



MAZDA DEALER EMAIL

August 5, 2021

Attention: Mazda General, Parts and Service Managers

Subject: Notification of Special Service Program (SSPC7)
2021 Mazda CX-9, CX-5, Mazda3 and CX-30
Telematics Communications Unit (TCU) Reprogramming

Dear Mazda Dealer Partners,

Mazda Motor Corporation has decided to conduct a Special Service Program impacting certain 2021 model year Mazda CX-9, CX-5, Mazda3 and CX-30 vehicles equipped with affected telematics communications unit. Please see the descriptions, models, years, and VIN Ranges below. The current DRW41 will be cancelled and superseded by this SSPC7.

Subject VIN and Production date ranges:

Model	Subject VIN range	Subject production date range	
		From:	To:
CX-9	JM3 TC**** M0 524235 – not fixed yet	March 22, 2021	Not fixed yet
CX-5	JM3 KF**** M* 394117 – not fixed yet	March 20, 2021	Not fixed yet
Mazda3	JM1 BP**** M1 400002 – not fixed yet	July 1, 2021	Not fixed yet
	3MZ BP**** MM 250004 – not fixed yet	July 1, 2021	Not fixed yet
CX-30	3MV DM**** MM 300002 – not fixed yet	July 1, 2021	Not fixed yet

Concern Outline:

On certain subject 2021 Model Year Mazda CX-9, CX-5, Mazda3, and CX-30 vehicles, a battery drain concern could occur due to the Telematics Communication Unit (TCU) not going to sleep. In addition, certain later production vehicles may not have proper operation of Connected Services.

Repair Outline and Important Notes:

- Reprogram the telematics communications unit with an USB stick.
- **You must use MDARS after USB programming to check for DTC and sending ODR data.**
- New information has been added to SSPC7 repair documents. Discard all other documents and print these documents out.
- DRW41 repaired vehicles will not need SSPC7 completed.
- Unrepaired DRW41 vehicles have been moved to SSPC7. You must check DRW41 status prior to

repair in Warranty Vehicle Inquiry. Open status, perform SSPC7. Closed status, return vehicle to stock or customer after confirming CV signal strength.

- **Unsubmitted DRW41 claims with repair dates of August 2 or later must be submitted with SSPC7 claim information.**
- Warranty Operations will be deleting DRW41 VINs in open status over the next few days.
- SSPC7 must be performed prior to delivery and is subject to the New Car Ready process

Owner Notification:

Mazda will notify owners of affected vehicles no later than August 30, 2021. Vehicles will display in eMDCS as "Open" on August 6, 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 August 5, 2021.
2. For Warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
3. Vehicles will display in eMDCS as "Open" by August 6, 2021.
4. There are no parts for this campaign
5. For Recall or Campaign questions please fill out the Dealer Recall Help Form located on One Mazda under Warranty, Recall & Service Reference.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this SSP before responding to customer inquiries. We apologize for any inconvenience and the multiple communications that this campaign and prior related campaigns have caused for you and your customers. Your understanding and support in carrying out this program are greatly appreciated.

Sincerely,

Mazda North American Operations