

## Chronology of Defect

### **Power liftgate may partially lower on MY 2020 through MY2021 CX-30**

- November 18, 2019: Mazda received first field report of “Power liftgate doesn’t stay fully opened if vehicle was parked uphill” from outside of the US market.
- December 10, 2019: As a result of the incident investigation, it was found that the incident occurred when the concerned vehicle was parked on a steep uphill grade where the slope angle was beyond the limit of vehicle specification. Mazda judged this was a rare case and decided to monitor the occurrence of similar incidents in the field.
- July through August, 2020: Mazda received several field reports from outside of the US market, reporting “Power liftgate does not stay fully opened.” Mazda collected the involved power liftgate drive unit parts from the field and began an investigation into the root cause.
- September, 2020: Mazda and the part supplier identified the root cause of this issue. It was found that the minimum retaining force specification of the power liftgate drive unit during liftgate operation was too low. Also, when vehicles are parked on steep uphill inclines and the power liftgate is operated in high ambient temperature, the support spring elasticity in the power liftgate drive unit may be reduced. These combined factors may cause the power liftgate drive unit retaining force to degrade and reduce the ability to keep the liftgate fully opened.
- September through November, 2020: Mazda decided to implement two countermeasures for mass production to improve the power liftgate performance. One was to implement a closed circuit in the power liftgate control module to apply increased power liftgate drive motor unit retaining force for supporting the opened liftgate. The other is to change the minimum limit of the specification for retaining force of the power liftgate drive unit.
- November 25, 2020: Mazda implemented the above countermeasures on CX-30 for the U.S market.
- December, 2020 through January, 2021: Mazda considered proper solutions to eliminate this failure in the field and developed repair methods. Also, Mazda determined the subject coverage of the affected vehicles with this failure in the field. Mazda had not received field reports of this defect from the U.S. market up to this time.
- February 15, 2021: Mazda held a Quality Audit Committee meeting to review all available information to date, and out of an abundance of caution, determined to conduct a proactive field action on certain MY2020 and MY2021 CX-30 vehicles in the U.S. No accidents or deaths have been reported as a result of this defect.