



MAZDA DEALER EMAIL

March 20, 2023

Attention: Mazda General, Parts and Service Managers

Subject: Notification of Special Service Program (SSPC8) - 2023 CX-9, 2023 Mazda3, 2022-2023 MX-30 - Remote Tuner Concern

Dear Mazda Dealer Partners,

Mazda Motor Corporation has decided to conduct a Special Service Program on certain 2023 CX-9, 2023 Mazda3 and 2022-2023 MX-30 vehicles equipped with a Remote Tuner module. There are 16,405 U.S. vehicles in the United States affected by this SSP.

Subject VIN and Production date ranges:

Model	Subject VIN range	Subject production date range	
		From:	To:
2023 CX-9	JM3 TC**** P0 630685 – 649341	August 4, 2022	December 20, 2022
2023 Mazda3	JM1 BP**** P1 600522 – 607850	August 8, 2022	December 9, 2022
2022-2023 MX-30	JM1 DR**** N0 101287 – 101587 JM1 DR**** P0 200001 – 200212	July 29, 2022	December 9, 2022

The asterisk symbol "*" can be any letter or number. Only vehicles in the above ranges that show "Open" in eMDCS Warranty Vehicle Inquiry are affected.

Concern Outline:

Certain Remote Tuner modules were built with outdated software and therefore the power shutdown processing of the module may not be completed. In this condition, if the vehicle is left unused for a certain amount of time, the 12V battery may discharge and run out.

Dealer Action Required:

All customer vehicles and dealer in-stock vehicles must be repaired as soon as possible or during the Step 3 Pre-Delivery Inspection if unsold. There are 1,473 vehicles in-stock and unrepaired as of date of this notice. Not repairing this SSP will directly affect the Customer Experience and cause an unnecessary return visit to your Mazda dealership. All New Car Get Ready claims submitted will be debited on vehicles sold with an open SSP. The current dealer inventory list of unsold vehicles is on Mazda Global Service Support (MGSS) under campaign SSPC8.

Repair Outline:

Update the Remote Tuner software using a formatted USB memory stick.

Owner Notification:

Mazda will notify owners of affected vehicles no later than April 14, 2023. Vehicles will display in eMDCS as "Open" on March 20, 2023 and repairs can be completed as repair procedures are available on MGSS.

Important Notice:

1. Warranty Information, Repair Procedures and Dealer Inventory VIN list will be posted on MGSS by end of day March 20, 2023. You can search by VIN that day and keyword searching in MGSS will be available by the end of the next business day.
2. For Warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
3. Vehicles will display in eMDCS as "Open" by March 20, 2023.
4. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626, Option 2.
5. For Recall or Campaign questions please fill out the Dealer Recall Help Form located [on OneMazda](#).

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 this program may cause you and your customers. Your understanding and support in carrying out this program are greatly appreciated.

Sincerely,

Mazda North American Operations



April 2023

Special Service Program (SSPC8)

2023 CX-9, 2023 Mazda3, 2022-2023 MX-30 – Remote Tuner Concern

This notice applies to your vehicle VIN: _____

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program on certain 2023 CX-9, 2023 Mazda3 and 2022-2023 MX-30 vehicles, produced in the following production date ranges.

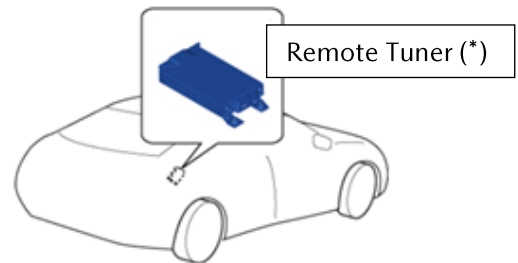
- 2023MY CX-9 vehicles produced from August 4, 2022 through December 20, 2022
- 2023MY Mazda3 vehicles produced from August 8, 2022 through December 9, 2022
- 2022-2023MY MX-30 vehicles produced from July 29, 2022 through December 9, 2022

If you are a recipient of this notice, your vehicle is included in this SSP.

What is the problem?

