

REPAIR PROCEDURE
Recall Campaign 4621B

Safety Recall 4621B – 2020-2021 CX-30 Power Liftgate May Partially Lower Unexpectedly

1. VEHICLE INSPECTION PROCEDURE

Verify that the vehicle is within the following ranges:

CAUTION: THIS PROCEDURE IS INTERIM AS THERE IS NO PROCEDURE TO REPLACE THE RAM ASSEMBLIES.

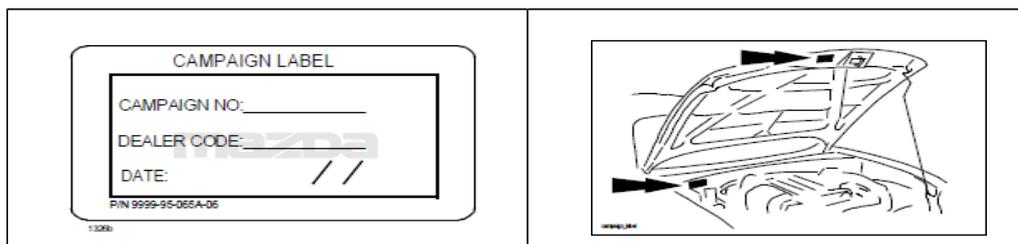
Models	Subject VIN range	Subject production date range
2020-2021MY CX-30	3MVDM**** LM 100116 - 140310 3MVDM**** MM 200017 - 232944	From October 1, 2019 through November 24, 2020

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

- If the vehicle is within the above ranges, proceed to **Inspection and Repair Procedure**
- If the vehicle is not within the above ranges, return vehicle to the customer or inventory.

Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for Campaign Label Recall 4621B attached to the vehicle's hood or bulkhead. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

NOTE: Be sure to verify Recall number as the vehicle may have multiple Recall labels.

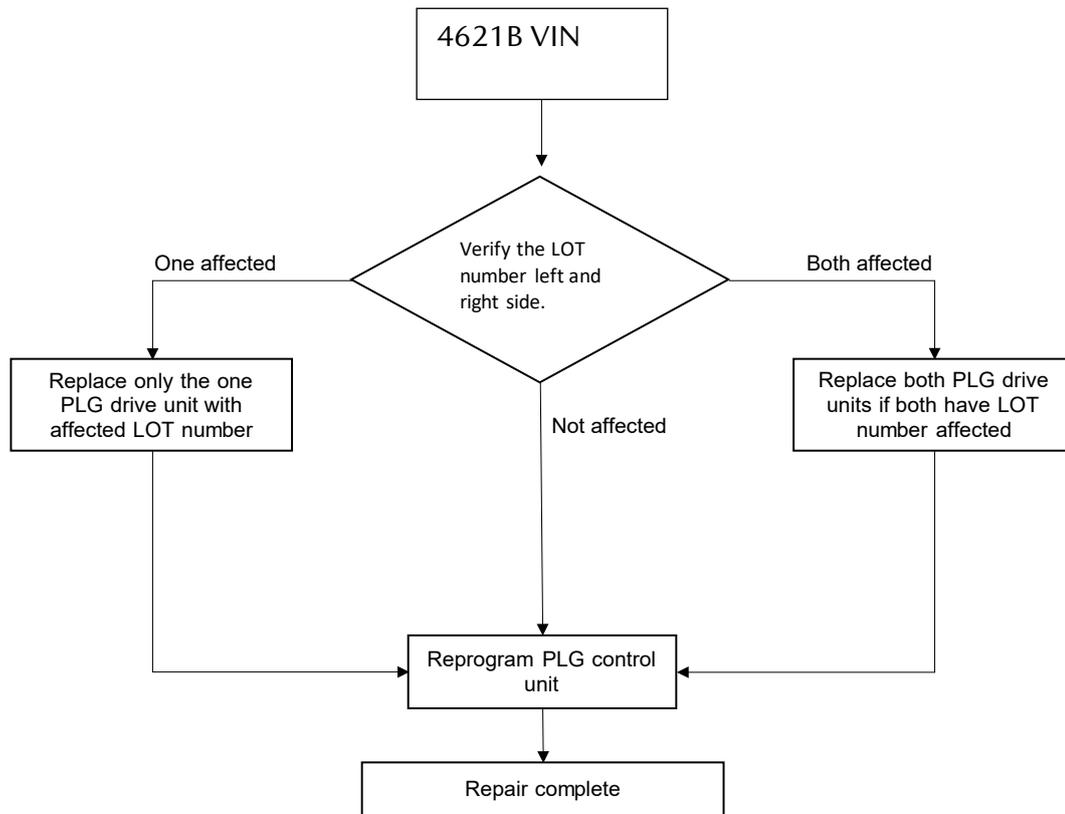


eMDCS System - Warranty Vehicle Inquiry Results:

