



MAZDA DEALER EMAIL

September 23, 2020

To: All Dealer General, Service and Parts Managers

Subject: ****UPDATE** Owner Mailing September 22, 2020** 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**** LO 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.

Owner Notification/Action Required:

Mazda notified owners of subject vehicles by first class mail on September 22, 2020 and the owner letter is available on MGSS. All customer vehicles and dealer in-stock vehicles must be repaired as soon as possible or during the Step 3 Pre-Delivery Inspection. There are 639 vehicles in-stock and unrepaired as of today. **New Car Get Ready claims submitted will be debited on vehicles sold with an open SSP.**

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

1. Parts and Warranty Information, Repair Procedures and Dealer Inventory is available on MGSS.
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