Certain Remote Tuners in subject vehicles, may have incorrect software. The power shutdown processing may not be completed due to the incorrect software. In this condition, if the vehicle is left unused for an extended period the 12V battery may discharge and finally run out.

(*) Remote Tuner:
Controls the audio signal from the entertainment related system.



What will Mazda do?

Your Mazda dealer will update the Remote Tuner software in your vehicle. It will take approximately one half hour to complete the repair; however, your Mazda dealer may need your vehicle for a longer period of time.

What should you do?

We encourage you to make an appointment with any authorized Mazda dealer to have the Remote Tuner software updated as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

Where is the closest Mazda dealer?

In the USA, to locate your nearest Mazda dealer, visit our website www.mazdausa.com, or call our Customer Experience Center at (800) 222-5500, option #6. If your vehicle is in a U.S. Territory, please contact Customer Service where your vehicle is located.

Puerto Rico: www.mazdapr.com, or call (787) 620-7546.

Saipan: www.carssaipan.com, or call (670) 322-7133.

Guam: www.carsguam.com, or call (671) 648-2277.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete and mail the Information Change Card in the included envelope as soon as possible. This enables us to update our records and notify the current owner. If you are a vehicle lessor receiving this notice please forward immediately a copy of this notice to the lessee within ten days.

Still have questions?

If you have any questions regarding this campaign, In the USA, visit our website www.mazdausa.com, or call our Customer Experience Center at (800) 222-5500, option #6. If your vehicle is in a U.S. Territory, please contact Customer Service where your vehicle is located.

Puerto Rico: www.mazdapr.com, or call (787) 620-7546.

Saipan: www.carssaipan.com, or call (670) 322-7133.

Guam: www.carsguam.com, or call (671) 648-2277.

Your satisfaction is a priority for Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. Please accept our apologies for any inconvenience this program may have caused you.

Sincerely,

Mazda North American Operations

*Para información en español, visite www.MazdaSeguridad.com o llame a nuestro **Centro de Experiencia para el Consumidor al (800) 222-5500, opción #8** para hablar con un representante en español.*

A. VEHICLE INSPECTION PROCEDURE

1. Verify the vehicle is within the following ranges:

Model	Subject VIN range	Subject production date range	
		From:	To:
2023 CX-9	JM3 TC**** P0 630685 – 649341	August 4, 2022	December 20, 2022
2023 Mazda3	JM1 BP**** P1 600522 – 607850	August 8, 2022	December 9, 2022
2022-2023 MX-30	JM1 DR**** N0 101287 – 101587 JM1 DR**** P0 200001 – 200212	July 29, 2022	December 9, 2022

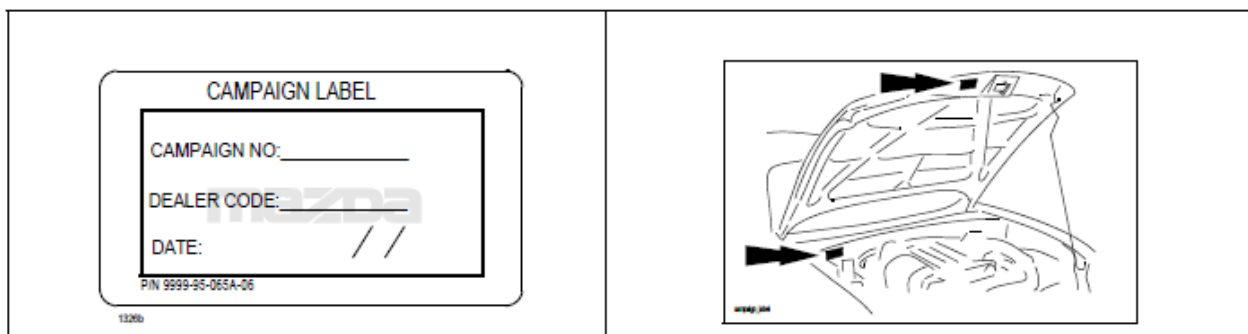
The asterisk symbol “*” can be any letter or number.

