



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

February 24, 2021

Mr. David Robertson  
Group Manager, Product Development Group1  
Mazda North American Operations  
1025 Connecticut Ave, NW  
Washington, DC 20036

NEF-150JK  
21V-086

**Subject:** Power Liftgate May Lower Unexpectedly

Dear Mr Robertson:

This letter serves to acknowledge Mazda North American Operations's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MAZDA/CX-30/2020-2021

**Mfr's Report Date:** February 18, 2021

**NHTSA Campaign Number:** 21V-086

**Components:**

STRUCTURE:BODY:HATCHBACK/LIFTGATE

**Potential Number of Units Affected:** 13,857

**Problem Description:**

Mazda North American Operations (Mazda) is recalling certain 2020-2021 CX-30 vehicles. When fully opened, the power liftgate may partially lower unexpectedly when the vehicle is parked facing uphill on a slope.

**Consequence:**

If the power liftgate unexpectedly lowers while a person is accessing the rear storage area of the vehicle, it can increase their risk of injury.

**Remedy:**

Mazda will notify owners, and dealers will update the power liftgate control module software and inspect the serial number of the power liftgate drive unit, replacing it if necessary, free of charge. The recall is expected to begin April 19, 2021. Owners may contact Mazda customer service at 1-800-222-5500 option 4. Mazda's number for this recall is 4621B.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

The information in your report suggests that Mazda may have been aware of this issue more than five business days before filing a report with NHTSA. Please be reminded that under Federal law, this agency is to be notified of all safety defect and/or noncompliance decisions within five business days. 49 CFR 573.6. Significant civil penalties can be assessed for this violation.

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement