



MAZDA DEALER EMAIL

February 22, 2021

Attention: Mazda General, Parts and Service Managers

Subject: Notification of Special Service Program SSP (C5) 2019-2021 Mazda3 / 2020-2021 CX-30 – Multiple Control Module Reprogramming

Dear Mazda Dealer Partners,

Mazda Motor Corporation has decided to conduct a Special Service Program impacting certain 2019-2021 Mazda3 and 2020-2021 CX-30 vehicles built at MC and MMVO. Please see the descriptions, models, years, and VIN Ranges below. NOTE: A new MDRT Tool will be sent to all dealers, please read the attached MDRT Tool document arriving with this email.

Subject VIN and Production date ranges:

Affects 64,557 Mazda 3 and 38,647 Mazda CX-30 US vehicles

Battery concern:

Mazda3 & CX-30 vehicles

Model	Subject VIN range	Subject production date range	
		From:	To:
2019-2020 Mazda3	JM1 BP**** K1 100042 - 147655	September 25, 2018	April 16, 2020
	JM1 BP**** L1 147656 - 176444		
	3MZ BP**** KM 100048 - 115094	January 15, 2019	June 13, 2020
	3MZ BP**** LM 115095 - 140710		
2020 CX-30	3MV DM**** LM 100056 - 140312	September 26, 2019	June 29, 2020

MRCC concern:

Mazda3 & CX-30 vehicles

Model	Subject VIN range	Subject production date range	
		From:	To:
2019- 2021	JM1 BP**** K1 100042 - 147655	September 25, 2018	August 27, 2020
	JM1 BP**** L1 147656 - 176406		

Mazda3	JM1 BP**** M1 300012 - 306171	January 15, 2019	September 10, 2020
	3MZ BP**** KM 100048 - 115055		
	3MZ BP**** LM 115095 - 140607		
	3MZ BP**** MM 200017 - 205395		
2020-2021 CX-30	3MV DM**** LM 100056 - 140312	September 26, 2019	September 10, 2020
	3MV DM**** MM 200017 - 215325		

Theft-Deterrent System concern


CX-30 vehicles equipped with power liftgate and advanced keyless entry & push button start system

Model	Subject VIN range	Subject production date range	
		From:	To:
2020 CX-30	3MV DM**** LM 100116 - 125128	October 1, 2019	February 17, 2020

STOP DELIVERY: There are currently 4,759 vehicles in dealer inventory under SSPC5. These vehicles cannot be delivered to customers until the vehicle is repaired. The vehicle inventory list will be available on MGSS and updated weekly. Vehicles delivered with SSPC5 not repaired will have the New Car Ready claim debited.

Note on Repair Procedure:

NOTE: The subject vehicles are affected by one, two or three concerns depending on production date, (Battery Drain, and/or MRCC and/or Theft-deterrent system). Some of the subject vehicles are also affected by SSPC4 and Safety Recall 4621B which officially addresses radio static noise from speakers, and/or rear hatch may fall when parked on an incline. Please use eMDCS Warranty Vehicle Inquiry. Additionally, a Repair Calculator was created under this campaign on MGSS to assist Service personnel to display the exact work required. Please utilize the Repair Calculator under this campaign on MGSS to enter the VIN before repair to see if another 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.



Recall 4621B, SSPC4 and SSPC5 Job Aid - Repair Calculator

Please Read the ENTIRE Instructions:

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.
Ensure the VIN does not contain a SPACE at the beginning or end of the VIN number
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

**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.*

6. PLEASE MAKE SURE TO USE CLAIM TEMPLATES WHEN CLAIMING RECALLS AND ALL MAZDA CAMPAIGNS.

ENTER VIN →

VEHICLE IDENTIFICATION NUMBER (VIN)

3MVDMAAL0MM204240

SSPC5 Repairs to be made

PERFORM ONE, TWO OR THREE CAMPAIGNS, SEE BELOW. PLEASE ALSO VERIFY THE CAMPAIGNS IN EMDCS FOR THESE VIN'S

SSPC5 (Control Units Reprogramming)

MRCC

1) Battery concern:

On certain subject vehicles, the CCU (climate control unit) and BCM (body control module) may not go into sleep mode even after the ignition is switched OFF or may take time to go into sleep mode. Parasitic draw may be present allowing the battery to discharge and run out if the vehicle is left unused for a certain time. Causal factor: Inappropriate control software of the CCU and BCM

2) MRCC concern

On certain control units of subject vehicles, the MRCC may accelerate or decelerate the vehicle more rapidly or abruptly in response to slower vehicles entering or exiting the MRCC field. Some drivers may feel this condition somewhat uncomfortable. The MRCC will be updated with improved software.

3) Theft-Deterrent System concern

On certain subject vehicles, when the power liftgate is opened with the doors and liftgate locked by pressing the power liftgate switch, the liftgate will open normally but the theft-deterrent system may activate incorrectly.

Repair Outline:

Reprogram to update the control units/modules of your vehicle with modified software using the supplied MDRT. **NOTE: To provide a better customer experience and enhance the performance of the vehicles A/C system, the MDRT will automatically update the software to update the PCM as outlined in TSB 07-005/20 - A/C blows warm air while idling after restarting a warm engine.** Be sure to review this additional enhancement with your customers during redelivery.

Owner Notification:

Mazda will notify owners of affected vehicles no later than April 17, 2021. **Vehicles will display in eMDCS as "Open" on February 22, 2021 and can be repaired as outlined above if you have received your new MDRT Tool.**

Important Notice:

1. Parts and Warranty Information and Repair procedures will be posted on MGSS by February 25, 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 25, 2021 but can be repaired if you have received your new MDRT Tool.
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.

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