



ZOOM-ZOOM

**TO:** All Mazda Dealership Service Managers  
**DATE:** January 2016  
**SUBJECT:** 2014 Mazda6 - SBS & MRCC system concern  
Special Service Program (SSP) A1

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) on certain 2014 Mazda6 vehicles produced from November 8, 2012 through September 27, 2013.

On certain 2014 Mazda6 vehicles, a concern has been identified with the software of the vehicle control module (VCM), which controls the Smart Brake Support (SBS) and Mazda Radar Cruise Control (MRCC) features. When the vehicle is driven without stopping for a long time, it is possible that a zero-point of the radar sensor may be inappropriately aligned. Under this condition, the warning light will illuminate and the SBS and MRCC features will stop operating.

Dealers are to reprogram the VCM with modified software. The repair must be performed at no charge to the vehicle owner.

Owners of subject vehicles will be notified by first class mail beginning January 28, 2016.

This package contains important information about SSPA1:

Attachment I	Service Information
Attachment II	Repair Procedure
Attachment III	Owner Notification Letter & Reimbursement Form

For technical assistance, contact the Technical Assistance Hotline at (888) 832-8477, Option 3 for English speaking Hotline Specialist.

For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.

Please make certain that the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this program before responding to customer inquiries.

Your understanding and support in carrying out this program is greatly appreciated.

Sincerely,

Satoshi Takahashi  
Director, Technical Services Division  
Mazda North American Operations

**CONDITION OF CONCERN**

On certain 2014 Mazda6 vehicles, a concern has been identified with the software of the vehicle control module (VCM), which controls the Smart Brake Support (SBS) and Mazda Radar Cruise Control (MRCC) features. When the vehicle is driven without stopping for a long time, it is possible that a zero-point of the radar sensor may be inappropriately aligned. Under this condition, the warning light will illuminate and the SBS and MRCC features will stop operating. Dealers are instructed to reprogram the VCM with modified software.

**SUBJECT VEHICLES**

<b>Model</b>	<b>VIN Range</b>	<b>Build Date Range</b>
2014 Mazda6 equipped with SBS & MRCC	JM1 GJ**** E1 100127 – 148199	November 8, 2012 through September 27, 2013

The asterisk symbol “\*” can be any letter or number.

**OWNER NOTIFICATION**

Mazda will notify U.S. owners by first class mail beginning January 28, 2016. Owners will be informed they should bring their vehicle to their local Mazda dealer for the VCM reprogramming.

**PARTS INFORMATION**

<b>Description</b>	<b>Part Number</b>	<b>Quantity</b>	<b>Model</b>
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store (no charge)

**WARRANTY CLAIM PROCESSING INFORMATION**

	<b>VCM Reprogramming</b>	<b>VCM Reprogramming Radar Sensor Aiming</b>
Warranty Type Code	A	
Process Number	AF052A	
Symptom Code	99	
Damage Code	99	
Part Number Main Cause	7777-SP-K59	
Quantity	0	
Labor Operation Number	XXL9XAFX	XXL9XBFX
Labor Hours	0.3 H	0.5 H

**RENTAL CAR INFORMATION**

Mazda will authorize rental and service loaner vehicles on a limited basis. We are requesting dealer understanding and partnership regarding rental and loaner vehicle utilization. ***Please make every effort to utilize alternative transportation solutions in place of rental use.***

**Rental Car Warranty Claim Information**

	<b>Rental Agency Vehicle</b>	<b>Dealer Loaner Car Fleet Vehicle</b>
Warranty Type Code	<b>A</b>	<b>A</b>
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause	<b>5555-SS-PA1R</b>	<b>5555-SS-PA1L</b>
Part Quantity	0	Number of days loaner car was used Mazda pays \$35.00/day
Labor Operation Code	MM024XRX	MM024XRX
Labor Hours	0.0	0.0
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 DSM Authorization, as outlined in the Mazda Rental Car Reimbursement Program policy.

