



August 2024

**Special Service Program (SSPD7) - 2024 CX-30 and 2024 Mazda3 - Body Control Module (BCM) and Vehicle Control Module (VCM) software concern**

**This notice applies to your vehicle VIN:** \_\_\_\_\_

Dear Mazda Owner:

Mazda Motor Corporation has decided to conduct a Special Service Program on certain 2024MY CX-30 vehicles produced from August 22, 2023 through December 1, 2023, and 2024MY Mazda3 vehicles produced from May 25, 2023 through November 30, 2023. If you are a recipient of this notice, your vehicle is included in this SSP.

**What is the problem?**

All vehicles in this SSP may be affected by Concern 1, and some vehicles may be also affected by Concern 2.

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

Some vehicles may experience that the opening scene\* of the instrument cluster is not displayed as designed after the ignition is turned on due to improper control software of the Body Control Module (BCM).

\* 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.

**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 due to inappropriate detection control program of the Vehicle Control Module (VCM), and the MRCC unexpectedly reduces vehicle speed to match that vehicle.

**What will Mazda do?**

Your Mazda Dealer will reprogram the BCM and VCM with modified software to resolve the concern(s). The repair will be performed at no cost to you.

**How long will the repair take?**

It will take approximately half an hour to complete the repair of this SSP; however, your Mazda dealer may need your vehicle for a longer period of time.

### **What should you do?**

We encourage you to contact any Mazda Dealer to schedule an appointment to have your vehicle repaired 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, please visit our website [www.mazdausa.com/owners](http://www.mazdausa.com/owners) or you can search and make an appointment on the MyMazda App. If you cannot locate a dealer, please contact 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](http://www.mazdapr.com) or call (787) 620-7546, Saipan: [www.carssaipan.com](http://www.carssaipan.com) or call (670) 322-7133, Guam: [www.carsguam.com](http://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 postage paid 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 take steps to ensure that this notice is forwarded to the lessee.

### **Still have questions?**

If you have any questions regarding this campaign, in the USA, please visit our website [www.mazdausa.com/owners](http://www.mazdausa.com/owners) or call our Customer Experience Center toll free 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](http://www.mazdapr.com), or call (787) 620-7546, Saipan: [www.carssaipan.com](http://www.carssaipan.com), or call (670) 322-7133, Guam: [www.carsguam.com](http://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](http://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.*