



MAZDA DEALER EMAIL

February 23, 2021

Attention: Mazda General, Parts and Service Managers

Subject: Notification of Special Service Program SSP (C4) 2020-2021 CX-30 – Loud Static Noise from Speakers

Dear Mazda Dealer Partners,

Mazda Motor Corporation has decided to conduct a Special Service Program impacting certain 2020-2021 CX-30 vehicles with the Bose Audio Option. Please see the descriptions, models, years, and VIN Ranges below.

Subject VIN and Production date ranges:

20,719 Mazda CX-30 US vehicles

Model	Subject VIN range	Subject production date range
2020-2021	3MV DM**** LM 100062 – 140310	From September 26, 2019 through
CX-30	3MV DM**** MM 200017 – 225715	October 28, 2020

Concern Outline:

On certain CX-30 vehicles equipped with the Bose audio option, a loud static noise may be exhibited from some or all of the speakers due to inappropriate control program of the audio amplifier. The noise can occur regardless of the driving status of the vehicle and the engine on/off.

Repair Outline:



Reprogram the audio amplifier software with a USB stick. Please follow the current TSB 09-038/20 for repair procedures.

STOP DELIVERY: There are currently 2,335 vehicles in dealer inventory under SSP (C4). These vehicles cannot be delivered to customers until the vehicle is repaired. The vehicle inventory list will be available on MGSS and updated weekly.

Note on Repair Procedure:

NOTE: Some of the subject vehicles are affected by one, two or three concerns including an additional Safety Recall (Battery, and/or MRCC and/or Theft-deterrent system and/or Safety Recall 4621B). Please utilize the Repair Calculator under each campaign on MGSS to enter the VIN before repair to see

what Recall or SSP is needed on the vehicle. If you do not get a result double check the VIN entry as every VIN has at least one campaign applicable.

	Recall 4621B, SSPC4 and SSPC5 Job Aid - Repair Calculator	
	<p>Please Read the ENTIRE Instructions:</p> <ol style="list-style-type: none"> 1. Hit the Button "CLEAR VIN" to make sure the VIN area is blank. 2. Enter the VIN# (Vehicle Identification Number in full), in Cell B3 next to the Red Arrow. <i>Ensure the VIN does not contain a SPACE at the beginning or end of the VIN number</i> 3. Hit "Enter" on your keyboard 4. The answer of which combination of campaigns needing repairs will show in GREEN. As Instructed, this could be one, two or three campaigns, any combination. 5. To enter another VIN, Click the "Clear VIN" Button and Enter another 17 digit VIN <i>*Note: You must copy all 17 characters of the VIN. It is better to copy and paste the VIN from the Warranty Inquiry Screen on eMDCS. This tool will return an error code if the VIN is not 17 digits, or does not match the affected vehicle list.</i> 6. PLEASE MAKE SURE TO USE CLAIM TEMPLATES WHEN CLAIMING RECALLS AND ALL MAZDA CAMPAIGNS. 	
	<input type="button" value="CLEAR VIN"/>	PERFORM ONE, TWO OR THREE CAMPAIGNS, SEE BELOW. PLEASE ALSO VERIFY THE CAMPAIGNS IN EMDCS FOR THESE VIN'S
ENTER VIN 	VEHICLE IDENTIFICATION NUMBER (VIN) 3MVDMADL0LM100065	SSPC4 (Static Speaker Noise) SSPC5 (Control Units Reprogramming)
	SSPC5 Repairs to be made	MRCC

Owner Notification:

Mazda will notify owners of affected vehicles no later than April 17, 2021. **Vehicles will display in eMDCS as "Open" on February 23, 2021 and can be repaired as outlined above when repair procedures are available on MGSS.**

Important Notice:

1. Parts and Warranty Information and Repair procedures will be posted on MGSS by February 26, 2021.
2. For Warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
3. Vehicles will display in eMDCS as "Open" by February 26, 2021.
4. For parts questions, contact the Dealer Assistance Group at (877) 727-6626 Option 2.
5. For Recall or Campaign questions please fill out the Dealer Recall Help Form located on MX-Connect under the Warranty Tab.

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 and your customers. Your understanding and support in carrying out all campaigns are greatly appreciated.

Protect What is Important to You

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