

Part 573 Safety Recall Report

21V-086

Manufacturer Name : Mazda North American Operations

Submission Date : FEB 18, 2021

NHTSA Recall No. : 21V-086

Manufacturer Recall No. : 4621B



Manufacturer Information :

Manufacturer Name : Mazda North American Operations

Address : 1025 Connecticut Avenue, NW

Suite 910 Washington DC 20036

Company phone : 800-222-5500

Population :

Number of potentially involved : 13,857

Estimated percentage with defect : 4 %

Vehicle Information :

Vehicle 1 : 2020-2021 Mazda CX-30

Vehicle Type : LIGHT VEHICLES

Body Style : ALL

Power Train : GAS

Descriptive Information : - Recall population determined by the production record of vehicles which may have had the subject power liftgate installed.

- Similar vehicles not included in this recall are either not equipped with a power liftgate, or were assembled with an improved version of the power liftgate control software.

The following is the affected number of vehicles by MY/Make/Model:

MY2020 Mazda CX-30 built at Mazda de Mexico Vehicle Operation: 7,840 units.

MY2021 Mazda CX-30 built at Mazda de Mexico Vehicle Operation: 6,017 units.

Production Dates : OCT 01, 2019 - NOV 24, 2020

VIN Range 1 : Begin : 3MVDMAEM3LM100116 End : 3MVDMBEM4LM140310 Not sequential

VIN Range 2 : Begin : 3MVDMADL5MM200017 End : 3MVDMBDM2MM232924 Not sequential

Description of Defect :

Description of the Defect : The power liftgate may partially lower unexpectedly from the fully opened position when the vehicle is parked facing uphill on a slope.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the power liftgate partially lowers from the fully opened position when parked on an incline in high ambient temperature, while a person is accessing the rear storage area of the vehicle, they may unexpectedly hit the liftgate and increase the risk of injury. There is no risk of the liftgate unexpectedly lowering completely as a result of this defect.

Description of the Cause : Due to an improper frictional retaining force of certain power liftgate drive

Identification of Any Warning that can Occur : motor units, as well as a reduction in liftgate support spring force reduction in high ambient temperature conditions, the power liftgate may slowly lower slightly from the fully opened position when parked on an incline. There is no warning or indication to vehicle users before this defect occurs.

Involved Components :

Component Name 1 : Slider, power lift gate

Component Description : Power liftgate drive unit

Component Part Number : DFR7 62 6EXB, DFR7 63 6EXB

Supplier Identification :

Component Manufacturer

Name : U-Shin Ltd.

Address : 3-9-6 Mita, Minato-ku
Foreign States 108-8330

Country : Japan

Chronology :

Please refer to the Chronology.pdf as attached.

Description of Remedy :

Description of Remedy Program : Owners will be notified by mail and instructed to take their vehicle to Mazda dealers. Dealers will update power liftgate control modules with revised software and check the product serial number of the power liftgate drive unit. If the power liftgate drive unit is verified to be included in the affected production range, the dealer will replace it with an improved part. There will be no charge for this service to vehicle owners. As subject models are covered under new vehicle warranty, a reimbursement program will not be offered.

How Remedy Component Differs : The power liftgate drive units for the remedy components are

from Recalled Component : manufactured and verified to meet the improved specification for retaining force to keep the liftgate fully opened. Remedy components are only required in cases where the originally installed part was manufactured with a lower allowable limit of the specification for retaining force.

Identify How/When Recall Condition was Corrected in Production : Improved power liftgate drive units, and power liftgate control modules with revised software, were installed on vehicles at the assembly plant starting on November 25, 2020.

Recall Schedule :

Description of Recall Schedule : Notification to dealers is expected to occur on or before February 23, 2021. Mailing of owner notification letters is expected to be completed on or before April 19, 2021.

Planned Dealer Notification Date : FEB 23, 2021 - FEB 23, 2021

Planned Owner Notification Date : APR 19, 2021 - APR 19, 2021

* NR - Not Reported