



MAZDA DEALER EMAIL

June 8, 2023

Attention: All Mazda General, Service, and Parts Managers

Subject: WAVE 2 - SST TOOL SHIPMENT for Recall 5823D - 2022-2023MY CX-30 AND 2023MY CX-50 Brake Pedal Travel May Increase

Dear Mazda Dealer Partners,

As advised in our Dealer Email announcement on May 8th, we shipped eighty-one Special Service Tool (SST) Scan Tools to Mazda dealers to handle in-stock vehicles. Mazda will be launching Recall 5823D the week of June 12th and are shipping the second wave of (SST) Scan Tools to remaining Mazda dealers.

The UPS Tracking information will be available on MGSS under Recall 5823D. The SST tools will arrive in an 8" x 5" x 3" box shipped on either June 8th or 9th from our fulfillment vendor, "The DOT Printer", and with a Santa Ana, CA address. If you do not receive your tool by June 13th, or have any questions regarding this shipment, please fill out the Dealer Recall Help form located on [OneMazda](#).

Action required:

1. This SST Tool is provided free of charge but will be requested back by Mazda at a later date.
2. Place the tool in a secure area at your Mazda Tool shed, with the other Mazda diagnostic tools, VCM, IDS and other SST's. All Mazda SST Tools need to be secured (do not place them in toolboxes or store them in the parts department).
3. After shipment, the Dealer Recall Help Team will be emailing all dealer service department email addresses to acknowledge receipt of the tool.
4. Your dealer will receive one of three tool models; please see the photos below.
5. Only use the supplied USB Cable when scanning the Serial Number on the QR Code. Do not use the 2.4GHz USB Dongle included with the SST Tool.



**EY-015P. ONLY USE
THE USB CABLE.
DO NOT USE THE
USB DONGLE TO SCAN**



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 this campaign are greatly appreciated.

Sincerely,

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