



MAZDA DEALER EMAIL

May 8, 2023

Attention: Mazda General, Parts and Service Managers

Subject: SST Tool First Shipment 5823D – 2022-2023MY CX-30 AND 2023MY CX-50 Brake Pedal Travel May Increase

Dear Mazda Dealer Partners,

On April 20, 2023 Mazda Motor Corporation announced a Safety Recall Campaign on 2,401 CX-30 vehicles (2022-2023MY) and 9 CX-50 vehicles (2023MY) sold in the United States.

CX-30 In-Stock Vehicles STOP SALE Mazda Dealer Action Requested:

There are 96, CX-30 vehicles at 81 Mazda dealers. We will be shipping SST Tools to repair the affected dealer inventory today, arriving within the next few days to your dealership Service Manager. The tool must be stored in your Tool Shed with the other remaining Mazda Diagnostic Tools. A working laptop with Windows 7 or 10 and Microsoft Excel or Google Sheets (for the Repair Calculator) is required for the repair. Repair Procedures are available on Mazda Global Service Support (MGSS) and once the vehicle has a completed repair inspection, the vehicle can be sold.

If a vehicle is found to fail the inspection, it must be kept on the STOP SALE and not sold. If your dealer sold a vehicle within 1 week of the recall launch and not reported until after April 20, 2023 please contact your customer to bring their vehicle back to your dealership as soon as possible for the inspection repair.

All CX-30 Vehicles: If the inspection fails, CX-30 vehicles cannot be repaired until the status in eMDCS is "Open" as we do not have adequate parts to support repairs, if necessary. We expect to ship the remaining SST Tools to dealers by early June 2023.

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 also affected by this recall and should be repaired if presented to your dealership.

Parts Ordering:

For the affected CX-50's parts are available by emailing the DAG using the form on [OneMazda](#). Please include Recall 5823D in the 'Comments' and provide the VIN. All CX-30 vehicles cannot be repaired until the status in eMDCS is "Open". Once the VIN is confirmed "Open" for the recall, the DAG will place a CEO for you by emailing the DAG using the form on [OneMazda](#).

Owner Notification: Owners will be notified no later than June 15, 2023

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 to MGSS.
2. For Warranty questions, please contact the Warranty Hotline at 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