



IMPORTANT SAFETY RECALL

2020-2021 CX-30 – Power Liftgate May Partially Lower Unexpectedly - Safety Recall 4621B - NHTSA Campaign Number 21V-086

April 2021

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 2020-2021 model year CX-30 vehicles, produced from October 1, 2019 through November 24, 2020. **If you received this notice, your vehicle is included in this Recall.**

What is the problem?

Due to an improper retaining force of certain power liftgate drive motor units, as well as a reduction in the liftgate support in high ambient temperatures, the power liftgate may partially lower from the fully opened position when parked on an incline. If the power liftgate unexpectedly lowers while a person is accessing the rear storage area of the vehicle, it can increase their risk of injury. The liftgate will not lower completely as a result of this defect. There is no warning or indication before this defect occurs.

What will Mazda do?

Protect What Is Important To You

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 power liftgate control unit will be updated with modified software. 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 and control unit reprogramming. However, the Mazda dealer may need your vehicle for additional time if a liftgate replacement is needed. Mazda will provide alternate transportation, if needed, when your vehicle is at an authorized Mazda dealership for a recall repair. Please 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 and repaired as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

Where is the closest Mazda dealer?

To locate your nearest Mazda dealer, visit our website 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.

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 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 MyMazda 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 o llame a nuestro **Centro de Experiencia para el Consumidor al (800) 222-5500, opción #8** para hablar con un representante en español.*