



CSC-10056133-5500

July 2014

PCM Software Update Special Service Program (SSP) 94 2009-2011 Tribute

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) to update the Powertrain Control Module (PCM) software on certain 2009-2011 Tribute vehicles.

If you are a recipient of this notice, your vehicle is included in this program.

What is the problem?

Your vehicle may develop contamination on the internal motor contacts of the throttle body, resulting in intermittent electrical connectivity. If this condition is present, the Malfunction Indicator Lamp or Wrench Lamp will illuminate, and the vehicle may enter a fail-safe mode. In this mode, the engine power and vehicle speed is reduced, while maintaining full functionality of the power steering, power braking, lighting, and climate control systems.

What will Mazda do?

Your Mazda dealer will reprogram the Powertrain Control Module (PCM) to improve vehicle performance should the above problem occur. This reprogramming will be made free of charge and should take approximately 30 minutes to complete. However, it may take longer depending on the service workload at your Mazda dealership.

This Special Service Program will be in effect until July 31, 2015 regardless of mileage.

What should you do?

Mazda is concerned about your complete satisfaction, and we encourage you to make an appointment with any authorized Mazda dealer to have this software update completed. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

Where is the closest Mazda dealer?

To locate your nearest Mazda dealer, visit our web site and try our "Locate a Dealer" feature at www.MazdaUSA.com or consult your local yellow pages.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete the enclosed prepaid *Information Change Card* as soon as possible. This enables us to update our records and notify the current owner. If you are a vehicle lessor receiving this notice, please take steps to ensure that this notice is forwarded to the lessee.

Still have questions?

If you have any questions regarding this program, please contact our Customer Experience Center at (800) 222-5500, option #6.

Your satisfaction is a priority for Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. Please accept our apology for any inconvenience this program may have caused you.

Sincerely,

Mazda North American Operations

