

**UPDATED June 7, 2024 – Use M-MDS to repair the vehicle and modified warranty information**

**The labor operations below will likely not work for claims until June 12<sup>th</sup>. Please hold any claims until that time for submission.**

**The published labor times are correct.**

**CONDITION OF CONCERN**

The power liftgate may partially lower unexpectedly from the fully opened position when the vehicle is parked facing uphill on a slope in high ambient temperature. If the power liftgate partially lowers while a person is accessing the rear storage area of the vehicle, they may unexpectedly hit the liftgate and increase the risk of injury. There is no risk of the liftgate unexpectedly lowering completely as a result of this defect.

**Causal factor:**

Due to an improper frictional retaining force of certain power liftgate drive motor units, as well as a reduction in liftgate support spring force in high ambient temperature conditions, the power liftgate may slowly lower slightly from the fully opened position when parked on certain uphill slope.

**OUTLINE OF REPAIR**

The power liftgate drive units on both sides will be checked for the product lot numbers. If the power liftgate drive unit has the affected lot number, it will be replaced with an improved part. And the power liftgate control unit will be reprogrammed with modified software, using M-MDS. Please refer to the Repair Procedure document on MGSS for further details.

**NOTE:**

After the reprogramming of control unit, the power liftgate may feel heavier when closing by hand. There is no difference with the close operation using the switch.

**SUBJECT VEHICLES**

Models	Subject VIN range	Subject production date range
CX-30 built at MMVO	3MVDM**** LM 100116 – 140310 3MVDM**** MM 200017 – 232944	From October 1, 2019 through November 24, 2020

The asterisk symbol “\*” can be any letter or number.

**OWNER NOTIFICATION**

Mazda will notify U.S. owners by first class mail no later than April 17, 2021.

**PARTS INFORMATION - \* If parts are needed, contact the DAG and they will place an order for the parts needed and provide the Sales Order #.**

Description	Part Number	Quantity	Note
Power Lift Gate Slider (R)	DFR7-62-6EXD*	1	Necessary only if the power liftgate drive unit (power lift gate slider) has affected lot number
Power Lift Gate Slider (L)	DFR7-63-6EXD*	1	
Fastener (for trunk side upper trim)	E120-68-AB1	2	
Fastener (for C-pillar trim)	KD53-56-399	2	
Assist handle cover	BCJH-69-472A-75	0 – 4	Necessary only if the cover is damaged during repair
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store (no charge)

**WARRANTY CLAIM PROCESSING INFORMATION**

**NOTE:** The control unit reprogramming under this recall 4621B and SSPC5 can be completed. Because of this, the warranty information has been individually established for the vehicles involved in both recall 4621B and SSPC5 and for the vehicles involved in recall 4621B only.

Please refer to the table below for the applicable process number of each case.

Vehicles affected by:	Required claim submission. (Applicable Process number)
Recall 4621B and SSPC5	AM006A and AM005A
Recall 4621B only	AM006A
SSPC5 only	AM005A

**WARRANTY PROCESSING INFORMATION – Using M-MDS**

**For CX-30 vehicles involved in Both Recall 4621B and SSPC5:**

	Liftgate drive units Both sides OK	Liftgate drive unit: One side affected	Liftgate drive units: Both sides affected
	- Inspection - Reprogramming	- Inspection - Replacement (one side) - Reprogramming	- Inspection - Replacement (both sides) - Reprogramming
Process Number	AM006A	AM006A	AM006A
Symptom Code	99	99	99
Damage Code	99	99	99
Causal Part Number & Quantity	7777-SP-T07	DFR7-62-6EXD & 1 or DFR7-63-6EXD & 1	DFR7-62-6EXD & 1
Related Part Number & Quantity	---	E120-68-AB1 & 2 KD53-56-399 & 2	DFR7-63-6EXD & 1 E120-68-AB1 & 2 KD53-56-399 & 2
Labor Operation	XXT1RXCX & 0.3	XXT1SARX & 0.7	XXT1SBRX & 0.8
Labor Hours	AM006A	AM006A	AM006A

**NOTE:** If the vehicle has SSPC5 also, please submit 2 claims, one for each campaign. There must be a separate warranty claim for SSPC5 with Process Number.