**VERIFY THE VEHICLE IS APPLICABLE TO SSPA1**

1. Verify the vehicle is within the following ranges:

<b>Model</b>	<b>VIN Range</b>	<b>Build Date Range</b>
2014 Mazda6 equipped with SBS & MRCC	JM1 GJ**** E1 100127 – 148199	November 8, 2012 through September 27, 2013

The asterisk symbol “\*” can be any letter or number.

- If the vehicle is within the above ranges, go to Step 2.
- If the vehicle is not within the above ranges, SSPA1 is not applicable.

2. Perform a Warranty Vehicle Inquiry using your eMDCS System.

**eMDCS System – Warranty Vehicle Inquiry Results:**

<b>If eMDCS displays:</b>	<b>Campaign Label is:</b>	<b>Action to perform:</b>
SSPA1 OPEN	Present	Contact the Warranty Hotline at (877) 727-6626, option 3, to update vehicle history.
	Not present	Proceed to “REPAIR PROCEDURE”.
SSPA1 CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a campaign label and apply to vehicle's hood or bulkhead.
SSPA1 is not displayed	Does not apply	SSPA1 does not apply to this vehicle. Return vehicle to inventory or customer.

**REPAIR PROCEDURE**

Please refer to Attachment II.

2014 MAZDA6 – SBS & MRCC SYSTEM CONCERN

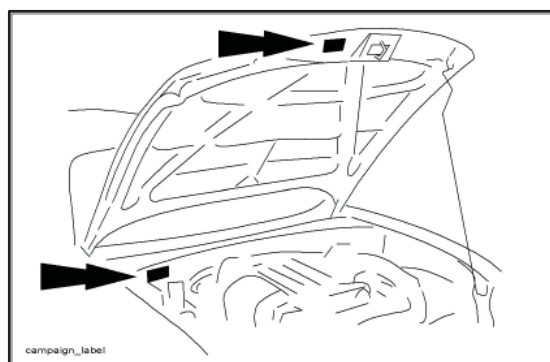
**A. VEHICLE INSPECTION PROCEDURE**

1. Verify that the vehicle is within one of the following year ranges:

Model	VIN Range	Build Date Range
2014 Mazda6 with SBS & MRCC	JM1 GJ**** E1 100127 – 148199	From November 8, 2012 through September 27, 2013

- If the vehicle is within the above ranges, proceed to step 2.
  - If the vehicle is not within the above year ranges, return the vehicle to the customer or inventory.
2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for a Campaign Label SSPA1 attached to the vehicle's hood or bulkhead. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

**NOTE:** Verify the SSP number (SSPA1) as the vehicle may have multiple SSPs.



CAMPAIGN LABEL	
CAMPAIGN NO:	_____
DEALER CODE:	_____
DATE:	/  /
P/N 9999-95-065A-06	
1326b	

**eMDCS System - Warranty Vehicle Inquiry Results**

If eMDCS displays:	Campaign Label is:	Action to perform:
SSPA1 OPEN	Present	Contact the Warranty Hotline at (877) 727-6626, option 3, to update vehicle history.
	Not present	Proceed to "REPAIR PROCEDURE".
SSPA1 CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Complete a campaign label and apply to vehicle's hood or bulkhead.
SSPA1 is not displayed	Does not apply	SSPA1 does not apply to this vehicle. Return vehicle to inventory or customer.

