



## MAZDA DEALER EMAIL

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May 11, 2023

To: All Dealer General, Service and Parts Managers

Subject: **Temporary Suspension** of (MSP) 60 – 2023MY CX-50 Driver Door Key Lock Cylinder

Dear Dealer Partners,

In April 2023 a Manufacturer Service Program MSP60 launched for certain 2023MY CX-50 vehicles.

### 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).

### **Action Required:**

**Due to a parts supply shortage, this campaign is temporarily suspended, effective on the date of this notification. The visibility of MSP60 will be temporarily removed from the Warranty Vehicle Inquiry Screen. MSP repairs in progress can continue and claims should be submitted as soon as possible. A dealer communication will be sent advising when MSP60 is reactivated. Any customer door lock concerns should be handled as part of the normal Mazda Warranty Policy.**

### 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 current failure rate is 30x higher than the expected 0.1% of the vehicle population.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this program before responding to customer inquiries. We apologize for any inconvenience this MSP suspension may cause you and

your customers. Your understanding and support in carrying out this campaign are greatly appreciated.

Sincerely,

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

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