

**UPDATED June 7, 2024 – Use M-MDS to repair the vehicle and modified warranty information**

**The labor operations below will likely not work for claims until June 12<sup>th</sup>. Please hold any claims until that time for submission.**

**The published labor times are correct.**

## **Special Service Program SSPC5 – Multiple Control Module Reprogramming**

### **CONDITION OF CONCERN**

Some of the subject vehicles are subject to all three concerns (Concerns 1-3), some are subject to two concerns (Concerns 1&2) and some are subject to one concern (Concern 1 or 2).

#### **Concern 1:**

Mazda3 and CX-30 – Battery concern: On the subject vehicles, the CCU (climate control unit) and BCM (body control module) may not go into sleep mode even after the ignition is switched OFF or may take time to go into sleep mode. An electric current may continue to flow, allowing the battery to discharge and run out if the vehicle is left unused for a certain time. Causal factor: Inappropriate control program of CCU and BCM. Update to BCM will also update the IC, DOOR\_ESU\_D, DOOR\_ESU\_P, ESU modules.

#### **Concern 2:**

Mazda3 and CX-30 – MRCC concern: On the subject vehicles, the responsiveness when driving following a preceding car using the MRCC (Mazda Radar Cruise Control) system is designed to high response. Some drivers may feel the acceleration and deceleration jerk when using MRCC somewhat uncomfortable. The product update has been incorporated into mass-production Mazda3 and CX-30 vehicles, and acceleration and deceleration has been made more natural by changing controls to be closer to human expectation. The similar update will be made on the subject vehicles produced prior to the product update under this SSP.

\* MRCC: Mazda Radar Cruise Control (MRCC) uses a millimeter wave radar to judge the relative speed and distance to the car ahead and automatically controls vehicle speed. Working within a set speed range, MRCC automatically adjusts and maintains a safe following distance from the car in front.

#### **Concern 3:**

CX-30 – Theft-Deterrent System concern: On the subject vehicles, the theft-deterrent system may not recognize correctly the open/close state of power liftgate, which may allow the theft-deterrent system to activate wrongly when the liftgate is opened by pressing the power liftgate switch.

Causal factor: Inappropriate control program of BCM and LFU. Update to BCM will also update the IC, DOOR\_ESU\_D, DOOR\_ESU\_P, ESU modules.

### **OUTLINE OF REPAIR**

Reprogram the following modules/units with modified software, using a M-MDS. Please refer to “Repair Procedure” on the MGSS for the details.

#### SUBJECT VEHICLES

Model	Subject VIN range	Subject production date range
2019-2021 Mazda3 (built at MC)	JM1BP**** K1 100042 - 147655	From September 25, 2018 through August 27, 2020
	JM1BP**** L1 147656 - 176444	
	JM1BP**** M1 300012 - 306171	
2019-2021 Mazda3 (built at MMVO)	3MZBP**** KM 100048 - 115094	From January 15, 2019 through September 10, 2020
	3MZBP**** LM 115095 - 140710	
	3MZBP**** MM 200017 - 205395	
2020-2021 CX-30 (built at MMVO)	3MVDM**** LM 100056 - 140312	From September 26, 2019 through September 10, 2020
	3MVDM**** MM 200017 - 215325	

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

**OWNER NOTIFICATION:** Mazda will notify U.S. owners by First Class Mail no later than April 17, 2021.

#### PARTS INFORMATION

Description	Part Number	Quantity	Remarks
Campaign Label	9999-95-065A-06	1=50 labels	Obtain in Mazda e-Store (no charge)

#### WARRANTY CLAIM PROCESSING INFORMATION – USING M-MDS

**(\*): Certain CX-30 vehicles are also subject to the recall campaign 4621B, and the repair of this SSPC5 will be performed at the same time with the repair of recall 4621B. There still must be 2 separate claims one for 4216B and one for SSPC5.**

Subject Concerns	All 3 concerns, Battery Concern, MRCC Concern, Theft-Deterrent
Process Number	AM005A
Symptom Code	99
Damage Code	99
Causal Part No. & Quantity	7777-SP-T06 & 0
Labor Operation	XXW4LCFX
Labor Hours	0.9 hrs

Subject Concerns	Battery discharge concern and MRCC concern
Process Number	AM005A
Symptom Code	99
Damage Code	99
Causal Part No. & Quantity	7777-SP-T06 & 0
Labor Operation	XXW4LCFX
Labor Hours	0.9 hrs

Subject Concerns	Theft deterrent system concern and MRCC concern
Process Number	AM005A
Symptom Code	99
Damage Code	99
Causal Part No. & Quantity	7777-SP-T06 & 0
Labor Operation	XXW4LDFX
Labor Hours	0.8 hrs

Subject Concern	MRCC concern ONLY
Process Number	AM005A
Symptom Code	99
Damage Code	99
Causal Part No. & Quantity	7777-SP-T06 & 0
Labor Operation	XXT1JHFX
Labor Hours	0.4 hrs

Subject Concern	Battery discharge concern ONLY	Theft deterrent system concern ONLY
Process Number	AM005A	AM005A
Symptom Code	99	99
Damage Code	99	99
Causal Part No. & Quantity	7777-SP-T06 & 0	7777-SP-T06 & 0
Labor Operation	XXW4LEFX	XXW4LFFX
Labor Hours	0.7 hrs	0.6 hrs

**WARRANTY CLAIM PROCESSING INFORMATION – Using MDRT Tool (tool was requested back June 3, 2024)**

	Control Units/Modules Reprogramming	
	CX-30 affected by Recall 4621B	Mazda3 & CX-30 Not affected by Recall 4621B
Process Number	AM005A	AM005A
Symptom Code	99	99
Damage Code	99	99
Causal Part No. & Quantity	7777-SP-T06 & 0	7777-SP-T06 & 0
Labor Operation	XXT1HAFX	XXT1HBFX
Labor Hours	0.1 hr.	0.3 hrs.

**(\*):** Certain CX-30 vehicles are also subject to the recall campaign 4621B, and the repair of this SSPC5 will be performed at the same time with the repair of recall 4621B. There still must be 2 separate claims one for 4216B and one for SSPC5.

**RENTAL CAR INFORMATION**

This special service program does not have a warranty rental car program.