



MAZDA DEALER EMAIL

July 27, 2020

Attention: Mazda General, Parts and Service Managers

Subject: July 29 - Launch of two Safety Recalls 4420F and 4520F 2020 CX-30 and Mazda3

Dear Mazda Dealer Partners,

Mazda Motor Corporation has decided to conduct two Recall Campaigns impacting the 2020 Mazda3 and CX-30 built at MMVO. Please see the descriptions, models and VIN Ranges below for both recalls.

Both recalls will display Open status on July 29, 2020

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

Affects 23,960 US and US Territory vehicles

Models	Subject VIN range	Subject production date range
CX-30 built at MMVO Mazda3 built at MMVO	3MV DM**** LM 100339 – 132853 3MZ BP**** LM 124500 – 138941	From October 22, 2019 through March 6, 2020

STOP DELIVERY: There are currently 1,053 vehicles in dealer inventory under Recall 4420F. These vehicles cannot be delivered to customers until the vehicle is repaired.

Concern Outline:

On certain subject vehicles, the front brake caliper mounting bolts may loosen and fall off. Loose or missing brake caliper mounting bolts may cause reduced braking performance and/or caliper interference with wheel rotation, resulting in loss of vehicle control and increasing the risk of a crash. Drivers may hear abnormal grinding or rattling noises due to the brake caliper contacting the wheel and possibly other vehicle components. This defect is due to a manufacturing assembly process error whereby certain front brake caliper mounting bolts may not have been tightened to the proper torque specification.

For all subject vehicles:

The brake caliper bolt tightening torque will be checked. If the torque is not adequate, the front caliper mounting bolts will be tightened to the proper specification. In the rare occurrence where bolts are missing, the affected front brake caliper will be replaced using new parts.

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

Affects 12,097 US vehicles

Model	Subject VIN range	Subject production date range
CX-30 AWD built at MMVO	3MV DM**** LM 104188 – 137005	November 13, 2019 through March 24, 2020

STOP DELIVERY: There are currently 930 vehicles in dealer inventory under Recall 4520F. These vehicles cannot be delivered to customers until the vehicle is repaired and please do so as soon as possible.

Concern Outline:

On certain subject vehicles, the fuel evaporative vent hose may not be connected to the fuel sender unit. If the vent hose is disconnected, when fully refueling the vehicle, liquid fuel will eventually fill the charcoal canister, resulting in a leak, which may increase the risk of a fire in the presence of an ignition source. Additionally, the engine may stall while driving, increasing the risk of a crash.

For all subject vehicles:

The fuel evaporative vent hose in the vehicle fuel tank will be inspected. If the hose is found to be disconnected, the hose will be connected to the fuel sender unit, and on sold vehicles, the charcoal canister and related parts will be replaced.

Owner Notification:

Mazda will notify owners of affected vehicles for this recall on **July 29, 2020** and all unrepaired vehicles will be in Open status in eMDCS. **Effective July 29, 2020 this recall will be tracked on the Missed Recall report.**

Important Safety Notice:

The National Traffic and Motor Vehicle Safety Act prohibits the delivery of any subject vehicle without performing the necessary repair for defects or failures. Failure to perform applicable recalls before delivery can result in extensive dealer fines and penalties from the Federal Government. Therefore, you must complete this recall for all affected vehicles in your inventory prior to delivery.

To help you effectively perform these recalls, Mazda has developed the following resources:

1. Parts and Warranty Information and Repair procedures are posted on MGSS and Parts and Warranty Information is available on eMDCS.
2. For Warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
3. For parts questions, contact the Dealer Assistance Group at (877) 727-6626, Option 2.
4. For Recall questions please fill out the Dealer Recall Help Form located on MX-Connect under the Warranty Tab.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of these recalls before responding to customer inquiries. We apologize for any inconvenience these recalls may cause you and your customers. Your understanding and support in carrying out these campaigns are greatly appreciated.

Protect What is Important to You

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