If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 4621B OPEN	Present	Email Dealer Recall Help or Contact Warranty Hotline at (877) 727-6626 option 3 to update vehicle history.
	Not present	Proceed to "2. REPAIR PROCEDURE".
RECALL 4621B CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Proceed to "3. CAMPAIGN LABEL INSTALLATION".
RECALL 4621B IS NOT PRESENT	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer

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Flow chart



VERIFY THE CONTENTS OF THE MDRT TOOL KIT

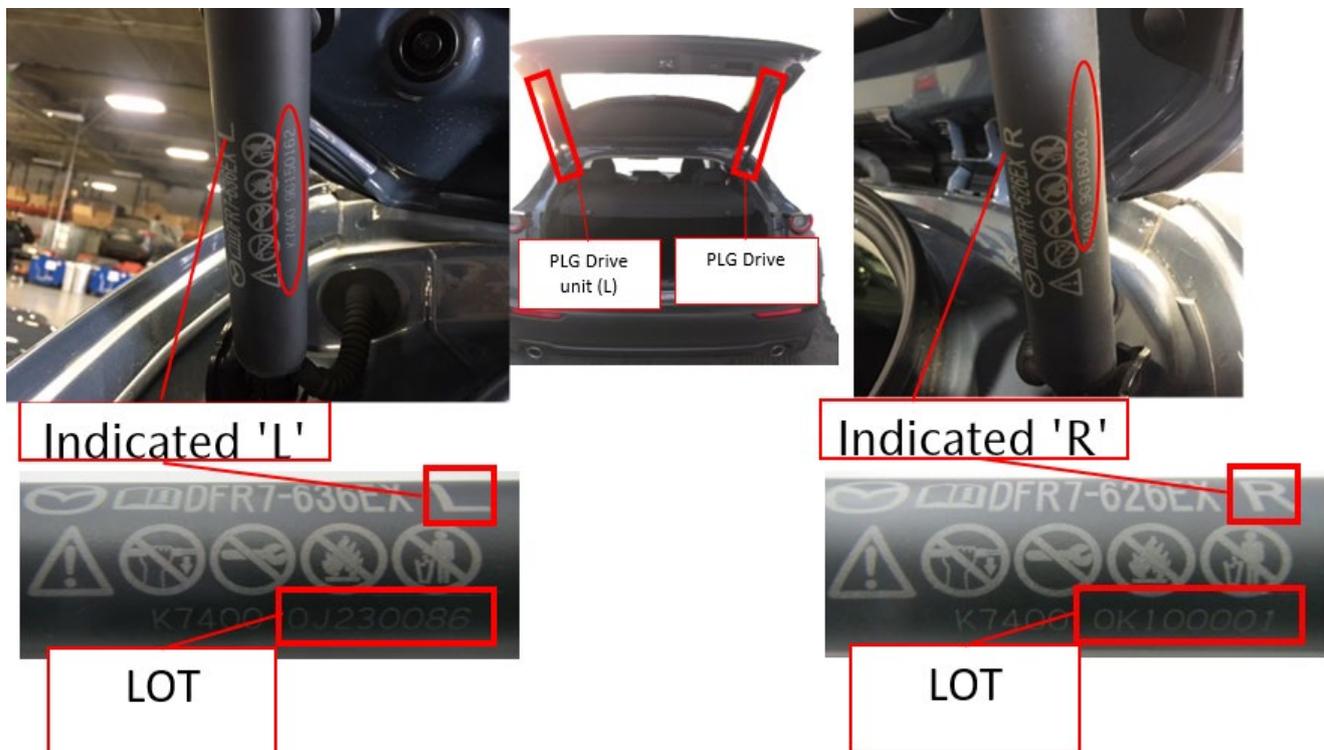
CAUTION: The tool must be stored in your Mazda Tool Shed – any misplacement or failure to return the tool will result in a \$1,000 charge to the dealer. If your tool does not work, please fill out the Dealer Recall Help Form on MXConnect with the reason of tool failure AND the TOOL BARCODE # (see below).



Section B: Repair Procedure

Outline of Repair Procedure

- A. Verify the LOT No. of the PLG drive units**
 - B. Replace the affected PLG drive unit**
1. Open the Liftgate and write down the 8 Digit Lot Number
 2. There is a number (9 or 0 indicates year) followed by a letter (Indicates month) and 6 numbers. Input all 8 digits into the Lot Number calculator or an error will occur. **Note:** If there is no number before the letter, input 9 (2019 production). Example : G050032 →9G050032
 3. If the result is Not Affected replacement is not required. Reprogram power liftgate module with supplied SSPC5/4621B MDRT. This will be 96% of the vehicles.
 4. **IF THE RESULT IS "AFFECTED", STOP AND PARK THE VEHICLE NO FURTHER REPAIRS CAN BE DONE UNTIL PARTS ARE AVAILABLE. CAR CANNOT BE SOLD UNTIL REPAIRED.**



Location	LOT	Result	Location	LOT	Result
	(8-digit half-width input)			(8-digit half-width input)	
L	9f230086	NOT AFFECTED	R	0k100001	NOT AFFECTED

Remember to use the 4621B Lift Gate Lot Inspection Calculator

This is a different Calculator than the "Repair Calculator."