- If the vehicle is within the above ranges, and in eMDCS, go to Step 2.
 - If the vehicle is not within the above ranges, SSPC8 is not applicable.
2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for Campaign Label SSPC8 attached to the vehicle’s hood or bulkhead. Refer to eMDCS System - Warranty Vehicle Inquiry Results table below.

eMDCS System – Warranty Vehicle Inquiry Results:

If eMDCS displays:	Campaign Label is:	Action to perform:
SSPC8 OPEN	Present	Contact the Warranty Hotline at (877) 727-6626, option 3 to update vehicle history.
	Not present	Proceed to “B. REPAIR PROCEDURE”.
SSPC8 CLOSED	Present	Return vehicle to inventory or customer.
	Not present	Proceed to “C. CAMPAIGN LABEL INSTALLATION”.
SSPC8 IS NOT PRESENT	Does not apply	SSPC8 does not apply to this vehicle. Return vehicle to inventory or customer.

NOTE: Verify SSPC8 number as the vehicle may have multiple campaigns



B. REPAIR PROCEDURE

Service caution during updating for ECU(s)

During updating, connect battery charger to the vehicle to stabilize voltage fluctuation. If missing, it may cause damage to ECUs due to decreasing voltage.

7th generation vehicle will control to turn on headlight forcibly during reprogramming due to change CAN communication.



NOTE for MX-30: Make sure that HV charging cable is not connected to HV battery charging port.

Reprogram the Remote Tuner

A. REMOTE TUNER (RT) SOFTWARE UPDATE PROCEDURE

NOTE: This concern does not cause a vehicle 12V battery to fail (replacement required). If a battery replacement is required, it is not covered by SSPC8. If a battery is diagnosed as failed, replace the battery before proceeding with SSPC8.

- Format a USB memory stick with a size up to 16 GB format by FAT32.
NOTE: Confirm the USB memory has no other data on it. The USB memory should be used only for the RT update to avoid any security risks.
- Download the latest Remote Tuner software to the USB memory stick. Files are located in
 - MGSS -> Infotainment/TCU -> [MAZDA CONNECT Updates](#) -> Remote Tuner Update Files
 - Or by clicking the links below. **NOTE:** Download ALL of the “kwi” files to the formatted USB memory stick.

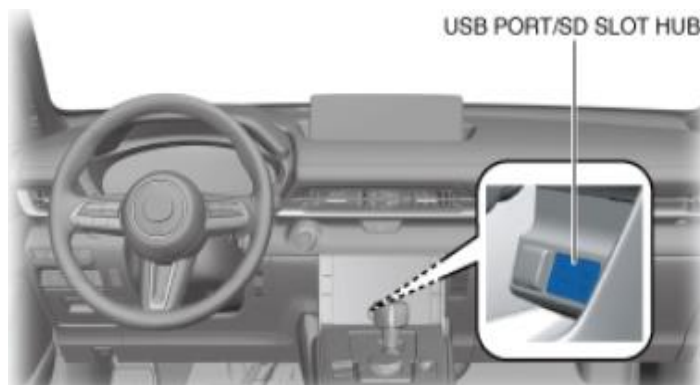
Market	Car line	Part number	Software file name	Software “kwi File”
USA	Mazda3, MX-30, CX-9 With SXM	BDGG-66-DR0-*	7000R0A-BDGG-26012	7000R0A-BDGG-2601.kwi
	Mazda3, MX-30, CX-9 Without SXM	BDGF-66-DR0-*	7000R0A-BDGF-26012	7000R0A-BDGF-2601.kwi
	CX-5 With SXM	KJL1-66-DR0-*	7000R0A-KJL1-23011	7000R0A-KJL1-2301.kwi
	CX-5 Without SXM	KJK9-66-DR0-*	7000R0A-KJK9-23011	7000R0A-KJK9-2301.kwi

3. Turn ignition ON (engine OFF – Note for MX-30: “**not** ready on”) with the push button start.

NOTE: The update should only take about 7 minutes so check the vehicle 10 minutes after the update started. The vehicle is not equipped with the ignition auto shut off function.

