



November 22, 2016

Attention: Mazda Service Managers

Subject: **Special Service Program (SSP) A6
2016 CX-5 Passenger Frontal Air Bag Concern**

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) on certain 2016 CX-5 vehicles built from November 1, 2014 through May 13, 2016.

Certain 2016 vehicles were evaluated under NHTSA's new frontal oblique crash test, and the evaluation revealed that the fabric of the passenger frontal air bag may be torn during deployment of the air bag.

NHTSA performed a frontal oblique crash being evaluated for inclusion in the New Car Assessment Program (NCAP). The NCAP test being evaluated is not a requirement of the current vehicle safety regulations or NCAP ratings, but will be used for NCAP safety ratings for future model year vehicles. Even though 2016 CX-5 vehicles fulfill current vehicle safety regulations, Mazda is conducting this SSP to minimize any potential safety risk.

The purpose of this SSP is to reprogram the Sophisticated Air Bag Sensor (SAS) unit with modified software. Bosch will ship a Mazda Diagnostic Reprogramming Tool Kit (MDRT3-1) to all dealers on November 28, 2016. Please refer to the Repair Procedure document posted on MS3 for details.

Owners of subject vehicles will be notified by first class mail beginning November 29, 2016.

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

1. Parts and Warranty information and Repair Procedure documents are available on eMDCS and MS3 (Mazda Service Support System) websites via MXConnect.
2. For technical assistance, contact the Technical Assistance Hotline at 888-832-8477, Option 3.
3. For warranty questions, contact the Warranty Hotline at 877-727-6626, Option 3.
4. For parts questions, contact the Corporate Dealer Assistance Group at 877-727-6626 Option 2.

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.

We apologize for any inconvenience this SSP may cause your dealership and your customers. Your understanding and support in carrying out this campaign are greatly appreciated.

Mazda Technical Services

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TO: All Mazda Dealership General Managers, Service and Parts Managers

DATE: November 2016

SUBJECT: **2016 CX-5 Passenger Frontal Air Bag Concern**
Special Service Program (SSP) SSPA6

Dear Mazda Dealer,

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) on certain 2016 CX-5 vehicles built from November 1, 2014 through May 13, 2016.

Certain 2016 vehicles were evaluated under NHTSA's new frontal oblique crash test, and the evaluation revealed that the fabric of the passenger frontal air bag may be torn during deployment of the air bag.

NHTSA performed a frontal oblique crash being evaluated for inclusion in the New Car Assessment Program (NCAP). The NCAP test being evaluated is not a requirement of the current vehicle safety regulations or NCAP ratings, but will be used for NCAP safety ratings for future model year vehicles. Even though 2016 CX-5 vehicles fulfill current vehicle safety regulations, Mazda is conducting this SSP to minimize any potential safety risk.

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Please make certain 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.

We apologize for any inconvenience this SSP may cause you and your customers. Your understanding and support in carrying out this program is greatly appreciated.

Sincerely,

A handwritten signature in black ink, appearing to read "A. Ikemoto", with a stylized flourish at the end.

Akira Ikemoto
Director, Technical Services Division
Mazda North American Operations

CONDITION OF CONCERN

Certain 2016 CX-5 vehicles were evaluated under NHTSA's new frontal oblique crash test, and the evaluation revealed that the fabric of the passenger frontal air bag may be torn during deployment of the air bag.

NHTSA performed a frontal oblique crash being evaluated for inclusion in the New Car Assessment Program (NCAP). The NCAP test being evaluated is not a requirement of the current vehicle safety regulations or NCAP ratings, but will be used for NCAP safety ratings for future model year vehicles. Even though 2016 CX-5 vehicles fulfill current vehicle safety regulations, Mazda is conducting this SSP to minimize any potential safety risk.

Dealers are to reprogram the SAS unit with modified software using a Mazda Diagnostic Reprogramming Tool (MDRT) as instructed in this SSP. This repair must be performed at no charge to the vehicle owner.

SUBJECT VEHICLES

Model	VIN Range	Build Date Range
2016 CX-5	JM3 KE**** G0 600015 - 816366	From November 1, 2014 through May 13, 2016

The asterisk symbol "*" can be any letter or number.

OWNER NOTIFICATION

Mazda will notify U.S. owners by first class mail beginning November 29, 2016.

Owners will be informed they should bring their vehicle to their local Mazda dealer for the SAS unit reprogramming.

