

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

**CONDITION OF CONCERN**

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**

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)

**OUTLINE OF REPAIR:**

- 1) Reprogram the BCM and VCM with the Mazda Modular Diagnostic System (M-MDS), using Mazda Diagnostic And Repair Software (MDARS). Note: Reprogramming of both control modules is completed under one MDARS operation (one-click reprogramming).
- 2) Perform Collect Diagnostic Information (Manual) – Upload of ODR data.
- 3) Perform DTC inspection.

Please refer to the Repair Procedure document on MGSS for further details.

**SUBJECT VEHICLES**

Model	Subject VIN range	Subject production date range
2024 CX-30 (MMVO produced)	3MVDM**** RM 600011 - 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 (MC produced)	JM1BP**** R1 650003 - 707806	From May 25, 2023 through November 17, 2023

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

**OWNER NOTIFICATION:**

Mazda will notify the owners by first class mail around mid-August 2024.

**PARTS INFORMATION**

Other than the required campaign label below, there are no parts required for this repair.

Description	Part Number	Quantity	Note
Campaign Label	9999-95-065A-06	1 order=50 labels	Obtain in Mazda e-Store

**WARRANTY CLAIM PROCESSING INFORMATION**

	BCM and VCM software re-programming
Process Number	AR037A
Symptom Code	99
Damage Code	99
Causal Part Number	7777-SP-Y42
Quantity	0
Labor Operation Number	XXWRHAFX
Labor Hours	0.3 hrs.

**IMPORTANT NOTE:**

- 1) All vehicles are required to “Collect Diagnostic Information (ODR Upload)” after the software update has been completed. If this is not uploaded successfully, or if one or more software updates are missed or done incorrectly, this SSPD7 will remain open and the warranty claim will not be paid. Dealers will then be required to contact the customer to bring the vehicle back to correct the concern.
- 2) Please wait up to 30 minutes after completing the SSPD7 operation before submitting the warranty claim

**RENTAL CAR INFORMATION**

Rental expenses exceeding the two-day limit or over the per day limit set by Mazda Warranty policy will require prior Warranty Department Authorization prior to giving the rental to the customer regardless of the reason. Please refer to the Mazda Rental Car Reimbursement Program policy in the Mazda Warranty Policies and Procedures Manual. 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 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-PD7R
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