



MAZDA DEALER EMAIL

---

September 23, 2020

**Attention: Mazda Service Managers**

**Subject: \*\*REPAIR PROCEDURE UPDATE\*\* - Customer Service Program CSP (06) – Enable Connected Services for all 2019 Mazda 3 Vehicles.**

Dear Mazda Dealer Partners,

Please note that the repair procedure for CSP06 located in MGSS has been updated to incorporate a TCU Serial # check prior to the campaign repair and again after the BCM, LFU and TCU have been reprogrammed. There are reports that the TCU serial # contains an invalid number 3FFFFFFFFFFFFF, instead of a 15-digit numeric serial number.

Any vehicle found with this 3FFFFFFFFFFFFF serial # needs to be reported to the Mazda Technical Hotline for further direction and repair prior to the close out of this campaign.

This invalid 3FFFFFFFFFFFFF serial # will prevent connected services from activating. The extra steps to check the TCU Serial # takes less than one minute to complete.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this campaign before responding to customer inquiries. We apologize for any inconvenience this campaign may cause you. Your understanding and support in carrying out this campaign is greatly appreciated.

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