TOOL and PARTS INFORMATION

Description	Part Number	Quantity	Notes
Mazda Diagnostic Reprogramming Tool Kit (MDRT3-1)	MAZ-579676	1	1 tool kit per dealer
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store (no charge)

Note:

The MDRT tool kit will be distributed to each dealer directly from Bosch. The tool is valid until **March 31, 2017**. After **March 31, 2017** a communication will be sent with instructions for returning the MDRT tool. The MDRT tool must be returned to prevent a \$1000 core charge.

WARRANTY CLAIM PROCESSING INFORMATION

	Reprogramming of SAS unit
Warranty Type	A
Process Number	AG019A
Symptom Code	99
Damage Code	99
Part Number Main Cause	7777-SP-M17
Quantity	0
Labor Operation Number	XXM9NXFX
Labor Hours	0.2 hrs.
SSP can be performed by D329 Mazda Certified Lube Technicians	Yes

2016 CX-5 SAS MODULE REPROGRAMMING SSPA6

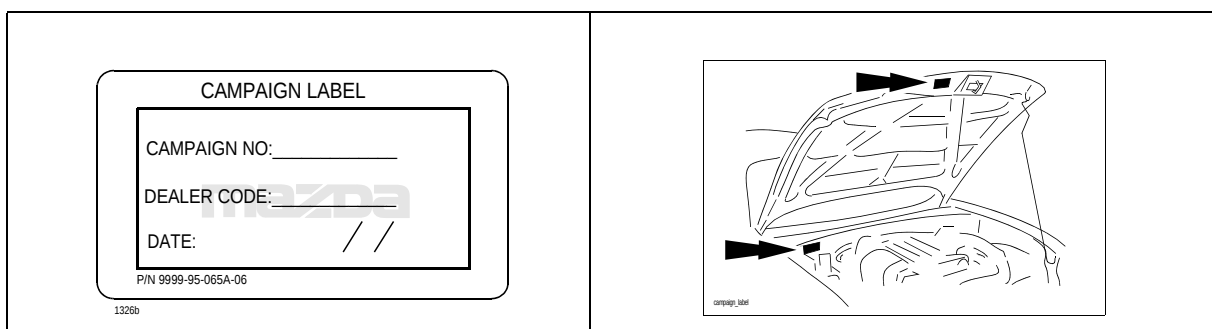
A. VEHICLE INSPECTION PROCEDURE

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

Model	VIN Range	Production Date Range
2016 CX-5	JM3KE****G0600015 – 816366	From Nov. 1, 2014 through May 13, 2016

- If the vehicle is within the above ranges, proceed to step 2.
 - If the vehicle is not within the above ranges, SSPA6 is not applicable.
2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for Campaign Label **SSPA6** attached to the vehicle's hood or bulkhead. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

NOTE: Verify SSPA6 number as the vehicle may have multiple SSPs.

