



MAZDA DEALER EMAIL

April 10, 2023

Attention: Mazda General, Parts and Service Managers

Subject: Launch of Mazda Service Program (MSP) 59 AS Tester Aiming and (MSP) 60 Key Lock Cylinder – 2023 CX-50

Dealer Mazda Dealer Partners,

Mazda Motor Corporation has decided to conduct two Mazda Service Programs on certain 2023 CX-50 vehicles in the ranges below.

Action Required for both MSP programs:

Please remind your Service Consultants to run a Warranty Vehicle Inquiry using eMDCS for every vehicle that comes through your service drive. This report will indicate if the vehicle is applicable to MSP59 or MSP60, depending on the VIN, as well as any other open Recall, Special Service Program (SSP), Customer Satisfaction Campaign (CSP) or Dealer Rework (DRW).

(MSP) 59 AS (Area Surrounding) Tester Aiming

Subject Vehicles:

Model	Subject VIN range	Subject production date range
2023 CX-50	7MM VA****100509 – 107155	From February 15, 2022 through June 7, 2022

The asterisk symbol "*" can be any letter or number. Only 46 vehicles identified in this campaign have this concern. The affected VIN list is available on Mazda Global Service Support (MGSS).

Concern Outline:

On the 360° View Monitor, the 360° or rear view may not be displayed correctly on the center display. The area surrounding the vehicle may be displayed as shifted from the actual position. Due to this problem, the vehicle may not be actually parked straight even though it looks straight on the screen. The aiming adjustment might not function appropriately as it could be damaged during routine maintenance. The 360° view monitor system (FSC/FR/VMC (includes rear view)) might not have been aligned appropriately during vehicle production.

Repair Outline:

All vehicles will require a 360° view monitor system aiming for all 4 cameras (front camera, side cameras, rear mount camera) with M-MDS, using MDARS.

(MSP) 60 Driver Door Key Lock Cylinder

Subject Vehicles:

Model	Subject VIN range	Subject build date range
2023MY CX-50	7MMV**** 100223 – 108189	From January 18, 2022 through June 15, 2022

The asterisk symbol "*" can be any letter or number. Only 6,485 vehicles identified in this campaign are affected. The affected VIN list is available on Mazda Global Service Support (MGSS).

Concern Outline:

The driver's door may be hard to unlock using the auxiliary key due to increased rotational resistance. All vehicles in the campaign will need to have the front driver door lock inspected to ensure proper mechanical key lock and unlock function. The expected failure rate is said to be less than 0.1% of the vehicle population.

Repair Outline:

The repair will be cycling the driver door auxiliary key to ensure proper function of the door lock.

A Mazda Service Program (MSP) is designed to improve customer satisfaction and reduce customer inconvenience. However, MSPs are limited to correcting issues that do not substantially affect vehicle durability, reliability, or performance. Vehicle owners are not notified by mail for MSPs. We apologize for any inconvenience this program may cause your dealership and your customers. Your understanding and support are greatly appreciated.

1. Warranty Information, Repair Procedures and the affected VIN lists will be posted on MGSS by end of day April 10, 2023. You can search by VIN that day and keyword searching in MGSS will be available by the end of the next business day.
2. For Warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
3. Vehicles will display in eMDCS as "Open" by April 10, 2023 and must be repaired.
4. For Recall or Campaign 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 MSP before responding to customer inquiries. We apologize for any inconvenience this MSP may cause you and your customers. Your understanding and support in carrying out all campaigns are greatly appreciated.

Sincerely,

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