



## FIELD COMMUNICATIONS

**DATE:** Monday, March 17, 2025  
**FROM:** TRAVIS YOUNG  
**SUBJECT:** Pending Warranty Claim Error - Mazda Service Program MSP61 Affecting 2024MY CX-30 and Mazda3 Vehicles  
**SUMMARY:** Pending Warranty Claim Error - Mazda Service Program MSP61 Affecting 2024MY CX-30 and Mazda3 Vehicles  
**TYPE:** Informational

Dear Mazda Dealer Colleagues,

Mazda Motor Corporation launched the Mazda Service Program MSP61 in July 2024 affecting vehicles in the U.S. and U.S. Territories. Recently, there have been a small number of warranty claims that cannot be processed due to system pending error code (there could be additional pending codes, but this below is the most common received):

***eMDCS Message: "REPROGRAMMING CHAIN INFO" AND***

***On daily list of claims processed the code will state: "999 – UNDER CONSIDERATION AT MNAO"***

If your Warranty claim shows this pending code, please do not attempt another repair on the vehicle. We have been advised the vehicle is successfully repaired but will not show "CLOSED" on eMDCS Warranty Vehicle Inquiry until the issue is resolved.

Mazda Motor Corporation is working on fixing this error and it is expected to be resolved no later than Monday, March 24, 2025. Your claim will remain in pending status until this error is corrected. We will send another dealer email when the issue is resolved advising next steps to process any affected warranty claims.

Sincerely,

**Mazda North American Operations**

Travis Young  
Manager, Recalls  
Technical Services Division

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DO NOT REPLY to this email. If you have questions or comments, please contact us at [OneMazdaUSA.com](#).

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