



## MAZDA DEALER EMAIL

---

June 12, 2023

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

**Subject:** Launch of Safety Recall 5823D and STOP SALE – 2022-2023MY CX-30 AND 2023MY CX-50 Brake Pedal Travel May Increase

Dear Mazda Dealer Partners,

Mazda Motor Corporation has decided to conduct a Safety Recall on 2,401 CX-30 vehicles (2022-2023MY) and 9 CX-50 vehicles (2023MY) sold in the United States. Please see the description, model, year, and VIN ranges below. **This Safety Recall will have all VINs in OPEN status no later than June 13, 2023. The recall will count in the Missed Recall Report in July, 2023.**

**Owner Notification:** Owner Letters will be mailed this week no later than June 15, 2023. Letters will only be mailed to CX-30 owners as all CX-50 vehicles in this campaign have been repaired.

**NOTE:** As a reminder, failure to properly perform any recall repair is a direct violation of Paragraph 14(F) of the Dealer Agreement and can cause one or more of the following: Mechanical breakdown or failure, crash or injury, Dealership penalties/fines by Mazda and NHTSA, increased liability risk for the dealership, Missed Recall penalties, loss of customer trust and a poor Customer Experience. Also, vehicles sold by Mazda Canada, Inc. are affected by this recall and should be repaired if presented to your dealership.

**STOP SALE Mazda Dealer Action Requested:**

**There are 50 CX-30 vehicles in dealer inventory. All Mazda dealers must quarantine any affected in-stock vehicles until the inspection with the SST is completed, and no cars are to be sold with an OPEN Safety Recall. The affected dealer inventory list is available on Mazda Global Service Support (MGSS).**

**Subject Vehicles:**

Model	Subject VIN range	Subject production date range
2022-2023 CX-30	3MVDM*****514861 – 519945	From November 28, 2022, through December 15, 2022
2023 CX-50 (all repaired)	7MMVA**** PN 128069 – 128783	From December 3, 2022, through December 7, 2022

\*Only nine CX-50 vehicles are affected. For CX-30 only 2,401 VIN's in this campaign are affected by the recall with 91 vehicles between both Canada and US requiring a replacement ABS HCU.

**Concern Outline:** When attempting to stop the vehicle, the increased brake pedal travel length may cause a feeling of reduced braking ability, increasing the risk of a crash. The expected number of CX-30 vehicles to be repaired is less than 4% or approximately 91 out of 2,401 vehicles between both Canada and US.

**For All Subject Vehicles:** A working laptop (preferred) or desktop computer with Windows 7 or 10 and Microsoft Excel or Google Sheets is needed for the repair. On CX-30 vehicles, the serial number of the ABS HCU will need to be checked with the Special Service Tool (SST) shipped May 8th and June 8<sup>th</sup>. If the ABS HCU has an affected serial number, the part will need to be replaced. UPS Tracking for all SST Tool Shipments is available on MGSS under campaign 5823D.

**Parts Ordering:**

CX-30 vehicles with an affected serial number, parts are available by emailing the DAG using the form on [OneMazda](#). Please include Recall 5823D in the 'Comments' and provide the VIN and the serial #. Once the VIN is confirmed Open for the recall, the DAG will place a CEO for you.

To help you effectively perform this recall, Mazda has developed the following resources:

1. Parts and Warranty Information, Repair Procedures, Repair Calculator and affected VIN lists are posted on MGSS
2. For Warranty questions, please contact the Warranty Hotline at [warrantydept@mazdausa.com](mailto:warrantydept@mazdausa.com)
3. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.
4. For recall related questions, please fill out the Dealer Recall Help Form located on [OneMazda](#).

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,

**Mazda North American Operations**