



MAZDA DEALER EMAIL

November 2, 2020

Attention: Mazda General, Parts and Service Managers

Subject: Dealer Rework (DRW) 34 - 2021 CX-5 & 2021 CX-9 – Mazda Connect Settings Concern

Mazda Dealer Partners,

Mazda Motor Corporation has decided to take corrective action on certain 2021 CX-5 and 2021 CX-9 vehicles.

Concern Outline:

It is not possible to customize the “View Monitor”, “Parking Sensor” and Safety (hands free liftgate) settings as they are not displayed on the Mazda Connect screen, due to an inappropriate setting in the software on the subject vehicles involved in this campaign.

Affected Vehicle VIN Range:

Model	Subject VIN range	Subject production date range	Number of vehicles
2021 CX-5	JM3 KF**** M0 300032 – 332019	From August 3, 2020 through October 26, 2020	1,442
2021 CX-9	JM3 TC**** M0 500009 – 510912	From July 15, 2020 through October 26, 2020	9,534

Outline of Repair:

Perform a Factory Reset on the Mazda Connect Screen.

Note: Modified software will be incorporated into mass-production vehicles beginning November 3, 2020. Certain CX-5 and CX-9 vehicles produced before the mass-production change, will be reworked before shipment. Regarding the vehicles which have been already delivered to customers, please restore factory settings when in for routine service or on a customer complaint basis. Service Information will be issued for this concern.

Action Required: There are currently 4,970 vehicles in dealer inventory that must be repaired prior to retail delivery to the customer. Please ensure that all vehicles currently in inventory are repaired on or before the retail sale date.

Dealer Inventory, Warranty Information and Repair Procedures will be available on Mazda Global Service Support (MGSS) by the end of today, November 2, 2020. Warranty Information is now available in eMDCS.

We apologize for any inconvenience this Dealer Rework may cause you and your customers. Your understanding and support in carrying out this campaign is greatly appreciated, and if you have any questions regarding this DRW, please contact Dealer Recall Help on MXConnect > Warranty or contact the Mazda Warranty Department at warrantydept@mazdausa.com.

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

MAZDA NORTH AMERICAN OPERATIONS