



## MAZDA DEALER EMAIL

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March 18, 2021

**Attention:** Mazda General, Parts and Service Managers

**Subject:** Parts Update – Limited Availability of Power Liftgate Drive Units to Support Failed Inspection of Safety Recall 4621B – Model Year 2020-2021 CX-30 vehicles.

Dear Mazda Dealer Partners,

As Announced on February 22, 2021 Mazda Motor Corporation has decided to conduct a Safety Recall impacting certain model year 2020-2021 CX-30 vehicles.

**Update on Repair Procedure and Part Availability:**

As advised in the initial dealer email, if the power liftgate drive unit(s) are verified to be included in the affected production range, they must be replaced with an improved part. A very small quantity of parts are now available for these repairs. To order parts, please fill out the Dealer Recall Help form with the failed lot number, VIN, and indicate if Drivers and/or Passenger side unit. Dealer Recall Help will confirm the lot number(s) and place an order for your dealer through the Dealer Assistance Group (DAG). Once the DAG places the order you will receive a Sales Order # to follow delivery.

We have also updated the repair procedure on Mazda Global Service Support (MGSS) adding the removal and replacement of the power liftgate drive unit(s). Please make sure to use the updated repair procedure and discard any printed copies of the prior interim repair procedure. A short video is also available for added reference. As a reminder, only about 4% of the power liftgate drive unit(s) will require replacement.

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

**Protect What is Important to You**

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

