



## MAZDA DEALER EMAIL

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**July 23, 2024**

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

**Subject: Launch of Mazda Service Program MSP61 & Special Service Program SSPD7  
Affecting 2024MY CX-30 and Mazda3 Vehicles**

Dear Mazda Dealer Partners,

Mazda Motor Corporation has decided to conduct one Mazda Service Program (MSP61) and one Special Service Program (SSPD7) affecting vehicles in the U.S. and U.S. Territories. Mazda vehicles in Canada and Mexico are also affected by SSPD7 and must be repaired if presented to your dealership. There is some overlap in the VIN population and certain vehicles are affected by both campaigns.

**Owner Notification for Special Service Program SSPD7:** All vehicles in both campaigns will be in "OPEN" status on July 23, 2024, before the end of the business day. The Owner Letters for SSPD7 will be mailed by August 14, 2024. As normal, there is no Owner Notification for MSP61 but all vehicles are required to be repaired if presented to your dealership.

### **Subject Vehicles MSP61**

Model	Subject VIN range	Subject production date range
2024 CX-30 (MMVO produced)	3MVDM****RM 600012 - 697060	From August 22, 2023 through May 15, 2024
2024 Mazda3 (MMVO produced)	3MZBP****RM 400011 - 426880	From September 5, 2023 through May 15, 2024
2024 Mazda3 (MC produced)	JM1BP****R1 650008 - 714608	From May 25, 2023 through March 19, 2024

**Production Note:** \*Only the vehicles in these above ranges and with a "OPEN" status in eMDCS are affected.

### **Special Service Program SSPD7**

Model	Subject VIN range	Subject production date range
2024 CX-30	3MVDM****RM 6000011 - 631187	From August 22, 2023 through December 1, 2023
2024 Mazda3 (MMVO produced)	3MZBP****RM 400011 - 408755	From September 5, 2023 through November 30, 2023

2024 Mazda3 (MMVO produced)	JM1BP****R1 650003 - 707806	From May 25, 2023 through November 17, 2023
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**Production Note:** \*Only the vehicles in these above ranges and with a "OPEN" status in eMDCS are affected.

**ACTION ITEM:** There are approximately 2,800 (SSPD7) and 11,000 (MSP61) vehicles in stock at U.S. Mazda dealers which must be repaired as soon as possible. All Mazda dealers must quarantine any affected new, used, or CPO in-stock vehicles until the repair is completed. The affected dealer inventory list was provided to your District Service Manager with the notification of this dealer email. Once completed, the car can be delivered, and the Warranty claim can be submitted later without penalty since the car has been repaired.

**Repair Synopsis:** Both campaigns require software updates. SSPD7 uses MDARS to update and should be performed after MSP61 if the vehicle has both campaigns. MSP61 updates the software via a USB stick. A Battery charger will be required to stabilize battery voltage. There are **no parts** involved with either campaign.

**EXTREMELY IMPORTANT!** After both updates are completed, technicians must use MDARS to send Collect Diagnostic Information session data on each VIN to Japan. This step is critical and included in the repair procedure. If the data is not pushed, the warranty claim processing and subsequent closure of the campaign(s) will not occur. The Collect Diagnostic Information data is validating the proper software was successfully completed before accepting the warranty claim. The data transmission is completed after all software updates have been completed and since MDARS is required for SSPD7, it is best to perform MSP61 first, then SSPD7.

Descriptions of each campaign are below. The repair documents have completion times included, and the software updates are relatively quick.

**Mazda Service Program (MSP61) – 2024 CX-30 and 2024 Mazda3, equipped with 6 speakers Connectivity Master Unit (CMU) software concern:** When using a Bluetooth® connected smartphone and talking with handsfree function on a vehicle with 6 speakers, the person on the other end of the line may have difficulty hearing the driver's voice. Causal factor: Inappropriate Connectivity Master Unit (CMU) software. There are 65,022 vehicles in the U.S. and U.S. Territories.

**SSPD7 - 2024 CX-30 – 2024 CX-30 and 2024 Mazda3 – Body Control Module (BCM) and Vehicle Control Module (VCM) software concern.** All vehicles in this SSP may be affected by Concern 1, and some vehicles may be also affected by Concern 2. There are 37,283 vehicles in the U.S. and U.S. Territories.

**Concern 1: Opening scene of instrument cluster is not displayed**

Some vehicles may experience that the opening scene\* of the instrument cluster is not displayed as designed after the ignition is turned on. \*Opening sequence of the instrument cluster refers to the display that occurs immediately after the ignition is turned on, where the vehicle model's logo is shown on the instrument cluster's LCD screen before transitioning to the speedometer display, as well as the sequence where the needles of the analog meters swing to its maximum position then back to initial position. Causal factor: Improper control software of the Body Control Module (BCM).

**Concern 2: Mazda Radar Cruise Control (MRCC) may reduce speed to match adjacent lane vehicle**

While driving on a curved road condition with the Mazda Radar Cruise Control (MRCC) activated, a vehicle in the right or left lane may be detected as an ahead vehicle and the MRCC unexpectedly reduces vehicle speed to match that vehicle. Causal factor: Inappropriate detection control program of the Vehicle Control Module (VCM).

To help you effectively perform these campaigns, Mazda has developed the following resources:

1. The Dealer Notification, Owner Letter, Repair Procedure and Warranty documents are posted to MGSS. Searching by VIN is available immediately and Keyword searching will be available by the end of the day, July 24, 2024.

2. For warranty questions, please contact the Warranty Hotline at [warrantydept@mazdausa.com](mailto:warrantydept@mazdausa.com).
3. For recall related 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 these campaigns before responding to customer inquiries. We apologize for any inconvenience these campaigns may cause you and your customers. Your understanding and support is greatly appreciated.

Sincerely,

**Mazda North American Operations**

Travis Young

Manager, Recalls

Technical Services Division