Proceed to MDRT Programming

Service Caution for Reprogramming

Do NOT touch the MDRT while Green or Blue light is blinking with frequent beep sound.

- During reprogramming operation, center display and instrument cluster may blink. This is NOT abnormal.
- DTC P2610 may be stored after reprogramming. Turn the engine-on and stay 5 seconds on idle. After then turn IG-OFF. Turn IG-ON and re-connect the MDRT. MDRT will erase the DTC automatically.

NOTE: Poor connection between the vehicle and MDRT and/or low voltage may result in abnormal termination and/or data corruption.

- a. During reprogramming, connect the DCA8000 battery charger using the Reflash mode



- b.



Before reprogramming, pay attention to the vehicle condition and PC environment.

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- a. Turn off all the electrical loads, especially pay attention to A/C (blower), audio, rear defogger and headlights.
- b. Perform self-test and verify no DTC is stored. If any DTC is stored, fix the concern and delete the DTC.
- c. Disconnect all non-genuine aftermarket accessories.

PLG Power Lift Gate Programming

A. Reprogram the PLG (Power Lift Gate) Module

NOTE: If you suspect your MDRT Tool is bad or need an additional Tool, please contact [Dealer Recall Help on MXConnect > Warranty with at least 1 VIN AND the Tool Barcode Number.](#)

1. Thoroughly read the service cautions on the prior pages to avoid module damage!

MDRT TOOL - TOOL WILL HAVE A XXXXXX STICKER



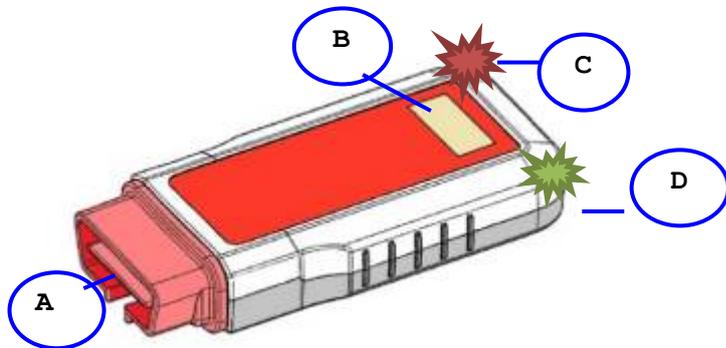
NOTE: If any of warning lamp illuminates or flashes in the instrument cluster, repair it according to the Workshop Manual before reprogramming using the MDRT for this campaign.

1. Switch the ignition to off.
2. Connect MDRT to the OBDII connector.
Note: Wait until the green/blue and the red LED turn on with "Ready" and "IG OFF" on the display, go to next step.
3. Switch the ignition to on (Engine Off position)
4. Monitor the MDRT display.

Note:

- The reprogramming needs approximately 30 minutes to complete. (Pulsing beeps will sound during the reprogramming)
- When the reprogramming has successfully done, the display shows "Repro OK" and bottom row will illuminate intermittently, and the green or blue LED will be blinking.

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A	OBDII connector
B	Display
C	LED light (Red)
D	LED light (Green or Blue)

LED lights show the configuration status.

*There are two LED types for MDRT.

1. Green & Red (Serial number up to 02217)
2. Blue & Red (Serial number after 02218)

Handling Caution

Take care when handling the MDRT tool to avoid damage

- Avoid exposing it to high heat.
- Avoid exposing it to water.

To avoid module damage during reprogramming.

- Do not connect MDRT tool with the ignition on
- Do not disconnect MDRT from OBDII connector.
- Do not start engine.
- Do not turn IG-Off.

Otherwise a module replacement may be required.

NOTE

When performing reprogramming with an MDRT:

- Verify that the room fuse is installed.
- Turn off all electric-type loads such as air-conditioning or the audio system and then connect battery charger.
- Do NOT touch the MDRT while Green or Blue light is blinking or when you hear a “beep” sound.
- During the reprogramming operation, the center display and instrument cluster may blink, which is NORMAL.



SECUL_NG

Displayed 'SECUL_NG'
 -Restart from '#1 Switch the ignition to off' and complete reprogram.

REPRO_OK
 XXXX-X

Displayed 'REPRO_OK'
 -Confirm the FILENAME and Suffix and proceed '#5 Switch the ignition to off'

#5. Turn the ignition off.