## B. REPAIR PROCEDURE

1. Reboot the IDS to clear memory before reprogramming.

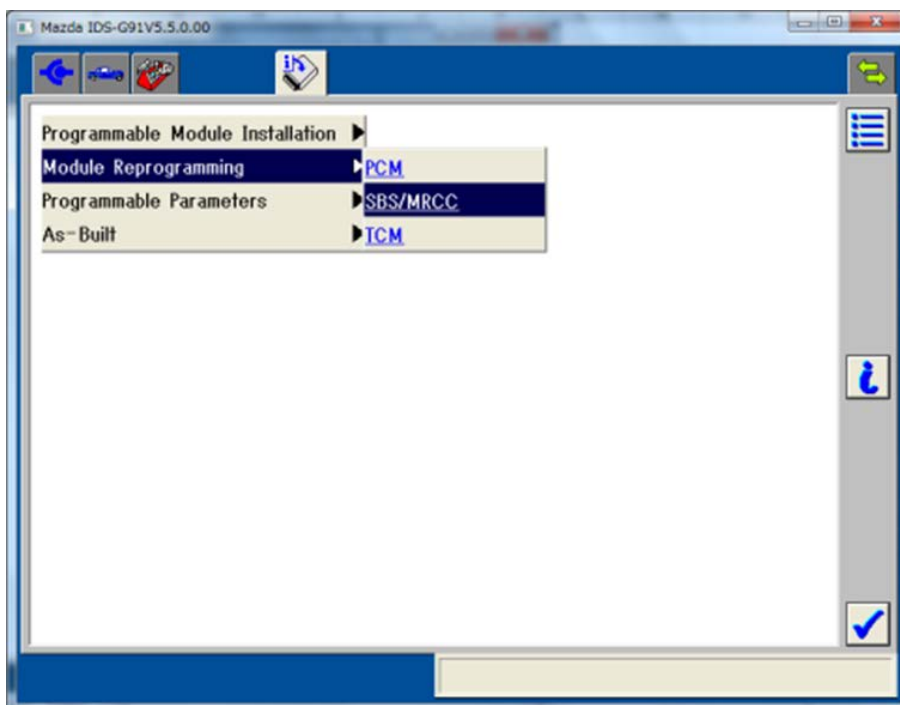
**NOTE:** If DTC C1A67:78 [Radar sensor axis is deviated] is stored in memory before reprogramming, perform the radar sensor aiming adjustment after the reprogramming.

2. Using IDS 90.05 or later software, reprogram the VCM by following the “Module Reprogramming” procedure.

### IMPORTANT INFORMATION FOR MODULE PROGRAMMING

- Always update the IDS tool first, then follow on-screen instructions to download the needed calibration file for VCM reprogramming.
- It is not necessary to remove any fuses or relays during VCM reprogramming when the IDS screen prompts you to do so. You may accidentally stop power to one of the VCM terminals and cause the VCM to be blanked, or you may receive error messages during the IDS reprogramming procedure.
- IDS shows the calibration part numbers after programming the VCM.
- Please be aware that VCM calibration part numbers and file names listed here may change due to future releases of IDS software, and additional revisions made to those calibrations for service related concerns.
- When reprogramming a VCM, IDS will always display the “latest” calibration P/N available for that vehicle. If any calibration has been revised/updated to contain new information for a new service concern/issue, it will also contain all previously released calibrations.
- **When performing this procedure, we recommend using the “Power Supply” mode in the Battery Management System to keep the vehicle battery up to capacity. If a different charger is used, make sure it does not exceed 20 AMPS. If it exceeds 20 AMPS, it could damage the VCM.**

- 1) Select “Module Reprogramming”, then select “SBS/MRCC”.

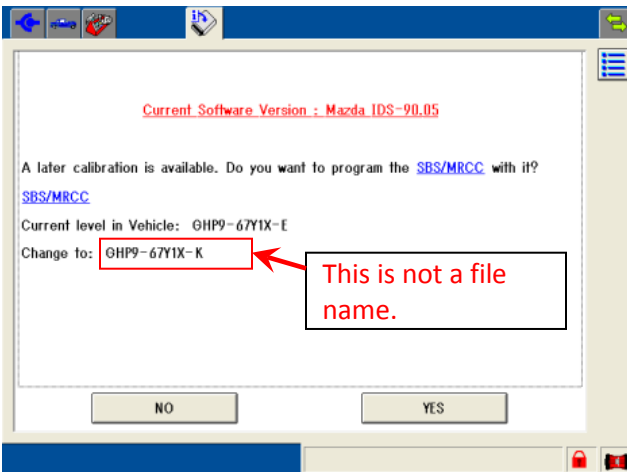


**NOTE:** The menu “SBC/MRCC” appears regardless of the equipment of MRCC System.  
For vehicles without the MRCC System, do not click this menu.

