



October 2, 2017

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

Subject: Special Service Program (SSP) A6 - MDRT TOOL - Loaner extension
2016 CX-5 Passenger Frontal Air Bag Concern

On December 5, 2016, Mazda Motor Corporation sent out an email launching a Mazda Diagnostic Reprogramming Tool (MDRT) service loaner program for Special Service Program (SSPA6).

The purpose of this email is to inform all Mazda dealerships that the loaner program has been extended for an additional 3 months to improve the completion rate for campaign SSPA6.

As a reminder, please note the following:

- The MDRT tool kit for SSPA6 was shipped to dealers directly from Bosch free of charge. You will not receive a charge for this tool kit.
- The MDRT tool loaner has been extended for an additional 3 months. After December 31, 2017, the SSPA6 completion percentage will be evaluated, and updated communications will be sent to extend the MDRT loaner or return the MDRT tool. The MDRT tool must be returned to prevent a \$1,000 core charge.

To help you effectively perform this Special Service Program (SSPA6), Mazda has developed the following resources:

1. Parts and Warranty Information, Repair Procedure, Owner Letter are available on MGSS (Mazda Global Service Support) website via MXConnect.
2. Parts and Warranty information is also available on eMDCS.
3. For technical assistance, contact the Technical Assistance Hotline at (888) 832-8477, Option 3.
4. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
5. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626, Option 2.

We recommend using the SSP Customer Identification Report #JS30R192-1 available in Web Reports to encourage customers who received the SSP notice to come in for the SSP. Dealers may use such customer information for the sole purpose of conducting and performing this SSP, and for no other purpose. Using it for marketing activities is strictly prohibited and could subject your dealership to serious fines. The information in the report is protected by state privacy and other applicable laws regarding disclosure of personal and/or confidential, restricted or blocked information. It is the dealer's responsibility to protect the confidentiality of customer records and prevent the release of information to other parties.

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

If you have any questions, please contact your DSM.

Mazda Technical Services

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