



MAZDA DEALER EMAIL

June 16, 2020

To: All Dealer Service and Parts Managers

Subject: RE: Safety Recalls 4420F and 4520F - Parts and Repair Updates

This message is to clear up any confusion regarding the notification of these two recalls and the repairs that may be required.

Safety Recall 4420F: 2020 CX-30 and 2020 Mazda3 Front Brake Caliper Bolts May loosen

It is expected that over 99.9% of the vehicle population will only require the front brake caliper bolts to be tightened. Therefore, if a technician finds a vehicle in which the front caliper bolt is missing they will need to contact Dealer Recall Help to receive authorization to replace the affected front brake caliper assembly. A photo will be required for documentation of that VIN. The Dealer Recall Help team will contact the DAG to order the part for you.

Safety and Emissions Recall 4520F: 2020 CX-30 AWD Fuel Leak from Rear of Vehicle

It is expected that over 99.8% of the vehicle population will only require an inspection of the fuel evaporative hose connection.

If the fuel evaporative hose is found to be disconnected, there are two procedures depending on whether the vehicle has been retailed or is still in dealer inventory.

Retailed Vehicles: If a technician finds a vehicle with the fuel evaporative vent hose disconnected, they will need to contact Dealer Recall Help to receive authorization to replace the charcoal sub-canister and some related parts. A photo will be required for documentation of that VIN.

Non-Retailed Vehicles (Dealer Inventory): If the vehicle has not been fully filled with fuel, there is no contamination of the charcoal sub-canister. Therefore, if a technician finds a disconnected fuel evaporative hose, just reconnect the hose to close the recall. The Dealer Recall Help team does not need to be contacted. Final copies of the parts and warranty information and repair procedures will be posted to MGSS as quickly as possible. They should be completed by June 17th at the latest.

If there is a need to order any other parts for this recall, please fill out the Dealer Recall Help Form located on MX-Connect under the Warranty Tab. The DAG will only process orders previously approved by Dealer Recall Help.

As a reminder for these two recalls, vehicles in dealer stock in Not Launched status can be inspected or repaired and the warranty claim should be submitted as soon as possible to close the recall. If you have a customer demanding the recall repair you can inspect or repair those vehicles as well.

For additional questions, please don't hesitate to submit a Dealer Recall Help request.

Please make sure the appropriate staff at your dealership are aware of these orders.

Regards,
Travis Young
Recall Manager
Warranty Operations, Technical Services Division