



MAZDA DEALER EMAIL

July 12, 2021

Attention: Mazda General, Parts and Service Managers

Subject: Special Service Program SSP(C6) Telematics Communication Unit Battery Drain Concern

Concern Outline:

On certain subject 2021 MY CX-5 & CX-9 vehicles, the electronic control unit (ECU) may not enter the power-saving mode under certain conditions, and a dark current may continue to flow even after the engine is turned off. If the vehicle is left unused in this condition over several days, the battery may drain and cause a no-start issue. This is due to the inappropriate software of the Telematics Communication Unit (TCU). To eliminate this concern, the Telematics Communication Unit (TCU) software has been modified.

Number of subject vehicles:

Country	Subject vehicles
USA	53,125

Affected Vehicle VIN Range:

Model	Subject VIN range	Subject production date range
2021 CX-5	JM3 KF**** M* 394117 – 447798	From March 20, 2021, through June 28, 2021
2021 CX-9	JM3 TC**** M0 524235 – 534461	From March 20, 2021, through June 28, 2021

The asterisk symbol "*" can be any letter or number

The affected vehicles will be posted to Mazda Global Service Support (MGSS) by July 13, end of day and VIN's will show "Open" today July 12, 2021. Only the affected vehicles will display SSPC6 in eMDCS Warranty Vehicle Inquiry. The warranty claim can be entered at a later date but no more than 7 days per warranty policy. Repair Procedures will be posted on MGSS by end of day Tuesday, July 13, 2021 and Warranty information will be posted, but claims cannot be input until end of day Tuesday.

Action Required:

Dealer Inventory:

Of the population, there are currently 31,009 vehicles in dealer inventory or arriving soon that must be inspected as soon as possible. This SSP must be performed before the vehicle is sold and is a requirement for a New Car Ready Claim. The warranty claim for this SSP should be entered as soon as possible, but the vehicle can be sold as long as the repair is completed.

Retailed Vehicles:

There are 22,116 retailed vehicles in the campaign. These vehicles must be repaired when they arrive at your dealership. Notifications to owners will be mailed by the end of July 2021.

Outline of Repair:

- 1) Reprogram the Telematics Communication Unit following the steps in the Repair Procedure

We apologize for any inconvenience this SSP may cause you and your customers. Your understanding and support in carrying out this campaign is greatly appreciated.

If you have any questions regarding this SSP, 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