



## MAZDA DEALER EMAIL

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**September 8, 2021**

**Attention:** Mazda General, Parts and Service Managers

**Subject:** **\*\*UPDATE\*\* - Owner Mailing of Special Service Program (SSPC7) and ODR Data Transmission - 2021 Mazda CX-9, CX-5, Mazda3 and CX-30 Telematics Communications Unit (TCU) Reprogramming**

Dear Mazda Dealer Partners,

**Owner Mailing:**

Mazda mailed out letters to approximately 28,000 owners under SSPC7 on September 8, 2021. All vehicles display in eMDCS as "Open" must be repaired as outlined in the repair procedures on Mazda Global Service Support (MGSS).

**ODR Data Transmission:**

It is imperative that technicians follow all steps in the repair procedure including steps 20-27. Unfortunately, approximately 20% of the vehicle repairs have not sent ODR data and in some extreme cases customers have not been able to connect to their vehicle as the update was not done correctly as per repair step 27. Customers unable to sign up for Connected Services will leave a poor impression of Mazda, less confidence in the repair and possibly a bad dealer survey.

If any dealer personnel are unsure of the required repair steps needed to ensure ODR data transmission, please contact Technical Hotline for assistance.

If you have any further questions regarding this communication, please contact Dealer Recall Help on OneMazda.

Sincerely,

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