



MAZDA DEALER EMAIL

November 13, 2020

Attention: Mazda General, Parts and Service Managers

Subject: Customer Satisfaction Program CSP (05) – Mazda Mobile Start 3G Sunset – REPAIR PROCEDURE UPDATE

Dear Mazda Dealer Partners,

As announced Tuesday November 10, 2020, Mazda Motor Corporation has decided to conduct a Customer Satisfaction Program CSP (05) on the models below:

SUBJECT VEHICLES

Model and Model Years	VIN Range	Build Date Range
2016-2019 CX-5, CX-9, MAZDA6, CX-3	All**	All**
2016-2018 MAZDA3		

****Only customers with a Mazda Mobile Start installed and CSP05 displays open in vehicle inquiry are eligible for the benefits under this campaign.**

Action Required When Repairing All Vehicles:

1. Before repairing the vehicle, please review the "Repair Procedure Overview – PLEASE READ BEFORE STARTING ALL REPAIRS" document in Mazda Global Service Support (MGSS).
Note: Repair procedures are available per model and model year combination.
2. Choose Repair Procedure for your vehicle by the Model and Model Year Combination.

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

