



MAZDA DEALER EMAIL

July 15, 2020

Attention: Mazda General, Parts and Service Managers

Subject: Notification of Mazda Service Program MSP (57) – 2020 Mazda CX-30 Wireless Charging Pad LED Light Stays On

Dear Mazda Dealer Partners,

Mazda Motor Corporation has decided to conduct a Mazda Service Program MSP (57) for certain 2020 CX-30 vehicles equipped with the Wireless Charging Pad (WCP) Accessory installed at Port Salamanca.

Affects 417 US vehicles

Models	Subject VIN range	Subject production date range
2020 CX-30	3MV DM**** LM 123946 – 135340	November 25, 2019 – June 11, 2020

Concern Outline:

The Wireless Charging Pad power indicator LED light does not shut off when the vehicle ignition is cycled off and the accessory remains functional in all conditions which may drain power from the battery due to an incorrect installation procedure. Only vehicles with the accessory installed at Port Salamanca are affected.

Action Required:

The Wireless Charging Pad function will be inspected for proper operation. If found to remain functional with the vehicle turned off, the Wireless Charging Pad must be replaced and installed correctly with the current kit available by placing an order in eMDCS. **There are 286 vehicles in dealer inventory that must be repaired prior to delivery. Vehicles in Dealer Inventory will be posted to MGSS and updated weekly. Vehicles delivered with this MSP57 not repaired are subject to a debit of the New Car Ready claim.**

Owner Notification:

There will be no owner notification for this program.

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

1. Dealer Inventory, Warranty Information and Repair Procedures will be posted on MGSS by July 16, 2020.
2. For Warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
3. Vehicles will display in eMDCS as "Open" on July 15, 2020.
4. For questions please fill out the Dealer Recall Help Form located on MX-Connect under the Warranty Tab.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this campaign before responding to customer inquiries. We apologize for any inconvenience this campaign may cause you. Your understanding and support in carrying out this campaign is greatly appreciated.

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