**PARTS AND WARRANTY INFORMATION**  
**Recall Campaign 4621B**

**For CX-30 vehicles involved in Recall 4621B only (NOT involved in SSPC5):**

	Liftgate drive units Both sides OK	Liftgate drive unit: One side affected	Liftgate drive units: Both sides affected
	- Inspection - Reprogramming	- Inspection - Replacement (one side) - Reprogramming	- Inspection - Replacement (both sides) - Reprogramming
Process Number	AM006A	AM006A	AM006A
Symptom Code	99	99	99
Damage Code	99	99	99
Causal Part Number & Quantity	7777-SP-T07	DFR7-62-6EXD & 1 or DFR7-63-6EXD & 1	DFR7-62-6EXD & 1
Related Part Number & Quantity	---	E120-68-AB1 & 2 KD53-56-399 & 2	DFR7-63-6EXD & 1 E120-68-AB1 & 2 KD53-56-399 & 2
Labor Operation	XXT1RXCX & 0.3	XXT1SARX & 0.7	XXT1SBRX & 0.8
Labor Hours	0.3	0.7	0.8

**WARRANTY PROCESSING INFORMATION – Using MDRT Tool (the Tool was requested to be returned on June 3, 2024)**

**For CX-30 vehicles involved in Both Recall 4621B and SSPC5:**

	Liftgate drive units Both sides OK	Liftgate drive unit: One side affected	Liftgate drive units: Both sides affected
	- Inspection - Reprogramming	- Inspection - Replacement (one side) - Reprogramming	- Inspection - Replacement (both sides) - Reprogramming
Process Number	AM006A	AM006A	AM006A
Symptom Code	99	99	99
Damage Code	99	99	99
Causal Part Number & Quantity	7777-SP-T07	DFR7-62-6EXD & 1 or DFR7-63-6EXD & 1	DFR7-62-6EXD & 1
Related Part Number & Quantity	---	E120-68-AB1 & 2 KD53-56-399 & 2	DFR7-63-6EXD & 1 E120-68-AB1 & 2 KD53-56-399 & 2
Labor Operation	XXT1LXCX	XXT1MARX	XXT1MBRX
Labor Hours	0.2	0.7	0.8

**NOTE:** If the vehicle has SSPC5 also, please submit 2 claims, one for each campaign. There must be a separate warranty claim for SSPC5 with Process Number.

**For CX-30 vehicles involved in Recall 4621B only (NOT involved in SSPC5):**

	Liftgate drive units Both sides OK	Liftgate drive unit: One side affected	Liftgate drive units: Both sides affected
	- Inspection - Reprogramming	- Inspection - Replacement (one side) - Reprogramming	- Inspection - Replacement (both sides) - Reprogramming
Process Number	AM006A	AM006A	AM006A
Symptom Code	99	99	99
Damage Code	99	99	99
Causal Part Number & Quantity	7777-SP-T07	DFR7-62-6EXD & 1 or DFR7-63-6EXD & 1	DFR7-62-6EXD & 1
Related Part Number & Quantity	---	E120-68-AB1 & 2 KD53-56-399 & 2	DFR7-63-6EXD & 1 E120-68-AB1 & 2 KD53-56-399 & 2
Labor Operation	XXT1NXCX	XXT1PARX	XXT1PBRX
Labor Hours	0.3	0.7	0.8

**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, so the next customer can receive the same experience.

**Rental Car Warranty Claim Information**

	MCVP Vehicle Preferred	Rental Agency Vehicle	
Warranty Type Code	<b>N/A</b>	A	
Symptom Code		99	
Damage Code		99	
Part Number Main Cause		5555-46-21BR	
Part Quantity		0	
Labor Operation Code		MM024XRX	
Labor Hours		0	
Sublet – Rental Car			
Sublet Invoice Number		<b>Rental expenses exceeding the two-day limit will require prior Warranty Department Authorization, as outlined in the Mazda Rental Car Reimbursement Program policy.</b>	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	
Sublet Text		Number of days rental car was supplied to customer	