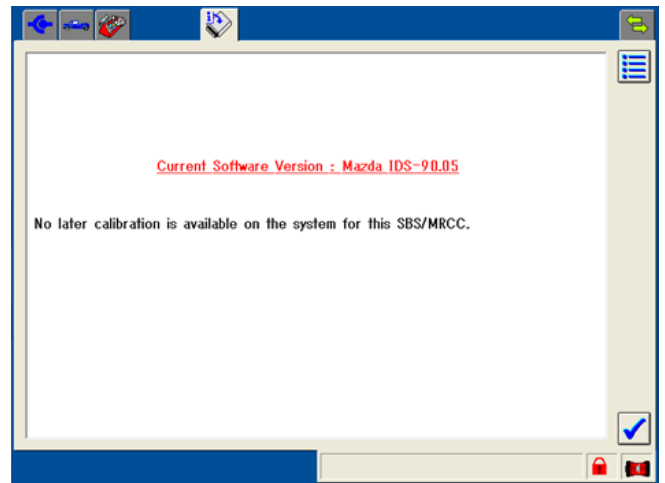
2) Either of the following screens (Figure 1 or 2) is displayed.

- If the Figure 1 is displayed, the VCM is before the latest calibration. Click “YES” and follow the IDS instructions to reprogram the VCM.
- If the Figure 2 is displayed, the VCM already has the latest calibration.

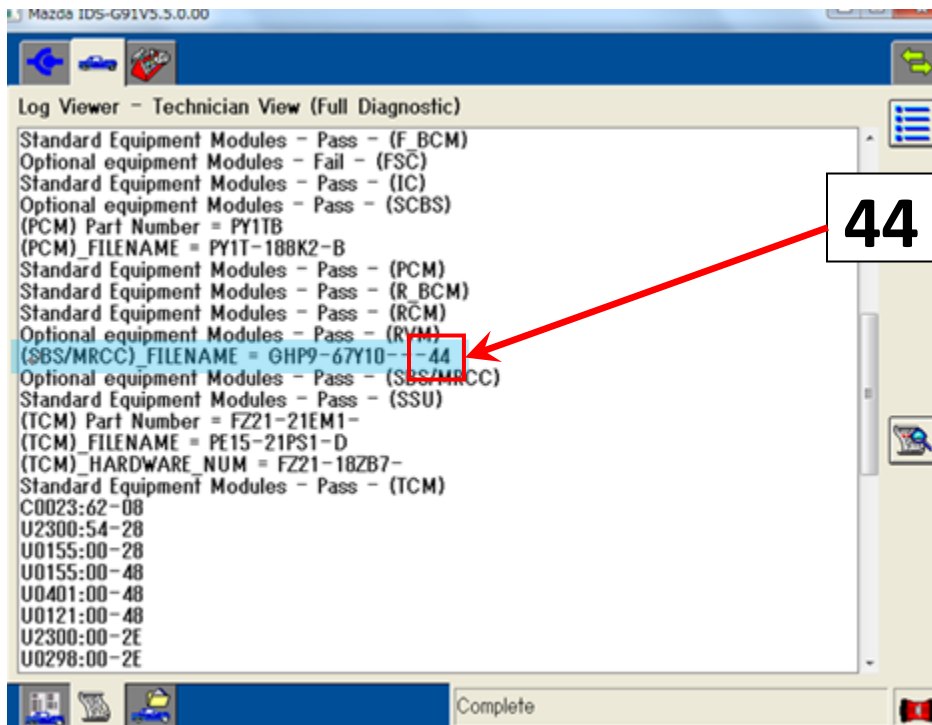
**Figure 1:** Subject for VCM reprogramming



**Figure 2:** Not subject for VCM reprogramming



3) After reprogramming, once close the session. Then, open a new session again and go to the “Log Viewer” screen on which the programmed file name is displayed as shown in figure. If the last two letters are “44” or later, the reprogramming has been successfully completed.



