

CONDITION OF CONCERN

Concern Outline:

On certain subject vehicles, it is possible that the front brake caliper mounting bolts may loosen and fall off, as the front brake caliper mounting bolts may not have been tightened to the proper torque specification. Loose or missing brake caliper mounting bolts may cause reduced braking performance and caliper interference with wheel rotation, resulting in loss of vehicle control and increasing the risk of a crash.

OUTLINE OF REPAIR

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. If in the rare occurrence where bolts are missing, the affected front brake caliper will be replaced using new parts.

Please refer to the Repair Procedure document on MGSS for further details.

SUBJECT VEHICLES

Models	Subject VIN range	Subject production date range
CX-30 built at MMVO Mazda3 built at MMVO	3MV DM**** LM 100339 – 132854 3MZ BP**** LM 124464 – 138941	From October 22, 2019 through March 6, 2020

The asterisk symbol "*" can be any letter or number.

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail no later than August 11, 2020.

PARTS INFORMATION

If caliper bolts are found to be missing (one or more) you must contact Dealer Recall Help prior to continuing to repair the vehicle as the parts and claim will need authorization from Dealer Recall Help.

Upon review and approval, the Dealer Recall Help team will work with the DAG to order the Front Brake Caliper Assembly. A photo of the missing bolt will be required.

WARRANTY CLAIM PROCESSING INFORMATION

	Inspection Result OK
Process Number	AL014A
Symptom Code	99
Damage Code	99
Causal Part No. & Quantity	7777-SPS11 & 0
Labor Operation	XXS2YACX
Labor Hours	0.3 Hours

PARTS AND WARRANTY INFORMATION
Recall Campaign 4420F

	Inspection Result Not OK* FRONT CALIPER, PADLESS (One side) replacement.	Inspection Result Not OK* FRONT CALIPER, PADLESS (Both side) replacement.
Process Number	AL014A	
Symptom Code	99	
Damage Code	99	
Causal Part No. & Quantity	****-3398Z or ****-3399Z & 1	****-3398Z & 1
Labor Operation	XXS2YBRX	XXS2YCRX
Labor Hours	0.6 Hours	0.7 Hours
Related Parts No, & Quantity	<ul style="list-style-type: none"> • 99652-1000 & 2 • 5555-BK-001 & 1 	<ul style="list-style-type: none"> • ****-3399Z & 1 & 1 • 99652-1000 & 4 • 5555-BK-001 & 1

*** Replacement of the Front Brake Caliper(s) requires Dealer Recall Help Authorization as they will be reviewing the VIN and the Photo requirement.**

RENTAL CAR INFORMATION

Mazda recommends the usage of the MCVP loaner vehicle when available. If all MCVP loaner vehicles are in use and unavailable, and the customer needs a rental car, then use your local rental facility and offer a rental car. Be sure that every effort is made to repair the car within one business day or less, so the next customer can receive the same experience.

Rental Car Warranty Claim Information

	MCVP Vehicle Preferred	Rental Agency Vehicle
Warranty Type Code	N/A MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main Cause		5555-44-20FR
Part Quantity		0
Labor Operation Code		MM024XRX
Labor Hours		0
Sublet – Rental Car		
Sublet Invoice Number		Number from Rental Invoice or Dealer Purchase Order
Sublet Type Code		Enter "Z9" (other)
Sublet Amount		Up to \$30.00 per day for the number of days customer had rental car
Sublet Text		Number of days rental car was supplied to customer

Rental expenses exceeding the two-day limit will require prior Warranty Department Authorization, as outlined in the Mazda Rental Car Reimbursement Program policy.