

CONDITION OF CONCERN

The power liftgate may partially lower unexpectedly from the fully opened position when the vehicle is parked facing uphill on a slope in high ambient temperature. If the power liftgate partially lowers 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.

Causal factor:

Due to an improper frictional retaining force of certain power liftgate drive motor units, as well as a reduction in liftgate support spring force in high ambient temperature conditions, the power liftgate may slowly lower slightly from the fully opened position when parked on certain uphill slope.

OUTLINE OF REPAIR

The power liftgate drive units on both sides will be checked for the product lot numbers. If the power liftgate drive unit has the affected lot number, it will be replaced with an improved part. And the power liftgate control unit will be reprogrammed with modified software, using a MDRT.

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

NOTE:

After the reprogramming of control unit, the power liftgate may feel heavier when closing by hand. There is no difference with the close operation using the switch.

SUBJECT VEHICLES

Models	Subject VIN range	Subject production date range
CX-30 built at MMVO	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.

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail no later than April 17, 2021.

PARTS INFORMATION

Description	Part Number	Quantity	Note
Power Lift Gate Slider (R)	DFR7-62-6EXD*	1	Necessary only if the power liftgate drive unit (power lift gate slider) has affected lot number
Power Lift Gate Slider (L)	DFR7-63-6EXD*	1	
Fastener (for trunk side upper trim)	E120-68-AB1	2	
Fastener (for C-pillar trim)	KD53-56-399	2	
Assist handle cover	BCJH-69-472A-75	0 – 4	Necessary only if the cover is damaged during repair
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store (no charge)

*** When parts become available dealers will need to fill out the Dealer Recall Help form on MXConnect indicating the “no good” serial number and VIN. Once confirmed the DAG will place an order for the parts needed and provide the Sales Order #.**

WARRANTY CLAIM PROCESSING INFORMATION

NOTE:

The control unit reprogramming under this recall 4621B and SSPC5 can be completed at a time using one MDRT. Because of this, the warranty information has been individually established for the vehicles involved in both recall 4621B and SSPC5 and for the vehicles involved in recall 4621B only.

Please refer to the table below for the applicable process number of each case.

Vehicles affected by:	Required claim submission. (Applicable Process number)
Recall 4621B and SSPC5	AM006A and AM005A
Recall 4621B only	AM006A
SSPC5 only	AM005A

For CX-30 vehicles involved in Both Recall 4621B and SSPC5:

	Liftgate drive units Both sides OK	Liftgate drive unit: One side affected	Liftgate drive units: Both sides affected
	- Inspection - Reprogramming	- Inspection - Replacement (one side) - Reprogramming	- Inspection - Replacement (both sides) - Reprogramming
Process Number	AM006A	AM006A	AM006A
Symptom Code	99	99	99
Damage Code	99	99	99
Causal Part Number & Quantity	7777-SP-T07	DFR7-62-6EXD & 1 or DFR7-63-6EXD & 1	DFR7-62-6EXD & 1
Related Part Number & Quantity	---	E120-68-AB1 & 2 KD53-56-399 & 2	DFR7-63-6EXD & 1 E120-68-AB1 & 2 KD53-56-399 & 2
Labor Operation	XXT1LXCX	XXT1MARX	XXT1MBRX
Labor Hours	0.2	0.7	0.8

NOTE: Please submit a separate warranty claim for SSPC5 with Process Number AM005A.

For CX-30 vehicles involved in Recall 4621B only (NOT involved in SSPC5):

	Liftgate drive units Both sides OK	Liftgate drive unit: One side affected	Liftgate drive units: Both sides affected
	- Inspection - Reprogramming	- Inspection - Replacement (one side) - Reprogramming	- Inspection - Replacement (both sides) - Reprogramming
Process Number	AM006A	AM006A	AM006A
Symptom Code	99	99	99
Damage Code	99	99	99
Causal Part Number & Quantity	7777-SP-T07	DFR7-62-6EXD & 1 or DFR7-63-6EXD & 1	DFR7-62-6EXD & 1
Related Part Number & Quantity	---	E120-68-AB1 & 2 KD53-56-399 & 2	DFR7-63-6EXD & 1 E120-68-AB1 & 2 KD53-56-399 & 2
Labor Operation	XXT1NXCX	XXT1PARX	XXT1PBRX
Labor Hours	0.3	0.7	0.8

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		5555-46-21BR
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.