**NOTE:** In some cases, the ABS warning light may illuminate and the engine will not shut off by one-press of the engine start/stop button. To correct this concern, once disconnect the ABS/DSC 30A fuse for 10 seconds.

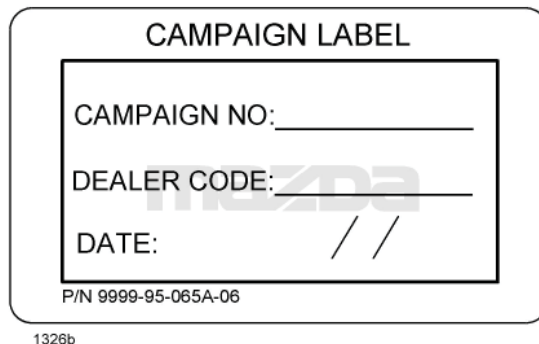
**NOTE:** After reprogramming, communication error related DTCs may be stored. This is normal operation and you can delete these DTCs.

3. Only if DTC C1A67:78 [Radar sensor axis is deviated] was stored in memory before the reprogramming, perform the radar sensor aiming adjustment according to “RADAR SENSOR AIMING [MAZDA RADAR CRUISE CONTROL (MRCC) SYSTEM]” in the Workshop Manual.
4. Verify the repair by starting the engine and making sure there is no MIL illumination or abnormal warning lights present.

**NOTE:** If any DTCs should remain after performing DTC erase, diagnose the DTCs according to the appropriate Troubleshooting section of the Workshop Manual.

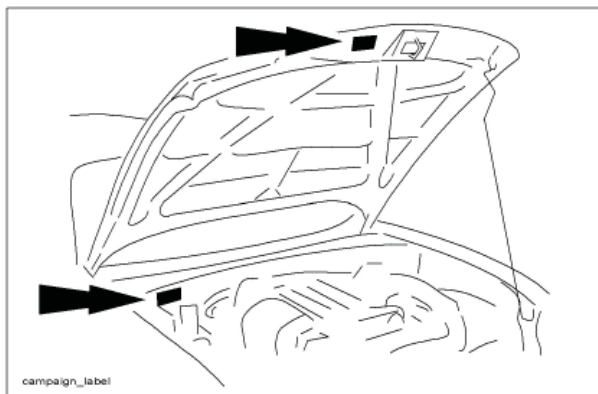
### C. CAMPAIGN LABEL INSTALLATION

1. Fill out a blue “Campaign Label” (9999-95-065A-06) with Campaign No: “SSPA1”, your dealer code, today’s date.



A rectangular form titled "CAMPAIGN LABEL". Inside the form, there are three lines for text entry: "CAMPAIGN NO: \_\_\_\_\_", "DEALER CODE: \_\_\_\_\_", and "DATE: // /". Below the form, the text "P/N 9999-95-065A-06" is printed. The number "1326b" is printed below the form.

2. Affix the Campaign Label to the hood or bulkhead as shown:



3. Return the vehicle to the customer.





*zoom-zoom*

January 2016

**Special Service Program (SSP) A1  
2014 Mazda6 - SBS & MRCC System Concern**

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) to update the software of vehicle control module (VCM) on certain 2014 Mazda6 vehicles produced from November 8, 2012 through September 27, 2013.

If you are a recipient of this notice, your vehicle is included in Special Service Program (SSP) A1.

