



## **IMPORTANT SAFETY RECALL**

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

**NHTSA Campaign Number 20V-346**

July 2020

**This notice applies to your vehicle: VIN \_\_\_\_\_**

Dear Mazda Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Mazda Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 2020 model year CX-30 and Mazda3 vehicles, produced from October 22, 2019 through March 6, 2020. **If you received this notice, your vehicle is included in this Recall.**

#### **What is the problem?**

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.

#### **What will Mazda do?**

##### **Protect What Is Important To You**

Your Mazda dealer will inspect the tightening torque of front brake caliper mounting bolts. If the torque is not adequate, the dealer will tighten the brake caliper mounting bolts to the proper specification. If any bolts are missing, the affected brake caliper will be replaced using new parts with properly tightened mounting bolts. The inspection and repair will be performed at no cost to you.

**How long will it take?**

It will take approximately half an hour to complete the inspection and tightening of the mounting bolts, if required. In the unlikely event that replacement of the brake caliper(s) is necessary, it will take approximately one hour to complete; however, your Mazda dealer may need your vehicle for a longer period of time.

Mazda will provide alternate transportation, if needed, when your vehicle is at an authorized Mazda dealership for a recall repair. Schedule an appointment with an authorized Mazda dealer so they can discuss and accommodate your needs.

**What should you do?**

Mazda is concerned about your safety, and we encourage you to contact any authorized Mazda dealer to schedule an appointment to have your Mazda vehicle inspected as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

**Where is the closest Mazda dealer?**

To locate your nearest Mazda dealer, visit our website [www.MazdaRecallInfo.com](http://www.MazdaRecallInfo.com), or call our Customer Experience Center at (800) 222-5500, option #4.

**Moved or no longer own this vehicle?**

If you have moved or no longer own your Mazda vehicle, please complete and mail the enclosed postage-paid Information Change Card (no envelope required) as soon as possible. This enables us to update our records and notify the current owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**Still have questions?**

If you have any questions regarding this campaign, please contact our Customer Experience Center toll free at (800) 222-5500, option #6.

If Mazda or its dealers do not repair the defect free of charge and within a reasonable amount of time, you may notify the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327- 4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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As a reminder, you can always go to [www.MazdaRecallInfo.com](http://www.MazdaRecallInfo.com) and enter your VIN to view recalls and service campaigns that apply to your vehicle as well as register to receive future recall alerts. You can also sign up for recall notifications in the MyMazda app on your smartphone.

Your safety is our first priority at Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. We apologize for any inconvenience this recall may have caused you.

Sincerely,

**Mazda North American Operations**

*Para información en español, visite [www.MazdaSeguridad.com](http://www.MazdaSeguridad.com) o llame a nuestro **Centro de Experiencia para el Consumidor** al (800) 222-5500, opción #8 para hablar con un representante en español.*