



MAZDA DEALER EMAIL

July 15, 2021

Attention: Mazda General, Parts and Service Managers

Subject: UPDATE: **CANCELLATION OF SSPC6** - Special Service Program SSP(C6)
Telematics Communication Unit Battery Drain Concern

Effective immediately, campaign Special Service Program SSPC6 has been cancelled permanently. This repair unfortunately causes Connected Services to be disabled after the software update. Please see below for next steps.

Action Required:

IMPORTANT – VEHICLES UPDATED UNDER SSPC6:

Please submit any outstanding warranty claims as soon as possible so affected vehicles can be identified. Cars will be repaired in a future SSP campaign shortly to resolve both concerns.

Delete the files on all USB sticks so that no other vehicle can be accidentally updated and create additional problems.

Claims will not accept with repair dates of July 15 or later.

Note: Vehicles not updated and in stock at a dealer currently can be sold AND delivered without any penalty. SSPC6 has been removed from visibility from Warranty Vehicle Inquiry.

Vehicles updated under SSPC6 will not have Connected Services enabled. Please explain to the customer that a fix for this concern will be available as soon as possible. Unsold vehicles that were updated can be sold as long as the customer is informed and documented on the "We Owe" sheet without 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 the new SSP campaign (s) are launched. 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

