



## MAZDA DEALER EMAIL

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August 10, 2020

To: All Dealer General, Service and Parts Managers

Subject: Announcement of Special Service Program (SSP) C2 – 2020MY CX-5 and CX-9 - Power LiftGate (PLG) Control Unit Concern

Dear Mazda Dealer Partners,

Mazda Motor Corporation has decided to conduct a Special Service Program (SSP) on certain 2020MY CX-5 and CX-9 vehicles in the vin ranges below. There are 69,928 vehicles in the United States affected by this SSP.

Note: **Some vehicles in the production VIN/Date range have already been reworked.** All affected vehicles will display SSPC2 in eMDCS.

Model	Subject VIN range	Subject production date range
CX-5	JM3 KF**** L* 700008 – 820235	From September 13, 2019 through March 18, 2020
CX-9	JM3 TC**** L0 400009 – 422408	From September 3, 2019 through March 28, 2020

### Concern Outline:

On certain subject vehicles, the PLG Control Unit may not switch to the power saving mode even after pressing the push button start and setting the ignition to the off position, due to improper control logic of the PLG Control Unit. In this condition, if the vehicle is left unused for a certain amount of time, the battery may discharge and run out.

### **Action Required:**

**On August 11, 2020, only Dealer Inventory vehicles in SSP (C2) will be in “Open” status in eMDCS. There are 7,178 Vehicles currently in Dealer inventory and these vehicles should not be delivered until the repair is completed. A list of dealer inventory vehicles is available on MGSS (Mazda Global Service Support) under this campaign. At this time please do not repair customer vehicles in the VIN/Production range above unless you have a vehicle in your shop that has this concern. If you encounter a customer owned VIN in the range above that needs repair, please contact Dealer Recall Help and we will add the VIN to the SSPC2 campaign so a**

**claim can be submitted. Additional VINS will be added once enough supporting stock is available.**

To help your dealership prepare for these repairs, starting on Tuesday, August 11<sup>th</sup>, Mazda will send a push shipment of repair parts to dealers with affected inventory. The quantity of repair parts sent will be based on a percentage of your affected VINs.

**New Car Get Ready claims submitted will be debited on vehicles sold with an open SSP.**

Owner Notification:

Mazda will notify owners of subject vehicles by first class mail around September 1, 2020 and the owner letter will be available on MGSS at that time. A dealer communication will be sent when customers are notified.

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

1. Parts and Warranty Information, Repair Procedures and Dealer Inventory will be available on MGSS by August 11, 2020.
2. Parts and 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  
Mazda Technical Services Division  
Mazda North American Operations