



## FIELD COMMUNICATIONS

**DATE:** Tuesday, July 23, 2024  
**FROM:** TRAVIS YOUNG  
**SUBJECT:** \*\*\*REMINDER and SHIP CREDIT UPDATE\*\*\* - MDRT Tool return for Safety Recall 4621B - Power Liftgate May Lower & Special Service Program SSP (C5) 2019-2021 Mazda3 / 2020-2021 CX-30 – Control Units Reprogramming  
**SUMMARY:** PLEASE READ THE ENTIRE COMMUNICATION  
**TYPE:** Action Required

**July 2, 2024**

**Attention: Mazda General, Parts and Service Managers**

**Subject: \*\*\*REMINDER and SHIP CREDIT UPDATE\*\*\* - MDRT Tool return for Safety Recall 4621B - Power Liftgate May Lower & Special Service Program SSP (C5) 2019-2021 Mazda3 / 2020-2021 CX-30 – Control Units Reprogramming**

Attention: All Mazda General, Service, and Parts Managers

Dear Mazda Dealer Partners,

On June 3, 2024 we requested the SSPC5/4621B MDRT Tool be returned to our vendor. Thank you to all dealers who have already returned their MDRT tool. As of today, we have received 392 tools back.

**ACTION REQUIRED SSPC5/4621B MDRT Tool Return:**

Please return the tool to our vendor below. If the tool is not returned to the vendor address below, by July 15, 2024 your Mazda dealer will be charged \$1,000 to the parts statement. Your District Service Manager will be updated on a bi-weekly basis on the status of the returned tools.

**SHIP ONLY THIS ONE TOOL TO THE VENDOR ADDRESS BELOW, DO NOT SHIP TO ANY OTHER ADDRESS. PLEASE SAVE YOUR UPS OR FEDEX TRACK #.** For any questions regarding this return, please contact Dealer Recall Help on [OneMazda](#).

**SHIPPING REIMBURSEMENT:** For all dealers who returned a tool, the Mazda Recall team will be reimbursing each Mazda Dealer \$15 for shipping expenses. This credit will be listed on the July parts statement or if returned after July, will be on the August parts statement. For any questions regarding credits, please reach out to Dealer Recall Help on [OneMazda](#) and attach the actual UPS or FedEx Ground invoice (not an estimate). **NOTE:** Overnight or express charges for shipments will not be reimbursed.

**KEEP YOUR UPS OR FEDEX TRACKING NUMBER, THEN PACK AND SHIP VIA UPS GROUND TO:**

MAZDA SSPC5 TOOL RETURN  
c/o - Crestec USA, Inc.  
2410 Mira Mar Avenue  
Long Beach, CA 90815

**PHOTO OF MDRT Tool to be returned – SSPC5/4621B ONLY**



NEW MAZDA DEALERS SINCE MAY 2022. If you do not have this tool, please fill out Dealer Recall Help on [OneMazda](#) advising you are a new dealer, however you may have likely received a SSPC5/4621B MDRT Tool since beginning operations and it will be required to be returned.

We apologize for any inconvenience these campaigns may cause you and your customers. Your understanding and support is greatly appreciated.

Sincerely,

**Mazda North American Operations**

Travis Young

Manager, Recalls

Technical Services Division

**[CLICK HERE TO VIEW DEALER COMMUNICATION](#)**



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DO NOT REPLY to this email. If you have questions or comments, please contact us at [OneMazdaUSA.com](#).

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