



MAZDA DEALER EMAIL

August 29, 2023

To: All Dealer General, Service and Parts Managers

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

Dear Dealer Partners,

In April 2023 a Mazda Service Program (MSP60) was launched for certain 2023MY CX-50 vehicles, but temporarily suspended on May 11, 2023. **Mazda Warranty has reactivated this MSP, effective on the date of this notification.**

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.

Dealer Action Required:

- The Parts & Warranty and Repair Procedures have changed. Please [click HERE](#) to review the new documents and make sure both are utilized during any repairs.
- If the lock has failed inspection, follow the instructions in the Repair Procedure to fill out the Dealer Recall Help Form located on [OneMazda](#).
- If the door lock is to be replaced, a photo of the new key code is required to be sent to Dealer Recall Help and attached to the Warranty claim once the new part is received. Any claim without this photo will not be paid and the MSP will not close causing the customer to return unnecessarily for a re-repair.

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 has caused 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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