



MAZDA DEALER EMAIL

July 8, 2020

Attention: Mazda General, Parts and Service Managers

Subject: Suspension of Customer Satisfaction Program CSP (06) – Enable Connected Services for all 2019 Mazda 3 Vehicles.

Dear Mazda Dealer Partners,

Effective immediately, CSP06 will be suspended. This CSP was announced July 6, to allow all 2019 Mazda 3 vehicles to have Connected Services available when added as a feature this Fall. The suspension is due to several reports of an error during the TCU update and we are working to resolve the concern as soon as possible.

If the vehicle was successfully repaired prior to this notice, please submit your warranty claim. Claims will not be accepted with repair dates beyond 7/8/2020. **Note: Vehicles in dealer inventory can be sold without the CSP being completed even if the warranty inquiry previously had shown CSP06 active.**

We apologize for any inconvenience this suspension of the CSP may cause you and your customers. We will send another communication when the campaign can be re-activated.

Sincerely,

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