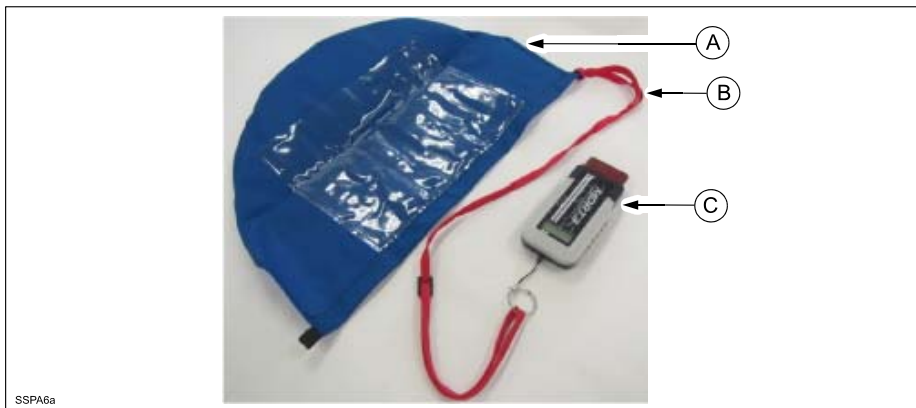


eMDCS System - Warranty Vehicle Inquiry Results

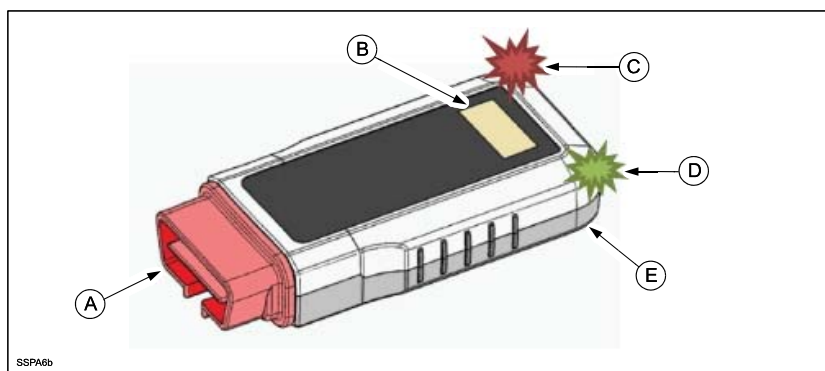
If eMDCS displays:	Campaign Label is:	Action Required:
SSPA6 Open	Present	Contact the Warranty Hotline at (877) 727-6626, option 3 to update vehicle history
	Not present	Proceed to "B. REPAIR PROCEDURE"
SSPA6 Closed	Present	Return vehicle to inventory or customer
	Not present	Complete a label and apply it to vehicle's hood or bulkhead.
SSPA6 is not displayed	Does not apply	SSPA6 does not apply to this vehicle. Return the vehicle to inventory or customer

B. REPAIR PROCEDURE

If there are any warning lamps illuminated or flashing in the instrument cluster, diagnose and repair according to the instructions on MS3 online before proceeding with SAS Unit reprogramming.

	MDRT TOOL KIT
	 SSPA6a
A	Steering Wheel Cover
B	Strap
C	MDRT3-1

Reprogram the SAS unit with MDRT (Mazda Diagnostic Reprogramming Tool).

	MDRT (MAZDA DIAGNOSTIC REPROGRAMMING TOOL)
	 SSPA6b
A	OBDII Connector
B	Display
C	LED Light (Red)
D	LED Light (Green)
E	Strap Hole

NOTE: Red and Green LED lights show the reprogramming status.

CAUTION:

- MDRT equipment is sensitive. Handle it gently and avoid disassembly, impact, heat or liquids.

To avoid SAS Unit damage during reprogramming:

CAUTION:

- Do not disconnect the MDRT from the OBDII connector.
- Do not start the engine during reprogramming.
- Do not turn the ignition off during reprogramming.

Otherwise, SAS Unit replacement may be necessary.

MDRT TOOL KIT	
	
A	Steering Wheel Cover
B	Strap
C	MDRT3-1

NOTE: MDRT installation image shown above is not a CX-5.

Before you perform SAS Unit reprogramming with MDRT:

NOTE:

- Verify that the room fuse is installed.
- Turn off all electric loads (i.e. air-conditioning, audio system etc.), then connect a battery charger to the vehicle battery.
- DO NOT touch the reprogramming tool while the Green light is blinking (with a frequent beeping sound).
- During the reprogramming, the center display and instrument cluster may blink. This is normal.

SAS UNIT REPROGRAMMING PROCEDURE:

Follow Steps 1 - 8 in the table below to reprogram the SAS Unit.

No	Technician Operation	Vehicle Status	MDRT Status	LED Status		Beep Sound	Display	MDRT Removal
				Green	Red			
1	Prepare MDRT	IG-OFF	---	Off	Off	---	(None)	---
2	Connect MDRT to vehicle		Connected	On	On	One long beep	Ready	Allowed
3	Turn IG-ON (engine off)	Batt. Voltage: 11V or higher	System checking	Blink	Off	Pulsing beeps	Checking	Prohibited (for 1-2 min.)
4	Monitoring MDRT		Start reprogramming	Flash	Off	Fast pulsing beeps	Running	
5	Monitoring MDRT		Reprogramming	Blink	Off	Pulsing beeps	Checking	
6	Monitoring MDRT		Finish reprogramming	On	Off	Repeating two short beeps	Repro OK	Not recommended
7	Turn IG-OFF	IG-OFF	Connected	On	Off	Repeating two short beeps	Repro OK	Not recommended
8	Disconnect MDRT		Disconnected	Off	Off	No beeps	(None)	Allowed

When the SAS Unit reprogramming has been successfully completed, the display will intermittently show the software version in the bottom row.

Repro OK
SAS A-XX

It should read as "SAS A-48", "SAS A-52" or "SAS A-53".

If DTCs have been detected during the SAS Unit reprogramming, the display will show "DTC!!" in the bottom row and the red LED will blink.

Repro OK
DTC!!

Repair the DTC(s) according to the instructions on MS3 online.