4. Insert the USB memory stick prepared at step 2 to the USB port.

NOTE: Any of the USB ports can be used to insert the USB memory stick.

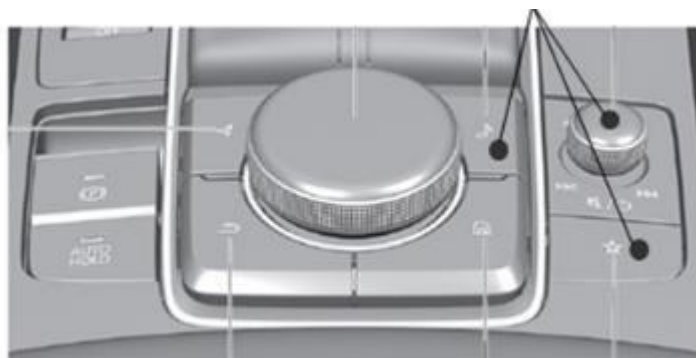


1	USB PORT/SD SLOT HUB
---	----------------------

NOTE: Depending on vehicle type the location of USB ports can be different

5. Press and hold Volume button, additionally press Music and Favorite buttons at the same time for 3-5 seconds and the Factory/Service Inspection screen will appear.

NOTE: Depending on vehicle type the location of buttons can be different



6. Select "Device Program Update" on the screen below.

Factory/Service Inspection

- Diagnostic Test
- Functional Inspection/Adjustment
- Service Information
- Device Program Update
- End Diag Mode

7. Select "System Update" on the screen below

Device Update

- System Update
- Owner's Manual Update
- Disc Player Update Status

8. Select "USB" on the screen below and checking for the update file starts.

Select Update Source

Choose the source location of the update files.

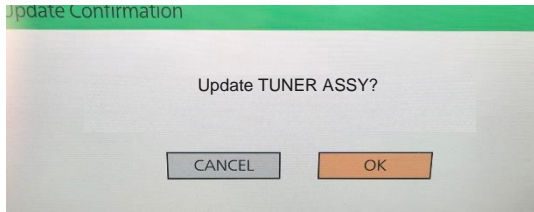
USB

Over the Air Update

9. Select "TUNER ASSY" and follow the instructions on the screen. Current/Update version may be different depending on market/model.

Update File(s) Selection		
Package Name	Current Version	Update Version
TUNER ASSY	26011	26012

NOTE: Please DO NOT switch ignition or ACC OFF and do not remove the USB memory until all update files have been installed.



10. Wait until update is completed.

NOTE: If "Update Error " was displayed, retry from step3.
If keep displaying "installing update file(s)" more than 10minutes, lock all doors and leave more than 5 minutes (put the vehicle into sleep mode). Then retry from step3.

