



## MAZDA DEALER EMAIL

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July 20, 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 RETURNING SSPA6 MDRT TOOL

Dealer Mazda Dealer Partners,

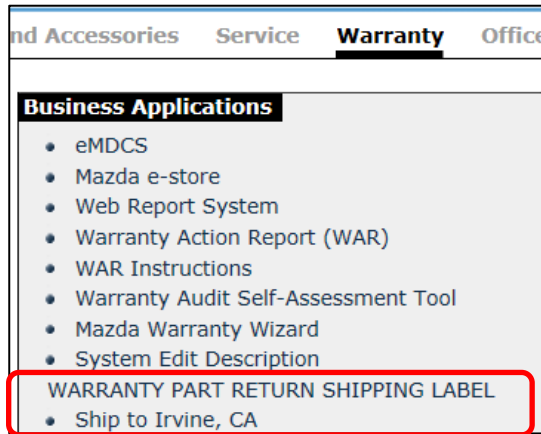
On March 1, 2019, Mazda Technical Services sent out a new tool that extended the Mazda Diagnostic Reprogramming Tool (MDRT) service loaner program for Special Service Program (SSPA6) for an additional 16 months to improve the low completion rate for this campaign.

**Action required:** As previously advised the MDRT Tool loaner software expired July 15, 2020. All dealers must return their MDRT SSPA6 Tool to Mazda with a Warranty Part Return Shipping label by August 21, 2020. Any MDRT SSPA6 Tool not returned to Mazda by that time will incur a \$1,000.00 missing tool charge. New Mazda dealers that do not have this tool, please fill out the Dealer Recall Help form on MXConnect > Warranty to advise you do not have the tool.



### To return your tool, please do the following:

1. Safely pack the SSPA6 Tool in an appropriately sized box:
  - a. max box size 8 x 8 x 8, max weight 3 lbs (only return the tool in the photo above)
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 tool 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 at your dealership. We are planning to ship the new MDRT tools around Mid-August and a Dealer Email will go out when we confirm the actual date.

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