



## MAZDA DEALER EMAIL

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February 6, 2019

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

**Subject:** Special Service Program (SSP) A6 - 2016 CX-5 Passenger Frontal Air Bag  
Concern – MDRT TOOL RETURN – UPDATE ON RETURN PROCEDURE

On July 12th, 2018, Mazda Technical Services sent out an email extending the Mazda Diagnostic Reprogramming Tool (MDRT) service loaner program for Special Service Program (SSPA6) for an additional 7 months to improve the low completion rate for campaign SSPA6.

As previously advised the MDRT Tool loaner software is expiring at the end of February 2019. New MDRT tools are being prepared to reprogram the Airbag Control Module for those vehicles that remain unrepaired. These tools will replace the MDRT currently at your dealership for this SSP.

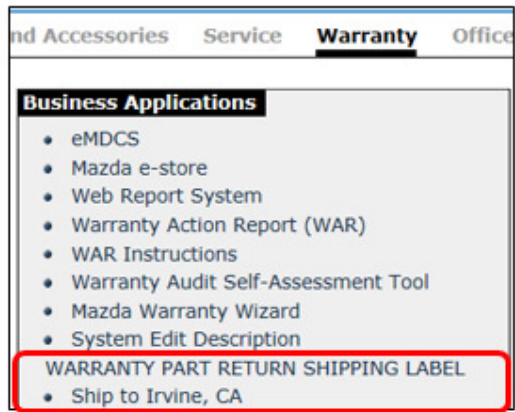
Action required: All dealers must return their MDRT SSPA6 Tool to Mazda with a Warranty Part Return Shipping label by February 28, 2019. Any MDRT SSPA6 Tool not returned to Mazda by that time will incur a \$1,000.00 missing tool charge.

**To return your tool, please do the following (see added step #5):**

1. Safely pack the Tool in a box
2. Go to MXConnect > Warranty
3. Click on the link for WARRANTY PART RETURN SHIPPING LABEL - Irvine, CA (see below)
4. Fill out the required information to ship the Tool back to Mazda by UPS Ground
5. **For the Warranty Shipping Record field, please type "SSPA6 MDRT"**

**For any questions about returning the part or the Warranty Part Return Shipping Label please contact:** Dealer Recall Help on MXConnect > Warranty

For any customers calling for service please schedule their repair after the new MDRT tools have arrived to your dealership. We are planning to ship the new MDRT tools around the end of February and a Dealer Email out when we confirm the actual date.



Sincerely,

A handwritten signature in black ink, appearing to read 'A. Ikemoto'.

Akira Ikemoto  
Director, Technical Services Division  
Mazda North American Operations