



MAZDA DEALER EMAIL

July 14, 2021

Attention: Mazda General, Parts and Service Managers

Subject: UPDATE: **PAUSE ALL REPAIRS!** - Special Service Program SSP(C6) Telematics Communication Unit Battery Drain Concern

Concern Outline:

Action Required: Effective immediately, please pause all repairs for SSPC6 and do not repair any vehicles until further notice, especially any customer vehicles. Any vehicle that has not been updated in stock at a dealer currently can be sold AND delivered without any penalty. Mazda Technical Services is working on an update to the solution and we will advise via Dealer Email and in Mazda Global Service Support (MGSS) when repairs can resume.

There have been reports that Connected Services is not functioning after the software update.

As advised 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.

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