



## MAZDA DEALER EMAIL

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April 20, 2023

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

**Subject:** Announcement of Safety Recall 5823D and STOP SALE – 2022-2023MY CX-30 AND 2023MY CX-50 Brake Pedal Travel May Increase

Dear Mazda Dealer Partners,

Mazda Motor Corporation has decided to conduct a Safety Recall Campaign on 2,401 CX-30 vehicles (2022-2023MY) and 9 CX-50 vehicles (2023MY) sold in the United States. Please see the description, model, year, and VIN ranges below.

### **Subject Vehicles:**

Model	Subject VIN range	Subject production date range
2022-2023 CX-30	3MVDM*****514861 – 519945	From November 28, 2022 through December 15, 2022
2023 CX-50	7MMVA**** PN 128069 – 128783	From December 3, 2022 through December 7, 2022

\*Only nine, CX-50 vehicles are affected. For CX-30 only 2,401 VIN's in this campaign are affected by the recall with approximately ninety-one requiring a replacement ABS HCU.

**Concern Outline:** When attempting to stop the vehicle, the increased brake pedal travel length may cause a feeling of reduced braking ability, increasing the risk of a crash. The expected number of CX-30 vehicles to be repaired is less than 4% or approximately 91 out of 2,401 affected vehicles.

### **STOP SALE Mazda Dealer Action Requested:**

There are 124, CX-30 vehicles in dealer inventory. All Mazda dealers must quarantine any affected in-stock vehicles until the inspection with the SST is completed. The affected dealer inventory list is available on MGSS and was provided to your District Service Manager. The recall team is planning to ship SST Tools to all dealers with affected in-stock inventory as soon as possible. We will then ship the remaining tools to Mazda dealers in mid-May 2023.

**For All Subject Vehicles:** A working laptop (preferred) or desktop computer with Windows 7 or 10 and Microsoft Excel or Google Sheets is needed for the repair. On CX-30 vehicles, the serial number of the ABS HCU will need to be checked with a Special Service Tool (SST) that will be sent to each

Mazda dealer. If the ABS HCU has an affected serial number, the part will need to be replaced. For all affected CX-50 vehicles, the ABS HCU must be replaced. **NOTE:** As a reminder, failure to properly perform any recall repair is a direct violation of Paragraph 14(F) of the Dealer Agreement and can cause one or more of the following: Mechanical breakdown or failure, crash or injury, Dealership penalties/fines by Mazda and NHTSA, increased liability risk for the dealership, Missed Recall penalties, loss of customer trust and a poor Customer Experience. Also, vehicles sold by Mazda Canada, Inc. are also affected by this recall and should be repaired if presented to your dealership.

**Parts Ordering:**

For the affected CX-50s and for CX-30 vehicles with an affected serial number parts are available by emailing the DAG using the form on [OneMazda](#). Please include Recall 5823D in the 'Comments' and provide the VIN. Once the VIN is confirmed Open for the recall, the DAG will place a CEO for you.

**Owner Notification:** Owners will be notified no later than June 15, 2023

To help you effectively perform this recall, Mazda has developed the following resources:

1. Parts and Warranty Information, Repair Procedures, Repair Calculator and affected VIN lists will be posted to MGSS by the end of the day April 25, 2023.
2. For Warranty questions, please contact the Warranty Hotline at [warrantydept@mazdausa.com](mailto:warrantydept@mazdausa.com)
3. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 Option 2.
4. For recall related questions, please fill out the Dealer Recall Help Form located on [OneMazda](#).

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 this campaign are greatly appreciated.

Sincerely,

**Mazda North American Operations**