



MAZDA DEALER EMAIL

September 2, 2020

Attention: All Mazda General, Service, and Parts Managers

Subject: Special Service Program (SSP) A6 - 2016 CX-5 Passenger Frontal Air Bag Concern – NEW SSPA6 MDRT TOOL SHIPMENT

Dealer Mazda Dealer Partners,

As previously advised the Mazda Diagnostic Reprogramming Tool (MDRT) loaner software expired July 16th, 2020 and we asked that all dealers return their tool by August 21st, 2020 to avoid a \$1,000 charge. Replacement SSPA6 MDRT tools will be shipped to your dealership beginning September 8th, 2020 by UPS Ground. **This new replacement MDRT tool will have no expiration date.** If you do not receive your tool by September 18th please contact your District Service Manager for UPS tracking information. NOTE: This tool will be requested back in the future and if lost or not returned will incur at \$1,000 charge. Please keep the tool in a safe place in your tool shed.

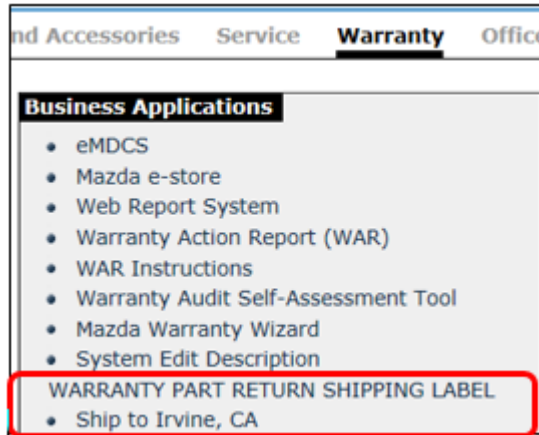
Action required: By now you should have returned your expired MDRT. If you have not done so, return it immediately. **DO NOT** send the new tool (pictured below) back to Mazda.



OLD SSPA6 TOOL: If you have not returned your OLD tool shipped in 2019, please contact your District Service Manager after shipping. If MNAO does not RECEIVE the expired tool by September 15th, 2020 your dealer will incur a \$1,000 charge from Mazda on a future parts statement.

To return your **OLD SSPA6** tool, please do the following:

1. Safely pack the expired SSPA6 Tool in an appropriately sized box: **in the original box or max box size 8" x 8" x 8", max weight 3 lbs**
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 and ship **UPS Ground, keeping a copy of the tracking #**
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.

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