



MAZDA DEALER EMAIL

October 6, 2020

Attention: Mazda Service Managers

Subject: ****OCTOBER 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 new OCTOBER update that removes the IMEI checks and ELIMIINATES THE TCU ACTIVAVATION procedure. This October update does incorporate a new step in the repair process to ACTIVATE REMOTE CONTROL BY SMART PHONE within MDARS. The October repair procedure has been uploaded to Mazda Global Service Support (MGSS) and is available now.

IT IS IMPERATIVE THAT ALL TECHNICIANS are aware of the latest repair procedure as this procedure will prevent potential TCU damage during the campaign repair process. Please make certain all 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.

MNAO Technical Services apologizes for the updates in the repair procedure and the inconvenience this created.

Your understanding and support in carrying out this campaign is greatly appreciated.

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