**What is the problem?**

Using a radar sensor, the Mazda Radar Cruise Control (MRCC) controls the distance from the vehicle ahead and the Smart Brake Support (SBS) alerts the driver of a possible collision. On certain Mazda6 vehicles, a concern has been identified with software of the VCM, which controls the SBS and MRCC features. When the vehicle is driven without stopping for a long time, it is possible that the warning light will illuminate and the SBS and MRCC features will stop operating.

**What will Mazda do?**

Your Mazda dealer will reprogram the VCM with modified software to appropriately adjust the zero-point of the radar sensor. The reprogramming will be performed free of charge, and will take approximately one hour to complete; however, it may take longer depending on the service workload at your Mazda dealership.

As a reminder, Mazda may provide alternate transportation when your vehicle is at an authorized Mazda dealership for a warranty repair. To be eligible for alternate transportation, your vehicle must be within the mileage and time limitations under the Mazda New Vehicle Limited Warranty or Powertrain Limited Warranty for 2007 and newer model years, and adhere to the Rental Car Reimbursement policy. Ask your dealer for details about the Mazda Rental Car Reimbursement Program.

**What should you do?**

We encourage you to make an appointment with any authorized Mazda dealer to have the VCM reprogrammed as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

**What if you already paid for VCM repair?**

If you have already paid for inspection, repair or replacement of VCM due to conditions similar to this SSP, prior to receiving this notice, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards.

Please complete the enclosed "Reimbursement Application Form", include the necessary documentation, and mail it in the pre-addressed envelope provided, allowing 6-8 weeks for processing.

**Where is the closest Mazda dealer?**

To locate your nearest Mazda dealer, visit our web site and use our "Locate a Dealer" feature at [www.MazdaUSA.com](http://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.

**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 apologies for any inconvenience this program may have caused you.

Sincerely,

**Mazda North American Operations**

## REIMBURSEMENT PLAN

### Requirements for Reimbursement

If you meet **all** of the following requirements, you are eligible to receive reimbursement under this plan:

1. You own or have owned a 2014 Mazda6 vehicle built between November 8, 2012 and September 27, 2013.
2. You have paid for vehicle control module (VCM) inspection, repair or replacement due to conditions similar to this SSPA1, prior to launch of this SSP.
3. You have an original or legible copy of the paid repair order or invoice receipt showing:
  - Vehicle model and year, and vehicle identification number (VIN)
  - Your name and address at the time of repair
  - Description of the concern reported
  - Inspection, repair or replacement of the VCM**PLEASE DO NOT SUBMIT THIS FORM WITHOUT THE ABOVE DOCUMENTATION.**
4. Mail this reimbursement application form with the applicable payment receipts in the enclosed envelope to:

**Mazda North American Operations  
Attn: Recall Reimbursement Dept  
P.O. Box 57085  
Irvine, CA 92619-7085**

### Procedure for Reimbursement Request

If your vehicle has had the VCM inspected, repaired or replaced due to conditions similar to this SSPA1 prior to the launch of the SSP in January 2016, you may apply for reimbursement by doing the following:

1. Complete the Reimbursement Application Form found on the reverse side of this page.
2. Once your vehicle has been repaired according to the SSP instructions, mail the Reimbursement Application Form with a legible copy of the paid repair order and/or invoice using the enclosed envelope. **Include any applicable payment receipts, i.e. credit card receipt, cancelled check, etc.**
3. **Retain copies** of the paid repair order or invoice and this application form for your records.
4. You will be reimbursed for the amount you have paid for the inspection, repair or replacement of the VCM.

If you wish to correspond with Mazda regarding this reimbursement plan, please write to the above address and refer to your vehicle identification number (VIN).

Any reimbursement application form that is incomplete, illegible, or sent without the legible copy of the paid repair order or invoice will be returned for completion. If Mazda has any questions concerning your application for reimbursement, you may be contacted. Please allow 6-8 weeks for processing.