TROUBLESHOOTING:

NOTE:

- The step numbers below are related to the step numbers in the SAS Unit Reprogramming Procedure table.
- The most possible causes are in **bold**.

No	Technician Operation	Vehicle Status	MDRT Status	LED Status		Beep Sound	Display
3-1	IG-ON	IG-ON	MDRT malfunction	G	Off	Continuously beeping	Data Fail
				R	Illuminate		---
3-2	IG-ON with MDRT not securely connected	IG-ON	No power supplied	G	Off	No beep	---
				R	Off		---
3-3	Start engine	Engine run	Check battery voltage. Stop reprogramming	G	Off	Beeping for 1 sec.	Repro NG
				R	Illuminate		PPRO_NG
4-1	IG-ON	SAS Unit malfunction	MDRT can't identify vehicle. MDRT performs only deleted DTC	G	Off	Continuously beeping	VIN_NG
				R	Blinking at 1 sec. intervals		Not File
4-2	IG-ON	Not a subject vehicle	MDRT can't identify vehicle. MDRT performs only deleted DTC	G	Off	Continuously beeping	VIN_NG
				R	Blinking at 1 sec. intervals		No Target
4-3	IG-ON	IG-ON Battery Voltage: 11 V or lower. SOC: 75% or lower	Check battery voltage. Stop reprogramming	G	Off	Continuously beeping	Repro NG
				R	Blinking at 1 sec. intervals		BATCHK
5	Poor MDRT connection during reprogramming	IG-ON	No power supplied	G	Off	No Beep	---
				R	Off		---
8	IG-ON	IG-ON Reprogramming failed	Verify reprogramming result	G	Off	Continuously beeping	Repro NG
				R	Illuminate		XXXXXX

NOTE:

- No. 4-1: Verify that the vehicle's VIN and prod. date are within the ranges.

NOTE:

- No. 3-1 or No. 8: May be caused by following:
 - The data in the SAS unit is bad due to:
 1. The MDRT was disconnected from OBDII connector during reprogramming.
 2. The engine was started or the IG was turned off during reprogramming.
 - MDRT malfunction.

C. CAMPAIGN LABEL INSTALLATION

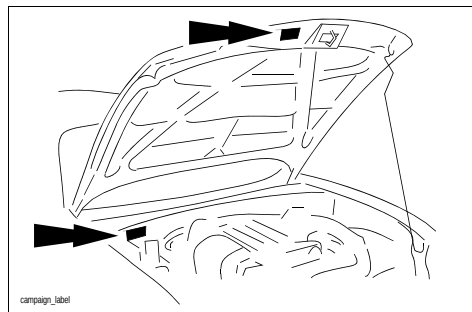
1. Fill out a blue "Campaign Label" (9999-95-065A-06) with Campaign No: "SSPA6", your dealer code, today's date.

CAMPAIGN LABEL	
CAMPAIGN NO:	_____
DEALER CODE:	_____
DATE:	__ / __ / __

P/N 9999-95-065A-06

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2. Affix it to the hood or bulkhead as shown:



3. Return the vehicle to customer.



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November 2016

**Special Service Program (SSP) A6
2016 CX-5 Passenger Frontal Air Bag Concern – Frontal oblique crash test**

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) on certain 2016 CX-5 vehicles built from November 1, 2014 through May 13, 2016.

If you are a recipient of this notice, your vehicle is included in Special Service Program (SSP) A6.

What is the problem?

Certain 2016 CX-5 vehicles were evaluated under NHTSA's new frontal oblique crash test, and the evaluation revealed that the fabric of the passenger frontal air bag may be torn during deployment of the air bag.

NHTSA performed a frontal oblique crash being evaluated for inclusion in the New Car Assessment Program (NCAP). The NCAP test being evaluated is not a requirement of the current vehicle safety regulations or NCAP ratings, but will be used for NCAP safety ratings for future model year vehicles. Even though 2016 CX-5 vehicles fully satisfy the current vehicle safety regulations, we are conducting the SSP to minimize any potential safety risk.

What will Mazda do?

Your Mazda dealer will reprogram the air bag Sophisticated Air Bag Sensor (SAS) unit with modified software. The repair will be performed free of charge, and will take approximately 30 minutes to complete; however, it may take longer depending on the service workload at your Mazda dealership.

What should you do?

We encourage you to make an appointment with any authorized Mazda dealer to have the SAS unit 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.

Where is the closest Mazda dealer?

To locate your nearest Mazda dealer, visit our web site and use our "Find 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.

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