11. Remove the USB memory from the USB port.

12. Press the commander knob to reboot the system.

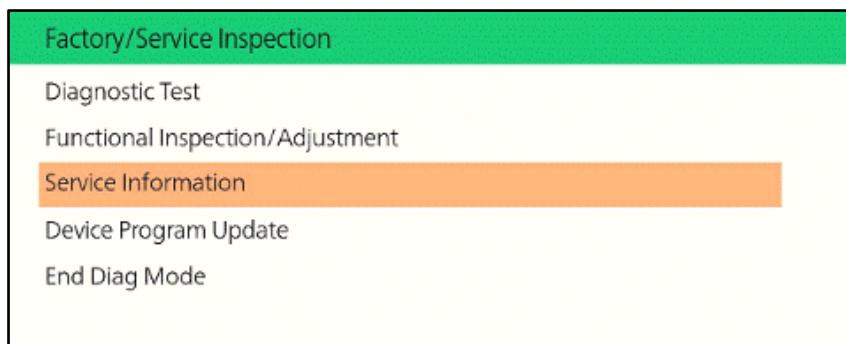
B. RT SOFTWARE VERSION CHECK PROCEDURE

13. Turn IG OFF and ON.

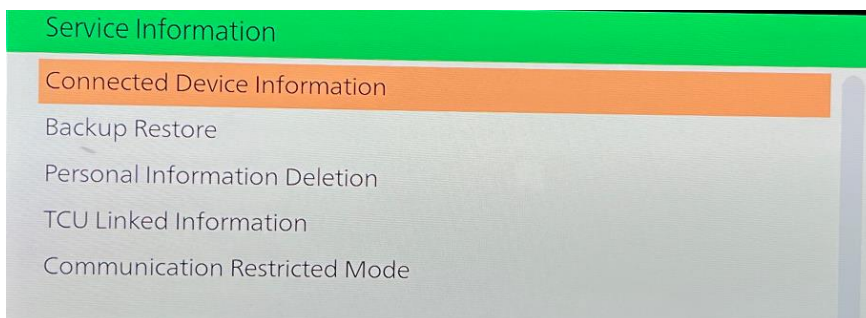
14. Press and hold Volume button and additionally press Music and Favorite buttons at the same time for 3-5 seconds and the Factory/Service Inspection screen will appear.



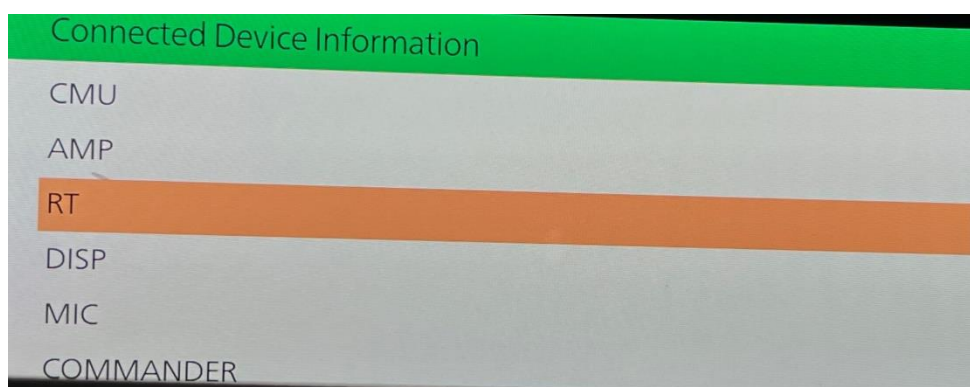
15. Select "Service Information" on the screen below.



16. Select "Connected Device Information" on the screen below.



17. Select "RT" on the screen below.

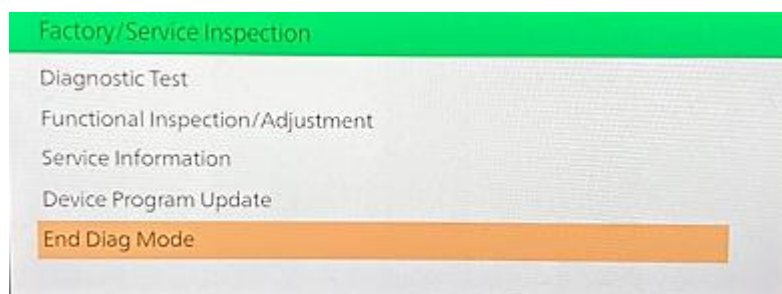


18. Check Device Name/Ver.

Confirm that target software has been installed. For the target software, refer the table in the page 2.

Device Version Information		RT
Manufacturer Name	:	Panasonic
Device Name/Ver.	:	Package / 26011
Device Name/Ver.	:	7000R0A-BDMD / 25026
Device Name/Ver.	:	MAIN_CPU / 0158
Device Name/Ver.	:	DSP_Program / E0077041
Device Name/Ver.	:	DSP_Data / E0077041

19. To exit the diagnostic mode, push the "back" button on center console to go back to "Factory/Service Inspection" screen, select "End Diag Mode" and press the selector knob.



Tool Information

Part name	Part number	Q'ty	Specification
USB Memory Stick	Standard tool	1	USB memory stick formatted to FAT32 is required.

