



MAZDA DEALER EMAIL

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February 22, 2021

Attention: Mazda General, Parts and Service Managers

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

Dear Mazda Dealer Partners,

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 will be sent to all dealers, please read the attached MDRT Tool document arriving with this email.

Subject Vehicles:

Affects 13,857 US and US Territory vehicles

Model	Subject VIN range	Subject production date range
2020-2021MY	3MVDM**** LM 100116 - 140310	From October 1, 2019 through November 24, 2020
CX-30	3MVDM**** MM 200017 - 232944	

**STOP DELIVERY: There are currently 2,509 vehicles in dealer inventory under Recall 4621B. These vehicles cannot be delivered to customers until the vehicle is repaired. The vehicle inventory list will be available on MGSS and updated weekly. Failure to complete the recall prior to delivery can result in substantial fines and will result in the debit of any New Car Ready claim.**

**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.

	<b>Recall 4621B, SSPC4 and SSPC5 Job Aid - Repair Calculator</b>	
	<p>Please Read the ENTIRE Instructions:</p> <ol style="list-style-type: none"> <li>1. Hit the Button "CLEAR VIN" to make sure the VIN area is blank.</li> <li>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></li> <li>3. Hit "Enter" on your keyboard</li> <li>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.</li> <li>5. To enter another VIN, Click the "Clear VIN" Button and Enter another 17 digit VIN</li> </ol> <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><b>6. PLEASE MAKE SURE TO USE CLAIM TEMPLATES WHEN CLAIMING RECALLS AND ALL MAZDA CAMPAIGNS.</b></p>	
	<input type="button" value="CLEAR VIN"/>	<b>PERFORM ONE, TWO OR THREE CAMPAIGNS, SEE BELOW. PLEASE ALSO VERIFY THE CAMPAIGNS IN EMDCS FOR THESE VIN'S</b>
<b>ENTER VIN</b> 	<b>VEHICLE IDENTIFICATION NUMBER (VIN)</b> 3MVDMADL6MM227047	<b>4621B (PLG Module)</b>
	SSPC5 Repairs to be made	n/a

**Owner Notification:**

Mazda will notify owners of affected vehicles for this campaign no later than April 17, 2021. **Vehicles will display in eMDCS as "Not Launched" on February 22, 2021 and can be repaired as outlined above if you have received your new MDRT Tool.**

**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 will be posted on MGSS by February 25, 2021.
2. For Warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
3. Vehicles will display in eMDCS as "Not Launched" by February 25, 2021 but can be repaired if you have received your new MDRT Tool.
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



## MAZDA DEALER EMAIL

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February 22, 2021

**Attention:** All Mazda General, Service, and Parts Managers

**Subject:** MDRT TOOL SHIPMENT for Campaigns 4621B and SSP (C5) - Required to perform the software updates of Safety Recall 4621B - Power Liftgate May Lower & Special Service Program SSP (C5) 2019-2021 Mazda3 / 2020-2021 CX-30 – Control Units Reprogramming

Dear Mazda Dealer Partners,

As advised in our Dealer Email announcement, a new MDRT Tool will be required to perform the software updates for Safety Recall 4621B - Power Liftgate May Lower & Special Service Program SSP (C5) 2019-2021 Mazda3 / 2020-2021 CX-30 – Control Units Reprogramming. The new MDRT will be shipped the week of February 22, 2021 from a vendor that will be supporting Mazda and the Dealer Recall Help Team with this tool. The tool will be labeled and have a unique bar code that identifies the dealer as well as the campaigns the tool will repair.

If you do not receive your tool by March 5th, please contact your District Service Manager for UPS tracking information. **NOTE: This tool will be requested back in the future and if not returned, lost, or stolen will incur a \$1,000 charge to pay for the expense of the tool. Late returns will incur a \$250 charge. This tool is required to be placed in your tool shed, with or near your VCM tool. If your tool does not work, please contact Dealer Recall Help on MXConnect > Warranty with the Tool Barcode # (see below) and the recall team will arrange an exchange with a replacement.**

**Action required:**

1. After shipment, the Dealer Recall Help Team will be emailing all dealer service department email addresses to acknowledge receipt of the tool. When your Tool is received, please have your Service Manager email back that you have received the tool.
2. Place the tool in a secure area in your Mazda Tool shed, with the Mazda VCM tool. All Mazda MDRT Tools need to be secured (do not place in tool boxes or store in the parts department).



Unique Barcode  
Assigned to your  
Mazda dealership

We apologize for any inconvenience these campaigns may cause you and your customers.

Sincerely,

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