



MAZDA DEALER EMAIL

July 29, 2020

To: All Dealer General, Service and Parts Managers

**Subject: Notification of Special Service Program (SSP) CO California Registered Vehicles
Diagnostic Trouble Codes (DTC) Concern**

Dear Mazda Dealer Partners,

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) on certain 2019 CX-3, Mazda3 and MX-5 as well as 2018 Mazda6 vehicles and produced in the production date ranges below.

- 2019 CX-3 vehicles produced from February 27, 2018 through September 10, 2019
- 2019 Mazda3 vehicles produced from November 28, 2018 through June 20, 2019
- 2019 MX-5 vehicles produced from May 15, 2018 through August 29, 2019
- 2018 Mazda6 vehicles produced from February 1, 2018 through December 22, 2018

This SSP will apply only to owners currently registered in the state of California. There are 6,715 vehicles in the VIN ranges above that are registered in the state of California.

Concern Outline:

On certain subject vehicles, if the vehicle sets diagnostic trouble codes (DTC) P2096 / P2097 and/or P0524, in the memory of the powertrain control module (PCM), they cannot be cleared even after the concern that created the DTC has been resolved.

- DTC P2096:00: Air/ fuel ratio too lean
- DTC P2097:00: Air/ fuel ratio too rich
- DTC P0524:00: Engine oil pressure too low

If the DTCs remain stored in the PCM memory, the vehicle may not pass the mandated California state Smog Check Program (Smog inspection), when required.

Dealer Action:

On July 30, 2020 all vehicles in SSP (C0) will be in "Open" status. For all subject vehicles that arrive in your shop please reprogram the PCM with modified software.

Owner Notification:

Mazda will notify owners of subject vehicles by first class mail beginning July 30, 2020.

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

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

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 campaign are greatly appreciated.

Sincerely,

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