Please refer to the chart 'Displayed message after reprogramming' below.

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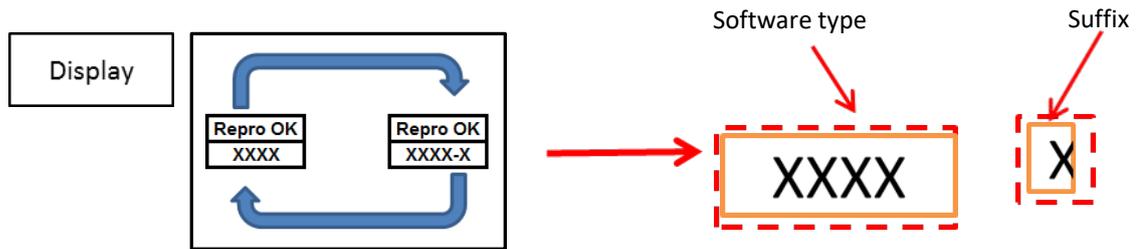
#6. Disconnect the MDRT.

Refer to troubleshooting chart if display reads other than REPRO_OK or SECUL_NG.

- Do not disconnect until the ignition is off under any circumstance.
- Do not turn off ignition until programming is complete.
- Do not start vehicle during programming.

How to verify the reprogramming results by display

Confirm that the display shows a message after completing reprogramming.



Lower message on the display indicates each of the soft type & suffix

If a suffix becomes higher, Reprogramming is completed.

Troubleshooting

The number is related to the step number in the reprogramming procedure.

Text in **bold** mean the most possible cause.

No.	Technician's operation	Vehicle status	MDRT status	LED status		Beep sound	Display
				G or B	Off		
3-1	IG-ON	IG-ON	MDRT malfunction.	R	Illuminate	Continuously beeping	Data Fail
3-2	IG-ON with MDRT not securely connected	IG-ON	No power supplied.	R	Off	No beep	
4-1	IG-ON	Not a subject vehicle	MDRT can't identify vehicle. MDRT performs only deleting DTC.	R	Blinking at intervals of 1 sec	Continuously beeping	VIN_NG No Target
4-2	IG-ON	IG-ON Batt. Voltage: 11 V or lower SOC: 75 % or lower	Check battery voltage. Stop reprogramming.	R	Blinking at intervals of 1 sec	Continuously beeping	Repro NG BATCHK
4-3	Poor MDRT connection during reprogramming	IG-ON	No power supplied.	R	Off	No beep	
4-4	Monitoring	IG-ON	Finish	G or B	Illuminate	Pulsing beeps	Rep Succ

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	MDRT		reprogramming DTCs have been detected	R	Blinking at intervals of 1 sec		DTC!!
4-5	IG-ON	IG-ON Reprogramming failed	Verify reprogramming result.	G or B	Off	Continuously beeping	Repro NG
				R	Illuminate		XXXXX

NOTE

In case of "No. 4-1", verify the vehicle is subject to the SSP5.

In case of "No. 3-1", it may be caused by one of the following concerns: (see below)

- Data in the Module is broken. The possible causes are as follows.

1. MDRT has been connected to the OBDII connector with the IGN already turned on.
2. MDRT has been disconnected from OBDII connector during reprogramming.
3. Engine has been started or IG is turned off during reprogramming.

- MDRT malfunctions.

- Verify the current file name in the vehicle by log view screen.

Check procedures after reprogramming

Check for DTC and confirm there is no stored DTC.

- DTC P2610:00 may be stored. If so, please start the engine and clear the DTC. NOTE:

DTC U2120:00, U2030:51 or/and U2500:82 (Related DTCs of Forward sensing

camera) may be stored and i-ACTIVSENSE warning light (amber) may turn on after driving. These

DTCs may not be stored just after reprogramming. It may be stored after driving. To avoid stored

DTC, you need to put the FSC into sleep mode.

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C. CAMPAIGN LABEL INSTALLATION:

1. Fill out a blue "Campaign Label" (9999-95-065A-06) with Campaign No: "4621B", your dealer code, today's date.

CAMPAIGN LABEL

CAMPAIGN NO: _____

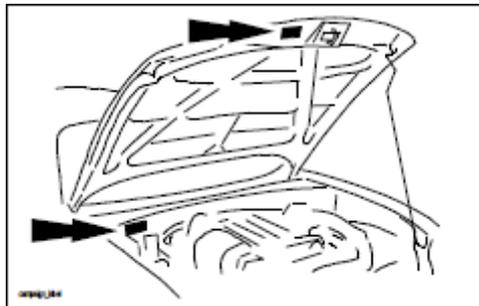
DEALER CODE: _____

DATE: ____/____/____

PIN 9999-95-065A-06

1328b

2. Affix it to the hood or bulkhead as shown:



3. Return the vehicle to customer.