NOTE: Some of the subject vehicles are affected by SSPC4 and SSPC5 which officially addresses radio static noise from speakers plus one, two or three concerns (Battery Drain, and/or MRCC and/or Theft-deterrent system). Please use eMDCS Warranty Vehicle Inquiry. Additionally, a Repair Calculator was created under this campaign on MGSS to assist Service personnel to display the exact work required. Enter the VIN before repair to see if this Recall and/or SSP repairs are needed on the vehicle. If you do not get a result double check the VIN entry as every VIN has at least one campaign.

	Recall 4621B, SSPC4 and SSPC5 Job Aid - Repair Calculator	
	<p style="text-align: center;">Please Read the ENTIRE Instructions:</p> <ol style="list-style-type: none"> 1. Hit the Button "CLEAR VIN" to make sure the VIN area is blank. 2. Enter the VIN# (Vehicle Identification Number in full). In Cell B3 next to the Red Arrow. <i>Ensure the VIN does not contain a SPACE at the beginning or end of the VIN number</i> 3. HIT "Enter" on your keyboard 4. The answer of which combination of campaigns needing repairs will show in GREEN. As Instructed, this could be one, two or three campaigns, any combination. 5. To enter another VIN, Click the "Clear VIN" Button and Enter another 17 digit VIN <p><i>*Note: You must copy all 17 characters of the VIN. It is better to copy and paste the VIN from the Warranty Inquiry Screen on eMDCS. This tool will return an error code if the VIN is not 17 digits, or does not match the affected vehicle list.</i></p> <p>6. PLEASE MAKE SURE TO USE CLAIM TEMPLATES WHEN CLAIMING RECALLS AND ALL MAZDA CAMPAIGNS.</p>	
<input type="button" value="CLEAR VIN"/>	<input type="text" value="VEHICLE IDENTIFICATION NUMBER (VIN)"/>	PERFORM ONE, TWO OR THREE CAMPAIGNS, SEE BELOW. PLEASE ALSO VERIFY THE CAMPAIGNS IN EMDCS FOR THESE VIN'S
<input type="button" value="ENTER VIN"/>		4621B (PLG Module)
	SSPC5 Repairs to be made	n/a

Important Safety Notice:

The National Traffic and Motor Vehicle Safety Act prohibits the delivery of any subject vehicle without performing the necessary repair for defects or failures. Failure to perform applicable recalls before delivery can result in extensive dealer fines and penalties from the Federal Government. Therefore, you must complete this recall for all affected vehicles in your inventory prior to delivery.

1. Parts and Warranty Information and Repair procedures are posted on MGSS.
2. For Warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
3. Vehicles will display in eMDCS as "Open" on April 8,2021.
4. For parts questions, contact the Dealer Assistance Group at (877) 727-6626 Option 2.
5. For Recall questions please fill out the Dealer Recall Help Form located on MX-Connect under the Warranty Tab.

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

Protect What is Important to You

Sincerely,
 Travis Young
 Manager Recalls, Technical Services Division
 Mazda North American Operations

