



MAZDA DEALER EMAIL

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](https://www.onemazda.com) 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



MAZDA DEALER EMAIL

June 3, 2024

Attention: Mazda General, Parts and Service Managers

Subject: Repair Procedure Update AND 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,

In May 2022 an MDRT tool was shipped to all active Mazda dealers to repair Special Service Program SSPC5 and Safety Recall 4621B. As of June 3, 2024 this MDRT Tool below will no longer work as the tool software has expired. We have posted new, updated repair procedures for both campaigns using M-MDS on Mazda Global Service Support. You will no longer need to use the MDRT tool to repair these campaigns and the MDRT must be returned.

ACTION REQUIRED SSPC5/4621B MDRT Tool Return:

With the change to repair SSPC5 and Safety Recall 4621B with M-MDS the MDRT tool must be returned immediately. **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.**

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

DOCUMENT YOUR UPS 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.

Please make certain the appropriate personnel in your dealership are familiar with the details of this return before responding to customer inquiries. 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