



MAZDA DEALER EMAIL

July 10, 2020

Attention: All Mazda General, Service, and Parts Managers

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

Dealer Mazda Dealer Partners,

On March 1, 2019, Mazda Technical Services sent out a new tool that extended the Mazda Diagnostic Reprogramming Tool (MDRT) service loaner program for Special Service Program (SSPA6) for an additional 16 months to improve the low completion rate for this campaign.

The MDRT Tool software is expiring July 15, 2020. New loaner MDRT tools are being prepared to reprogram the Airbag Control Module for those vehicles that remain unrepaired. These tools will replace the SSPA6 MDRT currently at your dealership. Mazda Technical Services plans to collect the old tools and ship new tools with software that does not expire. However, we are unable to return tools and ship the new MDRT tools at this time.

Action required: For any customers inquiring about repairing SSPA6, please schedule their repair for September 1st or later as we expect new tools to be at all dealers by that date.

Even though the current MDRT Tool will expire on July 15th, please do not discard this tool as it will be requested back. Any tools not returned to Mazda will incur a \$1,000.00 missing tool charge.

As a reminder, campaign SSPA6 is not subject to the Missed Recall Report, but customers should still be scheduled for September 1st or later.

We will send another Dealer Email that will advise on MDRT tool return procedures and arrival of the new tool. If you have any questions regarding SSPA6 please contact Dealer Recall Help or the Warranty Hotline.

We apologize for any inconvenience this campaign may cause you and your customers.

Sincerely,

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

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