



MAZDA DEALER EMAIL

March 10, 2020

Attention: Mazda General, Parts and Service Managers

Subject: ****UPDATE**** **Reactivation of MSP56 – 2019MY Mazda3 5dr - Module reprogramming to prevent keys from being locked in the vehicle.**

MSP56 was launched in November 2019 to prevent the 2019 Mazda3 5dr vehicle from being locked if the keys are still inside the vehicle. The campaign was suspended December 16, 2019 due to reports of Body Control Module (BCM) failures during the update process or loss of vehicle mileage in the odometer. **The current version of the MDARS software has been enhanced to significantly reduce the chance of BCM failure during the update process. Effective today, Mazda Warranty has reactivated the MSP and affected vehicles arriving at your dealership must be repaired using MDARS.**

Affected vehicles will show MSP56 Open in eMDCS as of today, March 10, 2020 and Repair Procedures are again available on MXConnect > Warranty. Parts and Warranty Information is also available on MGSS and eMDCS. If you have any questions regarding this repair, please contact Dealer Recall Help on MXConnect > Warranty or contact Warranty Hotline. If you need technical assistance, please contact Technical Hotline.

We apologize for any inconvenience this suspension of the MSP may have caused you or your customers.

Sincerely,

Travis Young
Manager, Recalls, Technical Services Division
Mazda North American Operations