C. CAMPAIGN LABEL INSTALLATION

1. Fill out a blue "Campaign Label" (9999-95-065A-06) with Campaign No: "SSPC8", your dealer code, today's date.

CAMPAIGN LABEL

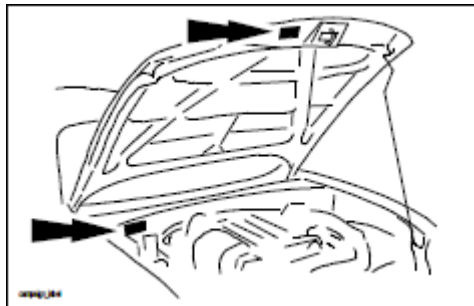
CAMPAIGN NO: _____

DEALER CODE: _____

DATE: //

P/N 9999-95-065A-06

2. Affix it to the hood or bulkhead as shown:



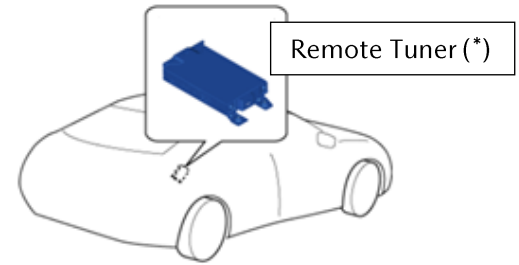
3. Return the vehicle to customer.

END OF REPAIR PROCEDURE

CONDITION OF CONCERN

On certain Remote Tuners of subject 2023 CX-9, 2023 Mazda3 and 2022-2023 MX-30 vehicles, the power shutdown processing may not be completed. With such condition, a dark current may stay high, allowing the 12V battery to be discharged and finally run out.

Causal factor: Inappropriate software of Remote Tuner



- (*) Remote Tuner:
Controls the audio signal from the entertainment system-related parts

REPAIR: Dealers are to reprogram the software of remote tuner using an USB memory stick.
Please refer to "Repair Procedure" on the MGSS for the details.

SUBJECT VEHICLES

Model	Subject VIN range	Subject production date range	
		From:	To:
2023 CX-9	JM3 TC**** P0 630685 – 649341	August 4, 2022	December 20, 2022
2023 Mazda3	JM1 BP**** P1 600522 – 607850	August 8, 2022	December 9, 2022
2022-2023 MX-30	JM1 DR**** N0 101287 – 101587 JM1 DR**** P0 200001 – 200212	July 29, 2022	December 9, 2022

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

OWNER NOTIFICATION

Mazda will notify U.S. owners by First Class Mail no later than XXXXXX, 2023. Owners will be advised to bring their vehicle to their local Mazda dealer for Remote Tuner reprogramming.

TOOL INFORMATION

Description	Part Number	Quantity	Remarks
USB Memory Stick	Standard tool	1	USB memory stick formatted to FAT32 is required.
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store (no charge)

WARRANTY CLAIM PROCESSING INFORMATION

	Updating Remote Tuner software using USB memory stick
Process Number	AP010A
Symptom Code	99
Damage Code	99
Part Number Main Cause	7777-SP-X13
Quantity	0
Labor Operation Number	XXWALXFX
Labor Hours	0.3 hrs.

RENTAL CAR INFORMATION

Mazda recommends the usage of the MCVP loaner vehicle when available. If all MCVP loaner vehicles are in use and unavailable, and the customer needs a rental car, then use your local rental facility and offer a rental car. Be sure that every effort is made to repair the car within one business day or less, so the next customer can receive the same experience.

Rental expenses exceeding the two-day limit will require prior Warranty Department Authorization, as outlined in the Mazda Rental Car Reimbursement Program policy.

Rental Car Warranty Claim Information

	MCVP Vehicle Preferred	Rental Agency Vehicle
Warranty Type Code	N/A MCVP does not require claim submission	A
Symptom Code		99
Damage Code		99
Part Number Main Cause		5555-SS-PC8R
Part Quantity		0
Labor Operation Code		MM024XRX
Labor Hours		0
Sublet – Rental Car		
Sublet Invoice Number		Number from Rental Invoice or Dealer Purchase Order
Sublet Type Code		Enter "Z9" (other)
Sublet Amount		Up to \$30.00 per day for the number of days customer had rental car
Sublet Text		Number of days rental car was supplied to customer